

Veritas eDiscovery Platform Release Notes

9.5.1

Veritas eDiscovery Platform Release Notes

Documentation version: 9.5.1

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Technical Support

Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within the company to answer your questions in a timely fashion.

Our support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about our support offerings, you can visit our website at the following URL:

www.veritas.com/support

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.veritas.com/support

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information

- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Technical Support
 - Recent software configuration changes and network changes

Licensing and registration

If your product requires registration or a license key, access our technical support Web page at the following URL:

www.veritas.com/support

Customer service

Customer service information is available at the following URL:

www.veritas.com/support

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Advice about technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

If you want to contact us regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Worldwide (except Japan)

CustomerCare@veritas.com

Japan

CustomerCare_Japan@veritas.com

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Overview

This chapter includes the following topics:

- [Overview](#)

Overview

These release notes describe updates related to installation, upgrades, and operational considerations, including resolved and known issues related to Veritas eDiscovery Platform software.

Detailed information on how to use the appliance and the new features can be found in the documentation for that particular feature or enhancement. Each manual has a guide to the documentation in the *Product Documentation* section.

Operational notes

This chapter includes the following topics:

- [What files to download](#)
- [Install/upgrade instructions](#)
- [Distributed architecture deployment updates](#)
- [Product documentation](#)
- [Need help?](#)

What files to download

Please sign in and use the Veritas Support portal for downloading product software, licensing, and support: https://www.veritas.com/content/support/en_US.html

- For cumulative hotfix information and downloads, visit the eDiscovery Platform support site:
https://www.veritas.com/content/support/en_US/article.100038329.html
- For information on how to obtain license key and installation download:https://www.veritas.com/support/en_US/article.000100418

A number of Veritas eDiscovery Platform installation files are available from the Veritas Support Portal Downloads area. Use the information below to help you choose the appropriate set of files to download for your license and deployment.

If you are upgrading to 9.5.1, use the following incremental installer (for the Master node and all nodes in the cluster, the Confirmation Server and the Utility Node):

- `Veritas_eDiscovery_Platform_v95_CHF1_Win_EN_Fix1.zip`

If you are upgrading from a previous version, run the full product installer.

- Full product installer

Veritas_eDiscovery_Platform_Installer_9.5-Win-EN.zip

- Legal Hold installer (only applicable if you are licensed for the Legal Hold module):

Veritas_eDiscovery_Platform_ConfServer_Installer_9.5-Win-EN.zip

- Utility Node installer (only applicable if you are licensed for the Review, Redaction and Production module)

Veritas_eDiscovery_Platform_UtilityNode_Installer_9.5-Win-EN.zip

Install/upgrade instructions

Note: If you have changed the JDK password in the eDiscovery Platform 9.5 Release, you must copy the property `esa.cert.keystore.password` and its value from `D:\CW\V95\scratch\esa\esa.properties` and store it outside of `D:\CW\V95\` before you start upgrading to eDiscovery Platform to release 9.5.1.

Post upgrade to eDiscovery Platform 9.5.1, perform the following steps to make sure that the JDK password is updated in the system.

1. Access `D:\CW\V95\scratch\esa\esa.properties` and

`D:\CW\V95\config\configs\default.properties`, and then paste the `esa.cert.keystore.password` property and its value that was copied prior to upgrade.

2. Access **Clearwell Commander > Password Manager**, and then confirm that the password provided using the `esa.cert.keystore.password` property has been retained.

Veritas eDiscovery Platform 9.5.1 supports the following upgrade path:

- Veritas eDiscovery Platform Release 9.5

If you are running above listed version, you must run the incremental installer to install 9.5.1 on the following:

- Master Node and all other nodes in the cluster
 - Confirmation Server
-

Note: Note: If you are using a dedicated Confirmation Server, then you must run the 9.5.1 incremental installer on the Confirmation Server.

- Utility node

eDiscovery Platform does not support release upgrades that extend past a previous version release (for example, you cannot perform a direct upgrade from 9.0 to 9.5.1). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 9.5.1, your system must be running 9.5 before running and applying the 9.5.1 incremental install.

You may need to restart your system after upgrading to 9.5.1, if prompted.

Note: After eDiscovery Platform is upgraded to the 9.5.1 release, you must update the Java SDK on the eDiscovery Platform server. See “[Support for Java SE Development Kit 8, Update 251 \(JDK 8u251\)](#)” on page 14.

Distributed architecture deployment updates

If you are using a distributed architecture deployment, the 9.5.1 installation retains the product version as 9.5.1.0.

All nodes in a cluster must be upgraded to the same version; otherwise nodes will not be available.

To upgrade the nodes

- 1 Stop all services on all nodes.
- 2 Install 9.5.1 on the Master node first.
- 3 Continue to install 9.5.1 on all other nodes in the cluster.

Note: After eDiscovery Platform is upgraded to the 9.5.1 release, you must update the Java SDK on the eDiscovery Platform server. See “[Support for Java SE Development Kit 8, Update 251 \(JDK 8u251\)](#)” on page 14.

For more information about distributed architecture system requirements, refer to the Distributed Architecture Deployment Guide.

Product documentation

For more information on supported upgrade paths, refer to:

https://www.veritas.com/support/en_US/article.000095769

For more information on the supported operating systems and third-party applications, refer to:

https://www.veritas.com/support/en_US/article.000019811

9.5.1 and hotfixes product documentation:

https://www.veritas.com/support/en_US/article.100047390

9.5 Late Breaking News:

https://www.veritas.com/support/en_US/article.100047389

For 9.5.1 version of the Identification and Collection Guide:

https://www.veritas.com/content/support/en_US/doc/Identification_and_Collection_Guide_951

Need help?

Customer Support portal: https://www.veritas.com/support/en_US.html

Contact numbers: https://www.veritas.com/content/support/en_US/contact-us.html

Note: Access to some areas of the Support Portal may require a Veritas Account. If you do not already have one, register for a new Veritas Account from the Support Portal Licensing area.

New in Release 9.5.1

This chapter includes the following topics:

- [Support for collection from Office® 365 Exchange and OneDrive](#)
- [Support for Global Activity Reports](#)
- [EML to MSG conversion for Enterprise Vault collection](#)
- [Updated version of the Veritas Information Classifier](#)
- [Updated version of the Veritas Quick Assist](#)
- [Support for Java SE Development Kit 8, Update 251 \(JDK 8u251\)](#)
- [Support for MySQL Server 5.6.48](#)
- [Enhancements in application security](#)

Support for collection from Office® 365 Exchange and OneDrive

Release 9.5.1 supports identification and collection of data from Microsoft 365® (formerly Office 365®), where Microsoft Graph APIs and OAuth2 authentication is used to connect to Office® 365 Cloud Apps, such as Exchange and OneDrive. Now, eDiscovery Platform supports collection from Office 365 OneDrive and changes how the collection from Office® 365 Exchange is done. The collection from Office 365® also supports federated collection with rich server-side filtering capabilities. This has improved the reliability and performance of the eDiscovery Platform data collection from Office® 365.

eDiscovery Platform continues support for data collection from the legacy Office® 365, where MAPI/HTTP is used to connect to Office® 365.

Support for Global Activity Reports

Release 9.5.1 now provides a support feature that enables users to generate the Global Activity Report either for a specific case or for all cases. Users can select the time zones in which the last activity time should be reported, and generate reports based on the activity type. Users can generate the Global Activity Report from **System > Support Features > Property Browser**.

EML to MSG conversion for Enterprise Vault collection

eDiscovery Platform now converts the EML files that are collected from all Enterprise Vault archives, such as Exchange, SMTP, and IMAP into MSG files that are stored in PST files. This results in faster collection and processing of data from Enterprise Vault and enhanced usability in dealing with a PST file instead of individual loose EML files.

Updated version of the Veritas Information Classifier

Release 9.5.1 comes with an updated version of the Veritas Information Classifier engine 2.3.0. This release provides enhanced classification capabilities that can be used during the processing of the collected data. This version provides new classification policies, as follows:

- Argentina Personal Data & Sensitive Data Policies
- Canada Personal Data & Sensitive Data Policies (PIPEDA)
- China Personal Data & Sensitive Data Policies
- COVID-19 Policies
- Hong Kong Personal Data & Sensitive Data Policies
- South Africa POPI (Personal Data) & Sensitive Data Policies
- Russia Personal Data & Sensitive Data Policies
- Thailand Personal Data & Sensitive Data Policies
- Ukraine Personal Data & Sensitive Data Policies
- Ransomware Note policy

- Detection of Brazil Registro Nacional de Veículos Automotores (RENAVAM) (vehicle registration) numbers
- Detection of Brazil Titulo de eleitor (voter ID) numbers
- Detection of Brazil PIS/PASEP ID numbers
- Updated Political Parties
- Updated Credit Card Numbers policy to reduce false positives
- Coarse Credit Card Pattern for finding credit card numbers without context keywords
- Updated Named-Entity-Recognition Service
- OCR support in VIC-Docker

For more information on these policies, see the online Help for the Veritas Information Classifier.

Updated version of the Veritas Quick Assist

eDiscovery Platform 9.5.1 comes with an updated version of the Veritas Quick Assist, v2.4.158.253.

Support for Java SE Development Kit 8, Update 251 (JDK 8u251)

Veritas eDiscovery Platform 9.5.1 is certified to work with Java SE Development Kit 8, Update 251 (JDK 8u251). After eDiscovery Platform is upgraded to the 9.5.1 release, you must update the Java SDK on the eDiscovery Platform server using the installer available as part of `Veritas_eDiscovery_Platform_9.5.1.zip`.

A separate standalone installer for Java SE Development Kit 8, Update 251 (JDK 8u251) is available as part of the eDiscovery Platform 9.5.1.

To install Java SE Development Kit 8, Update 251 (JDK 8u251) using the standalone installer

- 1 Download the file `Veritas_eDiscovery_Platform_9.5.1.zip` from the eDiscovery Platform 9.5.1 Release Technote.
- 2 Extract the content. You will see a folder `Java_SE_Development_Kit_8_Update_251 (JDK 8u251)` containing the following files:
 - `JDKUpgrader.exe`

- ReadMeFirst
- 3 Read the `ReadMeFirst.txt` for the detailed installation instructions.
 - 4 Run `JDKUpgrader.exe` to install the `Java_SE_Development_Kit_8_Update_251`(JDK 8u251).
 - 5 Perform these steps on all eDiscovery Platform appliances (Standalone, Cluster Master, Worker, Utility Node, Confirmation Server, Remote MySQL Database) in the environment.

Support for MySQL Server 5.6.48

After the eDiscovery Platform environment is upgraded to the 9.5.1 release, run the MySQL Upgrade installer to upgrade the MySQL to version 5.6.48 to meet the security needs. Perform the MySQL upgrade using the installer available as part of the `Veritas_eDiscovery_Platform_9.5.1.zip`.

To install MySQL Server 5.6.48

- 1 Download the file `Veritas_eDiscovery_Platform_9.5.1.zip` from the eDiscovery Platform 9.5.1 Release Technote.
- 2 Extract the content. You will see a folder `MySQL Server 5.6.48` containing the following files:
 - `MySQLUpgrader.exe`
 - `ReadMeFirst`
- 3 Read the `ReadMeFirst.txt` for the detailed installation instructions.
- 4 Run `MySQLUpgrader.exe` to install MySQL Server 5.6.48.
- 5 Perform these steps on all eDiscovery Platform appliances (Standalone, Cluster Master, Worker, Utility Node, Legal Hold Confirmation Server, Remote MySQL Database) in the environment.

Enhancements in application security

Release 9.5.1 enhances application security by providing improved server and application logs.

Known issues

This chapter includes the following topics:

- [Known issues in 9.5.1](#)

Known issues in 9.5.1

While collecting data from Office® 365 Cloud Apps, such as Exchange and OneDrive that uses Microsoft Graph APIs and OAuth2 authentication for connection, consider the following known issues:

Table 4-1 Known issues in 9.5.1

Issue number	Description
ESA-55779	eDiscovery Platform uses the default time zone, that Azure has set for users/tenets, for all date-based searches and for rerunning of the collection tasks. Here, instead of collecting only incremental data, all the items are recollected, resulting in over collection of data.
ESA-55667	Re-running a collection task with success or partial success state collects all the items between last run and the time when this job is rescheduled. However, rerunning a collection task in failed state does not collect the items that are in “uncollected items” in previous run.
ESA-55649	Keyword search in Contact and Calendars in Exchange is not supported. Keyword search works incorrectly for contacts and does not work completely for calendars. If Office 365 collection is run using the participant filter, then the search returns only data related to Exchange mails and does not return data for calendars and contacts.
ESA-55422	Size of the collection data is shown differently on the Collection Task page and on the Collection Activity under Employee List. The Collection Task page shows the correct size of the collection.

Fixed issues

This chapter includes the following topics:

- [Fixed issues in Release 9.5.1](#)

Fixed issues in Release 9.5.1

The following issues are fixed in Release 9.5.1:

Table 5-1 Fixed issues in Release 9.5.1

Issue number	Description
Infrastructure	
CFT-2503	This fix resolved an issue where the eDiscovery Platform services failed to start in case the memory configuration of the appliance was changed.
System Administration	
CFT-2936	This fix resolved an issue where the scheduled node backups failed after an upgrade in certain situations.
Identification and Collection	
ESA-53685	Release 9.5.1 supports federated search for SharePoint 2016 collections.

Table 5-1 Fixed issues in Release 9.5.1 (*continued*)

Issue number	Description
CFT-2522	<p>This fix resolved an issue where the eDiscovery Platform user interface freezes intermittently in certain situations, and the users were not able to view the System > Jobs window and the status log. With this fix, the following new properties have been added that users can modify based on their requirements.</p> <p>Property: <code>esa.common.mail.smtp.connectionTimeout</code> The default value: 300000</p> <p>Property: <code>esa.common.mail.smtp.socketIOTimeout</code> The default value: 300000</p>
CFT-2385	<p>This fix ensures that the Enterprise Vault collection task Traits filter option "Include items that have not been indexed by Enterprise Vault" collects relevant emails even though the Keyword filter is not used.</p>
CFT-2460	<p>This fix resolved an issue where the Enterprise Vault collection task appeared to be unresponsive when it failed to acquire the lease on the Enterprise Vault server in certain situations.</p> <p>Users can set the following properties:</p> <p><code>esa.icp.collection.ev.waitAfterLeaseRelease</code> to 2000 <code>esa.icp.ev.contentretriever.leaseWaitTimeMills</code> to 1 second</p>
Legal Hold	
CFT-2887	<p>This fix resolved an issue where the footer information in the legal hold notices was not retained after upgrade in certain situations.</p>
Processing and Post Processing	
CFT-2668	<p>This fix resolved an issue where the EML files were incorrectly categorized and processed as plain text documents in certain situations.</p>
Search and Review	

Table 5-1 Fixed issues in Release 9.5.1 (continued)

Issue number	Description
CFT-2994	This fix resolved an issue where the participant picker in the advanced search failed to save the selected participants in certain situations. With this fix, advanced search includes the selected participants using the participants picker.
CFT-2487	This fix resolved an issue where certain hidden content, such as “bubble information” was not displayed properly in the Review screen.
Production and Export	
CFT-3066	This fix resolved an issue where the Native only export failed when the Deduplicate (export single copy) and Group messages/files by custodian export options were selected. With this fix, the Native Only export work as expected.
CFT-2496	<p>This fix resolved an issue where the exports were not copied to the location specified in the property <code>esa.export.joboutput.external</code>.</p> <p>With this fix, a new configurable property, <code>esa.export.joboutput.external.nozip</code> has been added.</p> <p>By default, the value if set as <code>false</code>, that exports the data as a ZIP file at the location specified in the <code>esa.export.joboutput.external</code> property. If the value is set as <code>true</code>, the data will not be exported as a ZIP file.</p>

Table 5-1 Fixed issues in Release 9.5.1 (*continued*)

Issue number	Description
CFT-2408	<p>For environments where customers are using remote location to store items from Export/Production run, this is an optional workflow which helps in making the Export/Production feature more reliable in situation when network fluctuations are being observed in the environment.</p> <p>When enabled using the below-mentioned property settings, this solution uses the Scratch folder as the temporary location to store the collection of all items that are required to be exported/produced. At the end of export/production, these items will be moved together to the user-specified remote location.</p> <pre>esa.export.xml.enable.tempstorage = true (the default value is false)</pre> <pre>esa.export.xml.disk.required.mb = 10000 (specify the value of your choice as per your requirement)</pre> <pre>esa.export.xml.disk.required.waitbetweenretries.minutes = 1</pre> <pre>esa.export.xml.disk.retry.count = 3</pre>
Load File Import	
CFT-2602	This fix resolved an issue where the users could not view data from a specific load file in text mode when the case was restored to another server.