

Veritas eDiscovery Platform Release Notes

10.0.1

VERITAS™

Veritas eDiscovery Platform Release Notes

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Veritas Technologies LLC
2625 Augustine Drive.
Santa Clara, CA 95054

<http://www.veritas.com>

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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](#)
- [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 10.0.1, 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_10.0.1.zip`

Note: Starting with release 10.0.1, eDiscovery Platform provides a common installer file for eDiscovery Platform Cumulative Hotfix (CHF) and other required third-party components, such as Java SE Development Kit (JDK), MySQL Server, and PrizmDoc. You do not need to run separate, multiple installer files.

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

- Full product installer
`Veritas_eDiscovery_Platform_Installer_10.0-Win-EN.zip`
- Standalone Legal Hold Confirmation Server installer (only applicable if you are licensed for the Legal Hold module):
`Veritas_eDiscovery_Platform_ConfServer_Installer_10.0-Win-EN.zip`
- Utility Node installer (only applicable if you are licensed for the Review, Redaction and Production module)
`Veritas_eDiscovery_Platform_UtilityNode_Installer_10.0-Win-EN.zip`

Upgrade instructions

Veritas eDiscovery Platform 10.0.1 supports the following upgrade path:

- Veritas eDiscovery Platform Release 10.0

If you are running above listed version, you must run the incremental installer to install 10.0.1 on the following:

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

Note: If you are using a dedicated Confirmation Server, then you must run the 10.0.1 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 9.5 to 10.0.1). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 10.0.1, your system must be running 10.0 before running and applying the 10.0.1 incremental install.

To upgrade to release 10.0.1

- 1 Log in to the machine as the Administrator. Unzip the installer file (*Veritas_eDiscovery_Platform_10.0.1.zip*) into a temporary directory (*D:\tmp\inst* directory).

Note: After the installer file is extracted, you get the CHF executable file and a package directory. You cannot run the CHF installer if the packages directory is not in the same folder as the CHF executable. Installing the individual components from the packages directory will fail.

After the files are unzipped, run the CHF executable file. The InstallShield Wizard might take a few minutes to display the installation home screen.

- 2 The installation home screen appears displaying the version being installed. Click **Next**.
- 3 Read and acknowledge acceptance of the terms of the Veritas software license agreement. Click **Next**.
- 4 On the **Choose Destination Location** screen, leave the default 10.0 installation directory as is, and click **Next**.
- 5 The **Select Features** screen shows the eDiscovery Platform Hotfixes and the third-party components to be installed with release 10.0.1. Select the components that you want to install, and then click **Next**.
- 6 The system prompts you to enter credentials for PrizmDoc service. Enter account username and password, and then click **Next**.
- 7 Click **Install**.
- 8 At the prompt, to confirm that Veritas eDiscovery Platform will manage your firewall (recommended), click **Yes**.
- 9 At the prompt, to confirm that all Veritas eDiscovery Platform services will be stopped, click **Yes**.
- 10 The system continues the installation. After installation completes, select **Yes, I want to restart my computer now**, and then select **Finish** to reboot the system.

Distributed architecture deployment updates

If you are using a distributed architecture deployment, the 10.0.1 installation retains the product version as 10.0.0.9.0.

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 10.0.1 on the Master node first.
- 3 Continue to install 10.0.1 on all other nodes in the cluster.
- 4 If you use a remote Database server, run the CHF installer to upgrade the MySQL server.

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

Product documentation:

https://www.veritas.com/support/en_US/article.100040275

Late Breaking News:

https://www.veritas.com/content/support/en_US/article.100038329

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 10.0.1

This chapter includes the following topics:

- [Persistent Hit Highlighting](#)
- [Support collection from Microsoft 365 through proxy](#)
- [An updated version of the Veritas Information Classifier](#)
- [Ability to manage FIPS mode for Veritas Information Classifier](#)
- [Secured connections with the MySQL server](#)
- [Support collection from newer versions of SharePoint and Enterprise Vault](#)
- [Support for Java SE Development Kit 8, Update 291 \(JDK 8u291\)](#)
- [An updated version of the Veritas Quick Assist](#)
- [Support for MySQL Server 5.7.34](#)
- [List production folders across all cases](#)
- [Improved installation experience](#)
- [Improved production export performance](#)
- [Improvements in bulk redaction](#)
- [Performance improvements in Microsoft 365 collections](#)
- [Changes in hardware requirements](#)

Persistent Hit Highlighting

Release 10.0.1 introduces a new processing setting named Persistent Hit Highlighting that gives administrators the ability to provide a list of keywords or

phrases and privacy info patterns for a case. The specified search terms and privacy info patterns will be displayed and highlighted with the specified color in the documents for the selected case in the Document Review screen under Analysis & Review.

Support collection from Microsoft 365 through proxy

This release allows system administrators to enable collections from a Microsoft 365 (Formerly Office 365) source through a proxy. For details, refer to the *Identification and Collection Guide*.

An updated version of the Veritas Information Classifier

eDiscovery Platform 10.0.1 comes with an updated version of the Veritas Information Classifier engine 2.5.0, with which you can assign classification tags to all new and existing archived content. This version provides the following enhancements and new policies.

New Information Classifier policies

This version provides the following new classification policies:

- Material Nonpublic Information (V1)
- Money Laundering (V1)
- Medical Diagnosis Policy
- S. California Confidentiality of Medical Information Act (CMIA) Policy
- South Korea Personal Data Policy
- South Korea Sensitive Data Policy
- United States California Privacy Rights Act (CPRA) Sensitive Personal Information (SPI) Policy

Additionally, this release introduces 21 language detection policies to detect a specific primary language.

Other enhancements and defect fixes

In addition to the new classification policies, release 2.5.0 provides the following enhancements:

- Support for detecting ICD-10 alpha-numeric codes. ICD 10 Policy now detects content without labels if both a code and an index are found.
- Support for detecting Healthcare Common Procedure Coding System (HCPCS) codes and Current Procedural Terminology (CPT) codes.

Ability to manage FIPS mode for Veritas Information Classifier

Veritas Information Classifier 2.4.0 and later is Federal Information Processing Standards (FIPS) 140-2 standards compliant and meets the security requirements for cryptographic modules. When integrated with the eDiscovery Platform, Veritas Information Classifier operates in the Approved mode. This causes the time taken to classify by approximately 10% but can be turned off by users who don't need encryption for classification. The system administrator can configure the FIPS mode to approved or non-approved mode using a property. For details, see the System Administration Guide.

Secured connections with the MySQL server

eDiscovery Platform 10.0.1 makes the connection with the MySQL server more secure by using encrypted communication between servers and clients using the Transport Layer Security (TLS) protocol.

Support collection from newer versions of SharePoint and Enterprise Vault

Release 10.0 and 10.0.1 support collection from SharePoint 2019 source and Enterprise Vault 14.1.

Support for Java SE Development Kit 8, Update 291 (JDK 8u291)

Veritas eDiscovery Platform 10.0.1 is certified to work with Java SE Development Kit 8, Update 291 (JDK 8u291).

An updated version of the Veritas Quick Assist

eDiscovery Platform 10.0.1 comes with an updated version of the Veritas Quick Assist, v2.4.164.289.

Support for MySQL Server 5.7.34

eDiscovery Platform 10.0.1 comes with an updated version of MySQL 5.7.34 to meet the enhanced security needs.

List production folders across all cases

This release introduces a new support feature named Production Folder Status, which lists all locked and unlocked production folder across all cases in the eDiscovery Platform environment. Administrators can export the list of production folders available in the system.

Improved installation experience

Starting with release 10.0.1, eDiscovery Platform provides a common installer file for eDiscovery Platform Cumulative Hotfix (CHF) and other required third-party components, such as Java SE Development Kit (JDK), MySQL Server, and PrizmDoc. Users now do not need to run separate, multiple installer files.

Improved production export performance

Release 10.0.1 has around 20% performance improvement in production export execution times over release 10.0.

Improvements in bulk redaction

Release 10.0.1 has decreased the number of errors in bulk redaction as compared to release 10.0.

Performance improvements in Microsoft 365 collections

Release 10.0.1 has achieved 8% performance improvement in collections from Microsoft 365 data sources over release 10.0.

Changes in hardware requirements

eDiscovery Platform has worked on reducing the minimum hardware requirements. For more details on the recommended hardware requirements, refer to the 10.0.1 Product Documentation, especially the *Distributed Architecture Deployment Guide*. See [“Product documentation”](#) on page 11..

Fixed issues

This chapter includes the following topics:

- [Fixed issues in release 10.0.1](#)

Fixed issues in release 10.0.1

The following issues are fixed in release 10.0.1:

Table 4-1 Fixed issues in v10.0.1

| Issue number | Description |
|------------------------------|---|
| Infrastructure | |
| CFT-3325 | With this fix, users who were logged out due to session timeout can now sign into the eDiscovery Platform quickly without the need to repeatedly clear the browser cache. |
| CFT-3453 | This fix resolves an issue where data ingestion fails at the validation phase for the existing cases. With this fix, users can clear the Use Global Participants and Domains option for the existing cases and successfully process the data. |
| System Administration | |
| CFT-3565 | This fix resolves an issue where user couldn't produce the Custodian Dedup Report using the Custodian Dedup Report support feature. |
| CFT-3762 | This fix resolves an issue where the system administrators couldn't get the complete information on the System > Jobs page. Now, the Jobs pane provides complete information so that administrators can take appropriate action on the jobs. |
| Case Administration | |

Table 4-1 Fixed issues in v10.0.1 (*continued*)

| Issue number | Description |
|---------------------------------------|--|
| CFT-3582 | This fix resolves an issue where, while importing employees, users couldn't click the OK button on the Import from Script pop-up even after providing an appropriate path and the script name. |
| CFT-3749 | This fix resolves an issue where users couldn't use the Imaging Tool Upgrade feature when the case included a hash sign (#), a comma (,), and a semicolon (;) character in the case name. With this fix, this limitation has been removed. |
| Processing and Post Processing | |
| CFT-3131 | This fix resolved an issue eDiscovery Platform couldn't process the emails collected from Enterprise Vault that have been encrypted by IRM RMS. To fix the issue, the system administrator needs to configure the esa.sc.msrms.irm.attachcount.enabled property to true using System > Support Features > Property Browser so that eDiscovery Platform can process the encrypted emails from Enterprise Vault. |
| Search and Review | |
| CFT-3374 | This fix resolves an issue where if the color of the tag was set to None from any color, users couldn't change the color of the tag to No Color in tag sets under Analysis & Review. With this fix, users can change the color of the tag from any other color to No Color. |
| CFT-3819 | This fix resolves the issue where the Tag filter on the left pane of Analysis & Review fails to function correctly when more than 21 different tags are selected for any given search. With this fix, users can select more than 21 tags to find all reviewable items/documents that match all of the selected values. |
| Export and Production | |
| CFT-3669 | This fix resolves an issue where Native Only exports appear to hang for more than 30 minutes at the end of the export before finally promoting files. With this fix, several operations, such as calculating the size of the export files, have been optimized to improve the export performance. |
| Imaging Tool Upgrade | |
| ESA-58580 | This fix resolves an issue if an item present in the production folder of MIXED or IMAGE type is slip-sheeted (either because it's entirely redacted or natively produced) and has "Image Status Tag" as "Imaged" applied to it, then this item was not getting untagged post running the Imaging Tool Upgrade job. |