Veritas eDiscovery Platform™

PrizmDoc Administration Notes

10.2

VERITAS™

Veritas eDiscovery Platform™: PrizmDoc Administration Notes

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Last updated: 2022-9-3.

Legal Notice

Copyright © 2022 Veritas Technologies LLC. All rights reserved.

Veritas and the Veritas Logo are trademarks or registered trademarks of Veritas Technologies LLC or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

This product may contain third-party software for which Veritas is required to provide attribution to the third party ("Third-Party Programs"). Some of the Third-Party Programs are available under open source or free software licenses. The License Agreement accompanying the Software does not alter any rights or obligations you may have under those open source or free software licenses. Refer to the Third-Party legal notices for this product at:

https://www.veritas.com/about/legal/license-agreements

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Veritas Technologies LLC and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. VERITAS TECHNOLOGIES LLC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, et seq. "Commercial Computer Software and Commercial Computer Software Documentation," as applicable, and any successor regulations, whether delivered by Veritas as on premises or hosted services. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Veritas Technologies LLC
2625 Augustine Drive
Santa Clara, CA 95054
http://www.veritas.com

Contents

About This Guide 5
Revision History 5
Technical Support 6
Documentation 6
Documentation Feedback 6

PrizmDoc 7

PrizmDoc Components 7
Service Module 7
Actions 7
Services 7
Considerations 7
Changing the PrizmDoc Service Account 8
Uninstalling and Re-Installing PrizmDoc 9

Appendix A: Product Documentation 11

PrizmDoc Administration Notes

This section contains the following sections:

- *"About This Guide" in the next section*
- *"Revision History" on page 5*
- *"Technical Support" on page 6*
- *"Documentation" on page 6*
- *"Documentation Feedback" on page 6*

About This Guide

This guide provides information for either changing the PrizmDoc administrator account to a domain account, or uninstalling/reinstalling a corrupt PrizmDoc on the main appliance.

Revision History

The following table lists the information that has been revised or added since the initial release of this document. The table also lists the revision date for these changes.

Revision Date	New Information
August 2022	• Updated version for release 10.2.
December 2021	• Updated version for release 10.1.
March 2021	• Initial version for the 10.0 release.

Technical Support

Technical Support maintains support centers globally. All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policies.

For information about our support offerings and how to contact Technical Support, visit our website:

https://www.veritas.com/support

You can manage your Veritas account information at the following URL:

https://my.veritas.com

If you have questions regarding an existing support agreement, please email the support agreement administration team for your region as follows:

Worldwide (except Japan)	CustomerCare@veritas.com
Japan	CustomerCare_Japan@veritas.com

Documentation

Make sure that you have the current version of the documentation. The latest documentation is available from:

- **Documentation** link at the bottom of any page in the Veritas E-Discovery Platform landing page.
- **Veritas Technologies LLC. All rights reserved. Products Web site:** https://www.veritas.com/product/a-to-z

Documentation Feedback

Your feedback is important to us. Suggest improvements or report errors or omissions to the documentation. Include the document title, document version, chapter title, and section title of the text on which you are reporting. Send feedback to:

eDiscovery.InfoDev@veritas.com

You can also see documentation information or ask a question on the Veritas community site.

https://vox.veritas.com/

PrizmDoc

The eDiscovery Platform integrates a subset of PrizmDoc products for viewing image and text content. The integrated PrizmDoc capabilities are mainly used for the workflows in review, export and production.

- *"PrizmDoc Components" in the next section*
- *"Considerations" on page 7*
- *"Changing the PrizmDoc Service Account" on page 8*
- *"Uninstalling and Re-Installing PrizmDoc" on page 9*

PrizmDoc Components

PrizmDoc consists of the following programs and services:

Service Module

- PrizmDoc

Actions

- PrizmDoc Sever
- PrizmDoc App Server

Services

- EsaPrizmDocServer
- EsaPrizmApplicationServices

Considerations

- The eDiscovery Platform installer creates the EsaPrizmDocAdmin local user with admin privileges for PrizmDoc services.
- If organization policies do not allow creation of local admin users, you can use a domain user to run PrizmDoc services.
- The local/domain user should not be used for any other eDiscovery Platform services apart from PrizmDoc services.
- The local/domain user should be part of a local admin group. If this is not the case, then Installer will automatically add the user to the local admin group.

Changing the PrizmDoc Service Account

To change the PrizmDoc service account:

1. Ensure that the service account for both EsaPrizmDocServer as well as EsaPrizmApplicationServices should be same.
2. Browse to **Start Menu** > **Programs** > **Administrative Tools** > **Services**.
3. Stop the PrizmDoc Services.
4. Right-click on the PrizmDoc services and in the Log On tab, enter the user details and click **OK**.
5. Please ensure that the above-mentioned considerations are followed.
6. After changing the user name, start both services and wait for them to be in the "**Started**" state.
7. Contact Technical Support for assistance with the two final checks below. See *"Technical Support" on page 6*
   A. Open **Start Menu** > **Accusoft** > **PrizmDoc** > **PrizmDoc Server Admin Page** or browse to *http://localhost:18681/admin* and ensure that all services are healthy.
   B. In Review mode, select to view "Native/Image" to check that the documents appear as expected.

Uninstalling and Re-Installing PrizmDoc

There may be occasions where you need to install a later version of PrizmDoc or repair a failed or corrupt PrizmDoc installation. You do this by completely uninstalling and then re-installing PrizmDoc.

Note: PrizmDoc stand-alone installers uninstalls and re-installs PrizmDoc server and client. PrizmDoc Server should be installed first and then PrizmDoc Client. PrizmDoc Client is required only on the Primary node and it should not be installed on Utility node system.

To uninstall and install PrizmDoc:

1. On the eDiscovery server where PrizmDoc is installed, log in as a local/domain user.
2. Navigate to: D:\CW\<version>\Utilities\PrizmDoc and double-click **PrizmDocServer.exe**.
3. When done with **PrizmDocServer.exe**, double-click **PrizmDocClient.exe**.
4. Verify that the two PrizmDoc services reflect the proper PrizmDoc service account and that both show a "**Started**" status.
5. Complete the installation process and provide the required account user when prompted by the installer.
6. Restart the machine after the installation is completed.

Appendix A: Product Documentation

The table below lists the administrator and end-user documentation that is available for the Veritas eDiscovery Platform product.

Veritas eDiscovery Platform Documentation

Document	Comments
Installation and Configuration	
Installation Guide	Describes prerequisites, and how to perform a full install of the Veritas eDiscovery Platform application
Upgrade Overview Guide	Provides critical upgrade information, by version, useful prior to upgrading an appliance to the current product release
Upgrade Guide	Describes prerequisites and upgrade information for the current customers with a previous version of the software application
Utility Node Guide	For customers using utility nodes, describes how to install and configure appliances as utility nodes for use with an existing software setup
Distributed Architecture Deployment Guide	Provides installation and configuration information for the Review and Processing Scalability feature in a distributed architecture deployment
Getting Started	
Navigation Reference Card	Provides a mapping of review changes from 10.x compared to 9.x, 8.x compared to 7.x and the user interface changes from 7.x compared to 6.x
Administrator's QuickStart Guide	Describes basic appliance and case configuration
Reviewer's QuickStart Guide	A reviewer's reference to using the Analysis & Review module
Tagging Reference Card	Describes how tag sets and filter type impact filter counts
User and Administration	
Legal Hold User Guide	Describes how to set up and configure appliance for Legal Holds, and use the Legal Hold module as an administrator
Identification and Collection Guide	Describes how to prepare and collect data for processing, using the Identification and Collection module
Case Administration Guide	Describes case setup, processing, and management, plus pre-processing navigation, tips, and recommendations. Includes processing exceptions reference and associated reports, plus file handling information for multiple languages, and supported file types and file type mapping
System Administration Guide	Includes system backup, restore, and support features, configuration, and anti-virus scanning guidelines for use with Veritas eDiscovery Platform
Load File Import Guide	Describes how to import load file sources into Veritas eDiscovery Platform
User Guide	Describes how to perform searches, analysis, and review, including detailed information and syntax examples for performing advanced searches

Veritas eDiscovery Platform Documentation

Document	Comments
Export and Production Guide	Describes how to use and produce exports, productions, and logs (privilege and redaction logs)
Transparent Predictive Coding User Guide	Describes how to use the Transparent Predictive Coding feature to train the system to predict results from control data and tag settings
Audio Search Guide	Describes how to use the Audio Search feature to process, analyze, search and export search media content
Reference and Support	
Audio Processing	A quick reference card for processing multimedia sources
Audio Search	A quick reference card for performing multimedia search tasks
Legal Hold	A quick reference card of how to create and manage holds and notifications
Collection	A quick reference card of how to collect data
OnSite Collection	A quick reference for performing OnSite collection tasks
Review and Redaction	Reviewer's reference card of all redaction functions
Keyboard Shortcuts	A quick reference card listing all supported shortcuts
Production	Administrator's reference card for production exports
User Rights Management	A quick reference card for managing user accounts
Online Help	
Includes all the above documentation (excluding Installation and Configuration) to enable search across all topics. To access this information from within the user interface, click **Help**.	
Release	
Release Notes	Provides latest updated information specific to the current product release