

eDiscovery 6.3 and Patches

Release Notes

Document Date: 2/16/2018

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Introduction

This document lists the new features, fixed issues, and known issues for this release. All known issues published under previous release notes still apply until they are listed under “Fixed Issues.”

- See [6.3 Patch 1](#) on page 1.
- See [6.3 Release Notes](#) on page 4.

6.3 Patch 1

Document Date: 2/16/2018

Patch 1 Fixed Issues

The following have been added or fixed in this release:

Collecting from Box

- When collecting from Box, you can now collect files from individual Box users as custodians. (9013)

Collecting from Exchange

- When Collecting from Exchange, you can now collect “recoverable items” including “Include Recoverable Deletes”, “Include Recoverable Purges”, and “Include Recoverable Versions”. (6758)

Collecting from Computers

- This patch includes a new version of Site Server. This updated version fixes an issue that when a computer collection was interrupted and then resumed and completed, all AD1 files were not included in the job results folder. (12286).

KFF

- After upgrading to 6.3.x, you can re-process KFF on pre-existing projects. (11549)

Bulk Print

- This patch includes an updated "Local Bulk Print" application. This updated version lets you print from a Windows 7 32-bit client OS. For this fix, you must install the updated bulk print application. (10717)

EndDocID

- EndDoc values are populated correctly when exporting to PDF/MPTIFF image formats. (6928)

Patches Important Information

General

- eDiscovery does not support Internet Explorer 8. Make sure that you are running Internet Explorer 9 or higher.

Installation

- This is a patch release for eDiscovery 6.3 only. Before installing this patch, you must have 6.3 installed. This patch will not work with a previous release. If you are using a previous release, upgrade to 6.3 first.
- Install this patch on any computer that is running a component of the application, such as services or Site Server.
- Before applying a patch release, backup the `\ProgramFiles\AccessData` folder. The patch will update DLL and CONFIG files under this folder. If you have a problem with the patch, you can simply revert to your backed-up files.
- After upgrading, it is important clear your Internet Explorer cache before using the upgraded version's web console.
- If Summation or eDiscovery is installed on a computer running English Windows, but you are accessing the console from a computer running Chinese Windows, by default, the console displays in Chinese. To have the console display in English, edit the FTK business services configuration file and add the following line:

```
<add key="OverrideSystemCulture" value="en-us"/>
```

Once that is done, restart Business Services. This will display English strings in the console when using a Chinese environment. (38031)

KFF

- When importing data using the KFF Import Utility, make sure that you get a confirmation that the import is complete before processing data using that KFF data. This is particularly important when importing NSRL data that takes some time to import.
- The KFF Server now uses the Apache Cassandra database. The version of Cassandra being used requires 64-bit Java 8. No other version of Java (7 or 9) is currently supported.
 - To install Java, go to: <https://java.com/en/download/windows-64bit.jsp>
 - If you are using a 32-bit browser, you may automatically download the 32-bit version. You must use the 64-bit version.
- **Important!** The current release of the Apache Cassandra database used as the KFF Server is not compatible with the Java version 8 update 161. If you have already applied the 161 update you will need to revert to a previous Java version 8 update in order for the Apache Cassandra database to function. The previous known update to work is 152 64-bit. (13026)

You can download `jdk-8u152-windows-x64.exe` from the following site:

<http://www.oracle.com/technetwork/java/javase/downloads/java-archive-javase8-2177648.html>

To download an archived version, you must have a free Oracle account.
(13026)

Other Important Information

See [6.3 Important Information](#) on page 10.

Comments?

We value all feedback from our customers. Please contact us at support@accessdata.com, or send documentation issues to documentation@accessdata.com.

6.3 Release Notes

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Introduction

This document lists the new features, fixed issues, and known issues for this release. All known issues published under previous release notes still apply until they are listed under “Fixed Issues.”

- [6.3 New and Improved Features](#) (page 4)
- [6.3 Fixed Issues](#) (page 8)
- [6.3 Important Information](#) (page 10)

6.3 New and Improved Features

The following items are new and improved features and feature enhancements for this release:

System

Platforms

- CodeMeter
 - 6.3 has a new version of CodeMeterRuntime: 6.50b.exe
 - If you are performing a new installation, you will install this version.
 - If you are upgrading, you can continue to use the existing version.
- Site Server
 - The Site Server component has been updated to improve performance and scalability.
 - The PostgreSQL database that is used with Site Server is now 9.6.3.
 - If you are upgrading to 6.3 and use Site Server, you must upgrade the PostgreSQL database.

Distributed Processing Engine

- When installing a distributed processing engine, a firewall inbound rule to open port 34098 is configured to facilitate bulk printing and creating SWF files in that environment.

KFF (Known File Filter)

The KFF architecture and features have been updated.

- The KFF Server now runs as a different service.
In versions 5.6 through 6.2, the KFF Server ran as the AccessData Elasticsearch Windows Service.
In 6.3 and later, the KFF Server uses the AccessData Cassandra service.

Important: If you are upgrading from 6.2 or earlier, all KFF data must be created in or migrated into the new KFF Server.

- KFF Server Configuration Files
There are two configuration files that configure the location of the KFF server.
The location format and port value in those files have changed.
- Hash Manager Migration Tool
If you are upgrading from 5.6 through 6.2, there is a new tool that lets you migrate custom KFF data to the new KFF Server on 6.3.
Important: NIST NSRL, NDIC HashKeeper, or DHS library data from 6.2 and earlier will not be migrated when using the Migration Tool. You must re-import those using the 6.3 KFF Import Tool.
- KFF Import Utility
This utility has been updated to use the new KFF Server.
If you are upgrading from 5.6 - 6.2, make sure to install and use the new 6.3 version.
- NIST NSRL, NDIC HashKeeper, or DHS libraries
To use these libraries, you must import new versions of the files using the 6.3 version of the KFF Import Utility.
NDIC HashKeeper and DHS libraries are now downloaded from AccessData and installed as CSV files.
- Export/Import
When you export and import KFF data, the Binary format (Entire Library) is no longer available. CSV is the only export format supported.

Geolocation

- Geolocation data is automatically installed and is no longer linked to the KFF Server.

Dashboard

- The *Case Id* is now displayed for each item in the *Details* pages (except for Litigation Holds and Active Users).

Connectors and Collection Jobs

Support for Collecting from Microsoft OneDrive

You can configure a dedicated connector for and run collection jobs for Microsoft OneDrive accounts.

To collect from OneDrive, you select which person (Custodian) you want to collect from. On the People's tab, you must configure the person with their valid email address.

When you configure the OneDrive connector, you must specify a OneDrive application with a user's OneDrive credentials.

- If you configure the connector using a non-admin account, you can then create a job and select to collect from *only that* user (based on their email address). The job will then collect any OneDrive files from that person and any files that that person has been given access to.

- If you configure the connector using an admin account, you can then create a job and select to collect from *any* user (based on their email address). The job will then collect any OneDrive files from that person and any files that that person has been given access to.

Skip PST Creation option

In versions 6.2 and earlier, you had to have 32-bit Outlook installed on the server running Work Manager in order to collect the following types of emails:

- Enterprise Vault (otherwise all email hits are errors)
- Gmail (otherwise the job will fail)
- Cloud Mail (otherwise the job will fail)
- Exchange - MAPI and EWS (otherwise all email hits are errors)

In order to collect emails from these sources, 32-bit Outlook was installed, and when emails are collected, a PST file was created.

In versions 6.3 and later, there is a collection job option to *Skip PST Creation*.

With this option enabled, when emails are collected, a PST file is not created but MSG files are collected instead.

This option provides the following benefits:

- It is no longer required to have 32-bit Outlook installed to collect emails.
- Some Exchange EWS data is not formatted correctly when processed through PST files, so as a result, some data formatting is improved.
- Collections times will generally be shorter.

Important: Note the follow limitations:

- When collecting MAPI (Messaging Application Programming Interface) data from Exchange 2003, 2007, and 2010 servers, a PST is still required and Outlook 32-bit must be installed.
- Only email collected from Exchange using EWS maintains email hierarchy. For all others, the email structure will be flat.

Job Results Report

- When running a Collection or Report Only job, the Job Results report is no longer created at the time the Job is run.

This makes the job complete sooner and reduces the chance for memory errors. Now, when you click Job Results > Download Excel Report, the report is generated and then downloaded. If the job has a lot of items, this take can take from a few to several minutes depending on the number of hits.

Review

Imaging

- Improvements have been added to Optical Character Recognition.

Exports and Production Sets

Smart PST

In previous versions, you had two options when producing or exporting emails:

- *New PST*
 - If the export contains a PST file, this option creates a new PST for each PST file and adds only the messages (with their attachments) that are being exported.
This option is faster if the majority of the emails within the original PST are *not* being exported.
- *Reduced PST/NSF*
 - If the export contains a PST file, this option creates a copy of each original PST and then removes all the messages that are not being exported.
This option is faster if the majority of the emails within the original PST *are* being exported. However, this method may take much longer to complete if the majority of the emails within a PST are *not* being exported.
 - If the export contains an NSF file, exports and productions of NSF data will export the records in an NSF format.

In 6.3, there is now a third option:

- *Smart PST*
 - If the export contains a PST file, the application will examine each PST to be exported and determine the faster method between creating a *new* or *reduced* PST. If there are multiple PSTs being exported, the best method will be determined for each PST based on whether the majority of email families will or will not be exported.
 - If the export only has NSF files and no PSTs, the *reduced* method will be used.

Searchable PDF

- When exporting rendered images, you can now select an option to *Produce Searchable PDF*.
When this option is selected, scanned PDFs or any graphic file with typed text will be OCR'ed and then any recognized text can be searched in the rendered PDF file.

Notes:

- This option will increase the time to render images.
- A searchable image is not created if a regular image was already created for the item.
- A searchable image cannot be viewed in the Alternate File Viewer.

Australian Numbering - Export Folders Broken by the Page Count, not Document Count

- When using Australian numbering, the export folders break on the number of pages rather than the document count.

6.3 Fixed Issues

The following have been fixed in this release:

Management

User Accounts

- When using FORMS authentication (not integrated Windows authentication), if a user tries to log in with an incorrect password six times and the user account is locked, the *Is Locked* status is updated correctly. (8525)
- When using FORMS authentication (not integrated Windows authentication), if a user changes their password, they no longer get an error message. (9302)
- The Users list populates in much less time. (3131)

Data Sources and Jobs

Agent Computers

- When a collection job on a computer is interrupted and the job is resumed and completes, the job collects the proper files. (7370)

Gmail

- If the Gmail connector is not configured with a proper secret key, a Gmail collection job will fail rather than continue to retry. (6654)
- Cancelled Gmail collection jobs are fully cancelled. (6336)

SharePoint

- All SharePoint 2 top level sites are recognized. (7045)

Enterprise Vault

- A collection filter to include files based on the Created Date works properly. (7273)

Druva

- Collections from Druva Cloud are working correctly. (1049538/9544)
- Names of some collection filters have been clarified. (8402)

Job Wizard

- The Cancel Pending options are displayed correctly. (7360)

Processing

- You can cancel multiple processing jobs at the same time. (7180)
- When the Enable Video Conversion processing option is enabled, video files that are email attachments are processed correctly. (7535)
- The "IsUnSent" and "IsUnRead" fields are populated for loose msg emails. (6092)

Review

Case Organizer

- Case Organizer reports have correct formatting. (8070)
- Case Organizer tool tips have been improved. (8303)

Imaging and Redactions

- PDF files with special formatting can now be converted to SWF and displayed in the Standard Viewer. (8473/40596)

Bulk Print

- When bulk printing email messages with attached PDFs, the orientation of the PDF file is maintained. (2125)

Other

- The Properties panel no longer displays an error for a record with a native file. (1048025/9415)

Production and Exports Sets

- On produced records, redactions are in the correct position. (8472)
- Password protected Excel files are properly produced. (8476/43517)
- When JPG files are produced as a TIF files, they are the correct size. (8477/43637)
- Accented characters are exported and produced correctly. (7264)
- While generating Production and Export sets and switching Projects, errors are not longer displayed. (8069)

6.3 Important Information

General

- eDiscovery does not support Internet Explorer 8. Make sure that you are running Internet Explorer 9 or higher.

Consolidated Services and Installation Settings

- **Important! Read this before installing or upgrading.** During a new installation or upgrade, you must properly set the location of some services.

Starting with version 6.0, the following services are consolidated into the *eDiscovery Services*.

- *Infrastructure Services*
- *Work Distribution Services*
- *License Services*

During an installation or upgrade, you are still prompted to enter the locations of these legacy services. You **must** configure the location for these three services so that they match the location of your 6.x eDiscovery Services computer.

The image displays two side-by-side screenshots of the 'Service hosts' configuration window. Both windows have a title bar with the 'AD' logo and the text 'Service hosts'. Below the title bar is the instruction 'Enter the host name or IP address where the services are located'. The left window shows the 'eDiscovery Services' configuration screen with the following fields: 'eDiscovery Services:', 'Work Distribution Services:', 'Orchestration Services:', 'License Services:', 'PSS Atlas Sync Services:', and 'LawDrop Server "domain/IP" address'. The right window shows the 'Infrastructure Services' configuration screen with the following fields: 'Infrastructure Services:', 'FTK - Services:', 'Async Processing Services:', 'Integration Services:', and 'Processing Manager:'. Both windows have a 'InstallShield' logo in the bottom left corner and '< Back', 'Next >', and 'Cancel' buttons in the bottom right corner.

- **New 6.x installation:**
When prompted for the location of the three legacy services, you must use the same location as the eDiscovery Services computer.
- **Upgrade from 5.x to 6.x**
When you installed 5.x versions of Summation and eDiscovery, you could specify a unique location for each of the services. During a 5.x to 6.x upgrade, those previous services locations are carried through.
If you specified a different location for any of these three legacy services, during the upgrade you **must** change them so that they match the location of your 6.x eDiscovery Services computer.
- The new LawDrop Server setting lets you share files stored in your LawDrop with users outside of the system. This setting needs to be edited with either the domain or the IP address of the server running MAP not just "localhost".

Upgrade

- When the application is upgraded, the Enabled Standard Viewer Processing Option is turned off because it is a slower performing processing option. If you want this functionality, you need to enable it manually in **System Configuration > Project Defaults > Processing Options**.
- If upgrading to 5.6, we recommend upgrading SiteServer from the previous PostgreSQL 9.1.11 to 9.3.5 (which is included in the ISO). The 9.1.11 version will function, but in the console, child site servers will appear in a yellow error state. (15980)
- When upgrading to version 5.6, and when upgrading Site Server to use the latest version of PostgreSQL, you must first wait for all of your Site Server jobs to clear, then you can un-install and re-install PostgreSQL.

KFF

- The KFF Server now uses the Apache Cassandra database. The version of Cassandra being used requires 64-bit Java 8. No other version of Java (7 or 9) is currently supported.
 - To install Java, go to: <https://java.com/en/download/windows-64bit.jsp>
 - If you are using a 32-bit browser, you may automatically download the 32-bit version. You must use the 64-bit version.
- When importing data using the KFF Import Utility, make sure that you get a confirmation that the import is complete before processing data using that KFF data. This is particularly important when importing NSRL data that takes several hours to import.

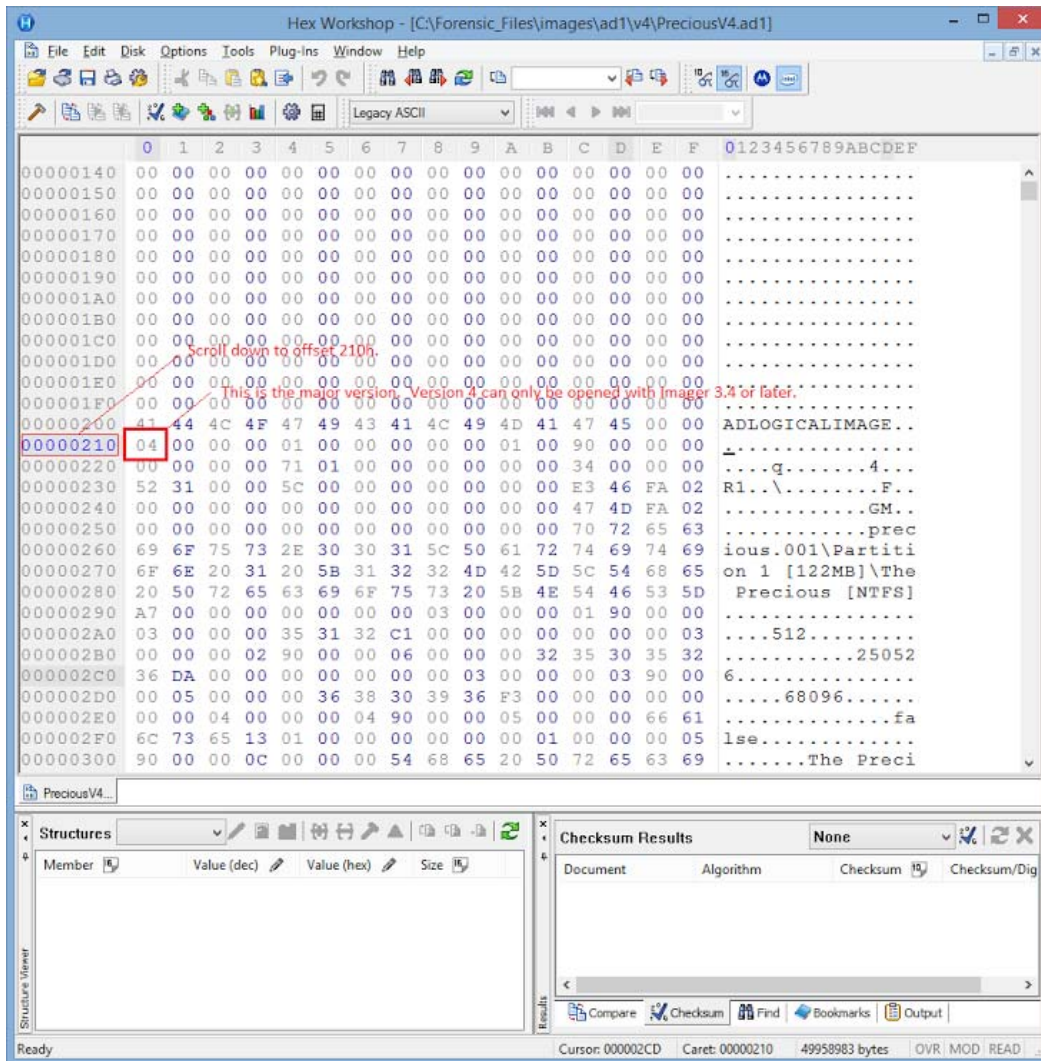
Updated Imager and AD1 Files

Any AD1 created by FTK/Summation/eDiscovery 6.0 or later can only be opened with Imager 3.4.0 or later.

Imager 3.4 can be freely download from the AD website: <http://accessdata.com/product-download>

Using an older version of Imager will result in an "Image detection failed" error.

This happens because the AD1 format was enhanced to support forward compatibility between AccessData applications. Newer AD1 files have a version 4 in the header instead of 3. A hex editor can be used to quickly determine if your AD1 is v3 or v4 (see screen shot below).



6.3 Known Issues

The following are the Known Issues for this release:

- Collection Jobs
 - When collecting from Exchange, and you select the following: (6758)
 - "Include Recoverable Deletes"
 - "Include Recoverable Purges"
 - "Include Recoverable Versions"

The following occurs:

 - Nothing is collected at the "Recoverable Items" root level
 - Nothing is collected in "Recoverable Items/Versions"
 - Only a fraction on "Recoverable Items/Deletions" and "Recoverable Items/Purges" are collected. - When configuring a collection job for SharePoint 2, selecting the Sub-Sites options is not supported. (6142)
 - When collecting from Mac OS 10.11\12, the Creation\Modified\Last Accessed using Date range filters don't work correctly. (6959)
 - When collecting using the CMIS connector, you may get a Bad Request Error when using some combinations of filters. (42693)
- Linux Agent
 - The 6.2 Linux agent requires GLIBC 2.17 or newer to run. You can determine the version of GLIBC on a Linux system by running `ldd --version`.
 - RHEL 6.x uses GLIBC 2.12 and is not supported. RHEL 7.x uses GLIBC 2.17 and is supported.
 - To support a Linux system with an older GLIBC, you may use a 6.1 agent, which can be provided to you by AccessData.
- Dashboard
 - Some columns cannot be filtered or sorted. (6955)

Comments?

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