

Retain 4.11 Release Notes

October 2022

- ♦ Section 1, “Introduction,” on page 1
- ♦ Section 2, “Installing Retain 4.11,” on page 1
- ♦ Section 3, “Upgrading to Retain 4.11,” on page 1
- ♦ Section 4, “New and Changed Features in Retain 4.11,” on page 1
- ♦ Section 5, “Issues Resolved in Retain 4.11,” on page 2
- ♦ Section 6, “Known Issues,” on page 3
- ♦ Section 7, “Contacting Micro Focus,” on page 4
- ♦ Section 8, “Legal Notice,” on page 4

1 Introduction

This document outlines the new features and changes in Retain 4.11.

2 Installing Retain 4.11

For planning and installation instructions, see the [Retain 4.11: Installation and Upgrade](#) guide.

3 Upgrading to Retain 4.11

To upgrade a Retain system that is running Retain 4.9 or later, simply download and install the Retain 4.11 software.

NOTE: Prior to Retain 4.11, the Zookeeper runtime folder was embedded in the index folder under the Retain's base path. However, from Retain 4.11 onwards, as the zookeeper service supports Solr7 and Solr8, the Zookeeper folder is decoupled from the index folder and is placed inside Retain's base path. Ensure that the ownership of the base path is set to `tomcat:www`. For more information, see the [Indexes](#) section in the [Retain 4.11: Planning](#) guide. This is applicable when installing Retain 4.11 as well.

If you are running a version earlier than 4.9, follow the upgrade paths that are documented in “Upgrading to Retain 4.11” in the [Retain 4.11: Installation and Upgrade](#) guide.

4 New and Changed Features in Retain 4.11

IMPORTANT: Retain 4.11.0.1 has been released to resolve a few important issues. For a full list of the fixes see [Retain 4.11.0.1 Release Notes](#).

- ♦ **Solr 8 Support:** Retain 4.11 supports the Solr 8 indexer engine. Information about upgrading to Solr 8 after the Retain 4.11 update can be found in [Updating to the Solr 8 Indexing Engine](#) in the [Retain 4.11: Installation and Upgrade](#).

- ♦ **New Office 365 Module:** A new Office 365 module has been added and the Office 365 settings from the Exchange module have been removed. To create an Office 365 module, see [Creating Exchange and Office 365 Modules](#) in the [Retain 4.11: Archiving Guide](#).
- ♦ **New options for SharePoint attachments:** In the Exchange and Office 365 Modules, options were added for SharePoint attachments: **Download attachments located in SharePoint** and **Do not download SharePoint attachments**. Selecting **Do not download SharePoint attachments** mean that Retain does not try to download SharePoint attachments when archiving users.
- ♦ **Job Description:** You can now add a Job description to Jobs to note more details about what it is used for. The Job description appears in the Jobs list next to the Job name and after a “[”. The “[” appears even if there is no Job description.
- ♦ **Worker Groups:** Workers can now be assigned to Worker Groups which can then be assigned to Jobs to share the workload archiving the Job. See [Worker Groups](#) in the [Retain 4.11: Archiving Guide](#).
- ♦ PST Export can now be split by individual mailbox.
- ♦ Advanced searches can now be done on folder names. The folder search only works when using Solr 8 indexing engine.
- ♦ A new **Match by username** option has been added to **Account Linking** for **Automated Scanning**.
- ♦ Retain Publisher has been removed in the 4.11 release.

5 Issues Resolved in Retain 4.11

The primary focus of Retain 4.11 is addressing various issues reported by Retain customers and discovered by internal testing.

Table 1 Fixed in Retain 4.11

Issue Number	Description
346043	Batch Server Side PST Export
330021	Error Recurrence Has No Occurrence ERRORS
426014	Renaming the Worker won't take effect
335347	Retain PST Non Expiry Exception not Working
380521	Search terms are not highlighted after updating to 4.10
335809	'Optimizing Indexing - Appointment'
405001	Retain Doesn't Collect Advanced Distribution Microsoft365 Mailboxes?
453138	GMail archiving using distribution lists skips mailboxes
227002	Unable to Upgrade 4.9.0 to 4.9.1 or 4.9.2
398511	We are trying to export all emails in our Retain Email Archive System to PST files
421001	'SharePointError - Impersonation has no access'
452076	GroupWise Client cannot search directly in Retain Archive after upgrade
470032	Date range queries are not working
334027	Reporting and Monitoring Archiving Numbers Wrong
400006	Scheduled Maintenance/ Index Optimization not starting

Issue Number	Description
403018	Outlook plugin throws error during start error writing to registry
478024	Expiration 0 shows 1970 date
492083	Job failing with "unable to find valid certification path..."
511014	Archiving GW Messenger Messages
506188	Retain Plugin does not support TLSv1.2
88930	Getting access errors that Impersonation user has no access to a different O365 tenant
90120	Automatically reconnect Retain to SOLR when SOLR is restarted
414101	Retain Server has enough hard disk space, but Retain sends Warning notifications with not enough HD space
489815	RetainServer Java OutOfMemoryError
506204	Retain Search Chinese Keyword issue
334026	Unable to Link Accounts
448036	GRAPH API Test Connection Button Fails 2nd Test
511013	Retain PST Importer not creating user accounts
513058	Very slow archiving using SOAP with SSL
521163	Retain Archiving for Microsoft 365, our plan isn't listed as supported
523064	Retain Stopped Archiving Messages
516117	Migrated from GW to MS365. We need to link accounts in Retain.

6 Known Issues

The following are known issues in the Retain 4.11 release.

6.1 Advanced Search not Working Properly

After updating to Retain 4.11, the Advanced Search functionality is not working as designed. There are two known conditions that cause the Advanced Search to not function correctly: the option to filter by mailbox is selected and a standard user with only rights to their mailbox attempts to use Advanced Search. This is fixed in [Retain 4.11.0.1](#).

6.2 Unable to archive Distribution List group with Office 365

This is fixed in [Retain 4.11.0.1](#).

6.3 Mail Server or Distribution List settings get de-selected on a Job if the worker assignment is changed to/from a Worker Group

This is fixed in [Retain 4.11.0.1](#).

6.4 Retain Plugin for GroupWise WebAccess Limitation

The Retain Plugin for GroupWise WebAccess doesn't work in GroupWise version 18.3 and later.

6.5 Possible Android Archiving Issue

Micro Focus has received unverified reports that SMS/MMS messages from new Android devices that have RCS enabled might not be archived.

If your users experience this issue, try disabling RCS and see whether the problem is resolved.

If the problem is resolved, please log a bug so that the Retain team can investigate and fix the issue.

7 Contacting Micro Focus

For specific product issues, contact Micro Focus Support at <https://www.microfocus.com/support-and-services/>.

Additional technical information or advice is available from several sources:

- ♦ Product documentation, Knowledge Base articles, and videos: <https://www.microfocus.com/support-and-services/>
- ♦ The Micro Focus Community pages: <https://www.microfocus.com/communities/>

8 Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see <https://www.microfocus.com/about/legal/>.

Copyright © 2017–2022 Micro Focus or one of its affiliates.