OpenText Retain 23.2 Release Notes

April 2023

Retain provides organizations with legal compliance and litigation protection. It frees up disk space on messaging systems. It enhances message-data management. It allows you to archive and store messages and data from messaging systems and phones. Retain allows the administrators to manage archived messages, review archive status and activity, and generate reports on archived messages and data. For a detailed overview of Retain, see *OpenText Retain 23.2: How Retain Works*.

What's New in Retain

This section summarizes the new features and enhancements in Retain 23.2 release.

- "Run Job Now" on page 1
- "Secure Database Connection" on page 1
- "SSL Certificate Management" on page 1
- "Export Audit Table Report - Hide Message Subject" on page 2

Run Job Now

Retain now provides you an option to run a job immediately. For more information, see the Jobs section in the OpenText Retain 23.2: Configuration and Administration guide and Worker Connection section in the OpenText Retain 23.2: Archiving Guide guide.

Secure Database Connection

Retain now supports a secured connection between Retain and all the supported database types (MariaDB, MySQL, Oracle, PostgreSQL, and MSSQL). For more information, see Securing the Database Connection section in the *OpenText Retain 23.2: Planning and Running the Retain Server Configuration Wizard* in the *OpenText Retain 23.2: Installation and Upgrade* guide.

SSL Certificate Management

The **Digital Certificate** tab is renamed as **SSL Certificate Management**.

Path: Retain Server Manager > Configuration > Server Configuration > SSL Certificates Management

You can now manage the self-signed certificates to be trusted in Retain. Also, an option to enable HTTPS validation is provided. For more information, see SSL Certificates Management Tab in the OpenText Retain 23.2: Configuration and Administration guide.

Export Audit Table Report - Hide Message Subject

In the Export Audit Table report, you now have a **Hide Message Subject** checkbox that allows you to hide or unhide the message subject in the report.

Installing Retain 23.2

For planning and installation instructions, see the *OpenText Retain 23.2: Installation and Upgrade* guide.

Upgrading to Retain 23.2

The supported upgrade path is from Retain version 4.11 or 4.11.0.1 to Retain version 23.2. If you are running a version earlier than 4.11, follow the upgrade paths that are documented in "Upgrading to Retain 23.2" in the *OpenText Retain 23.2: Installation and Upgrade* guide.

NOTE: Before the upgrade, ensure Solr8 is the Active Index Engine and Solr 7 cleanup is performed.

Issues Resolved in Retain 23.2

The following are the various issues reported by Retain customers and discovered in internal testing.

Table 1   Fixed in Retain 23.2

Issue Number	Description
513025	Unable to archive GW Messenger data - GW Messenger Development License issue
147031	The Retain plugin in Outlook not working as expected.
554006	Imminent Deprecation of Basic Authentication by Microsoft which Retain uses
588007	Jobs are not archiving on configuring GraphAPI
587018	Login Error - Retain Worker - Could not communicate with Retain Server to authenticate.
600081	Unable to archive on distribution list group
604006	Not all O365 mailboxes are archived after changing to modern authentication.
613135	Solr8 conversion overwhelming log files
595043	Unable to export Metadata.
606117	Solr8 Index Configuration Issue java.lang.NumberFormatException: For input string:
572028	Retain Crashes - System halts and becomes unresponsive
582163	Retain archiving to incorrect mailbox after switch from Basic Authentication to Modern Authentication
603045	Retain is not reacting to IIS Server restart

Issue Number	Description
612172	O365 users with the Business Standard license are not added to the Retain address book
613126	Unable to connect to Office 365
625022	Building Solr8 Indexing is slow and no f_indexed = 3 items
154002	PST Export Files Disappear From the Retain UI
535041	Email search not showing subject of email. Just reference ID
553078	'Retain - cannot open job management page
592002	Retain Documentation Azure Application Redirection Url Missing path
616159	"Solr Upgrade , Update Notification always present"
621177	SVC: Retain Install fails with OpenJDK checksum check
625056	Admin login is delayed by indexed messages status
626216	After upgrade to Retain 4.11 and Solr8 Basic search is slow or fails
634067	Worker Jobs Run Forever
451195	Items can not be archived / some mailboxes stuck and slow down job
472033	Retain tries to connect to 151.139.128.14
477092	"Oracle ""LONG LIVED Transactions"" messages resulting in Retain Server hang"
527094	SMTP Forward intermittent
565151	"Server Error while archiving user mailbox ""Unable to find root folder"""
569094	"Increasing Errors ""[no body} Exception occurred"" during collections"
581153	Discussion about exporting messages back in to Exchange
613170	Retain Archiving is not completing since upgrade to 4.11
620072	Jobs fail with Distribution List after upgrade to 4.11
620101	'Retain PST exports omits data with non-standard recipient email address'
632092	After upgrade to Retain 4.11 and Solr8 Basic search is slow or fails

Known Issues

The following are known issues in the Retain 23.2 release.

Retain Plugin for GroupWise WebAccess Limitation

The Retain Plugin for GroupWise WebAccess does not work in GroupWise version 18.3 and later.

Possible Android Archiving Issue

OpenText has received unverified reports that SMS/MMS messages from new Android devices that have RCS enabled might not archive. If you experience the problem in archiving, contact Retain Support.

Contact OpenText

For specific product issues, contact OpenText Support.

Additional technical information or advice is available from:

- Product documentation, Knowledge Base articles, and videos: OpenText Support
- The OpenText Community pages: OpenText Community

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