

# OpenText Retain CE 23.3 Release Notes

July 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 CE 23.3: How Retain Works](#).

## What's New in Retain 23.3

This section summarizes the new features and enhancements in Retain 23.3 release.

- ◆ [“Platform Support” on page 1](#)
- ◆ [“Deprecation of Basic authentication in O365” on page 1](#)
- ◆ [“Search Enhancements” on page 1](#)
- ◆ [“Synchronize TrustStore for Remote Workers” on page 2](#)

### Platform Support

- ◆ Retain 23.3 supports GroupWise 18.5
- ◆ Supported Java platform - JDK 17

### Deprecation of Basic authentication in O365

Modern authentication (OAuth) is implemented for Office 365 users to access Retain server as Microsoft deprecated Basic Authentication.

### Search Enhancements

When the search is in progress, the search field, search button, and filter options in the Search tab are disabled. These items are enabled after the search is completed. In addition, an in-progress spinner is displayed in the middle of the page. This is applicable for Advanced Search as well. For more information, see [Using the Search Tab](#) and [The Advanced Search Tab](#) in the [OpenText Retain CE 23.3: User Guide](#) guide.

## Synchronize TrustStore for Remote Workers

Beginning with Retain 23.3, Retain Server's TrustStore is shared with local and remote workers. With this, workers can connect to HTTPS-secured messaging systems (like GroupWise or Exchange and so on) and communication through HTTPS will be validated before running the archiving job. The validation is based on the state of the certificate and the HTTPS validation configured on the Server. There is no configuration to be done on the RetainWorker. For more information, see [Synchronize TrustStore for Workers](#) in the [OpenText Retain CE 23.3 : Configuration and Administration](#) guide.

## Installing Retain 23.3

For planning and installation instructions, see the [OpenText Retain CE 23.3: Installation and Upgrade](#) guide.

## Upgrading to Retain 23.3

The supported upgrade path is from Retain version 4.11 or 4.11.0.1 or 23.2 to Retain version 23.3. For more information, see “[Upgrading to Retain 23.3](#)” in the [OpenText Retain CE 23.3: Installation and Upgrade](#) guide.

---

**NOTE:** Beginning with 23.2, Solr7 is not supported. If you are using Retain 4.11 or 4.11.0.1 before upgrading to Retain 23.2 or later, ensure that Solr8 is the Active Index Engine and Solr7 cleanup is performed. For more information see [Updating to the Solr 8 Indexing Engine](#) section in the [OpenText Retain CE 23.3: Installation and Upgrade](#) guide.

---

## Issues Resolved in Retain 23.3

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

**Table 1** Fixed in Retain 23.3

Issue Number	Description
647067	4.11 error with modules
709044	Batch Export of Mailboxes to PST-Files
620104	Deletion jobs not deleting anything
147048	Export to PST (from admin console) file split does not seem right
645012	Latest Retain App install to Galaxy s23 Android 13 kernel 5.15.41?
665077	Retain Admin: User Rights and Group Details all get Error Code 500
613160	Retain reporting issues
613249	Upgraded to 4.11 - Can't switch to Sol8, Server Configuration page blank
707009	23.2 Easy Search intermittently results in blank page
693027	After update to Retain41101ga_14 the worker on that server cannot connect
621157	Duplicate account after updating to Retain 4.11.0.1 and switching to Modern Auth
691003	Is there an option to update the certificate in mobile client

Issue Number	Description
146001	NetApp Snaplock Update leads to Error message
627248	Permissions issue for Zookeeper directory located under the base directory
711008	Retain daily maintenance running for 17 hours
631059	Unable to restore messages to Office365
673007	User has invalid access to a mailbox in Retain
673112	Archiving Error The defaultFolder cannot be created by XSO
680002	"Illegal processing instruction target ("xml")" During Archive Job
711053	Jobs are stopping for several hours
113139	[NAT-Ticket#1030415]: Retain does not archive and delete from mailbox some mails
703014	Need to connect to Office 365 - unable to archive
691008	New mailboxes not being archived at all
633119	Optimize the code to prevent long-lived transaction warnings
745077	Unable to login to Retain with O365 user
751064	Export PST - The .zip files are not downloading

## Known Issues

The following are known issues in the Retain 23.3 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](#)

# Legal Notice

**Copyright 2023 Open Text**

The only warranties for products and services of Open Text and its affiliates and licensors (“Open Text”) are as may be set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Open Text shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.