

OpenText Retain CE 23.4 Release Notes

October 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 23.4: How Retain Works](#).

What's New in Retain 23.4

This section summarizes the new features and enhancements in the Retain 23.4 release.

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Supported Products

- ♦ Retain 23.4 supports GroupWise 23.4.
- ♦ Retain 23.4 supports MSSQL 2022 and MariaDB 11.1.2.

Solr 9 Support

- ♦ Retain 23.4 supports the Solr 9 indexer engine enhancing the search performance compared to Solr 8 and comparable with Solr 7. For more information, see the [Updating to the Solr 9 Indexing Engine](#) section in the [OpenText Retain CE 23.4: Installation and Upgrade](#) guide.
- ♦ By default, the index backup is disabled. You can manually turn on the index backup. For more details, see the [Maintenance Tab](#) section in the [OpenText Retain CE 23.4 : Configuration and Administration](#) guide.

- ◆ With Solr 9, it is mandatory to have the zookeeper directory because it has non-transient data in it. Also, the indexer service fails if the zookeeper directory is not available.
 - ◆ The zookeeper folder data is purged, and a backup is taken during maintenance.
 - ◆ The zookeeper path and the zookeeper backup path is stored in the properties “zookeeperPath” and “backupPath” respectively in the `ASConfig.cfg` file.

For more information, see the [Zookeeper Purging and Backup](#) section in the [OpenText Retain CE 23.4: Archiving Guide](#).

Other Enhancements

- ◆ In the `ASConfig.cfg` file, the file property "mssql_trustmode" is renamed to "dbSSLTrustMode". This property applies to all the databases and is not specific to MSSQL Database.

Branding Update

Micro Focus is now part of OpenText. Products across the portfolio are now rebranded to reflect OpenText or a more appropriate name. This corporate change impacts the name of products and components, user interfaces, logos, and so on.

The documentation is being updated in stages to reflect these changes, including names and screenshots. You can still come across references to Micro Focus in the documentation library until all of the manuals are updated.

Installing Retain 23.4

For planning and installation instructions, see the [OpenText Retain CE 23.4: Installation and Upgrade](#) guide.

Upgrading to Retain 23.4

The supported upgrade path is from Retain version 4.11, 4.11.0.1, 23.2, or 23.3 to Retain version 23.4. For more information, see “[Upgrading to Retain 23.4](#)” in the [OpenText Retain CE 23.4: Installation and Upgrade](#) guide.

Issues Resolved in Retain 23.4

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

Table 1 Fixed in Retain 23.4

Issue Number	Description
746031	Unable to restore the email from the old mailbox in Retain to the new mailbox in Groupwise.
746045	A lot of NullPointerExceptions appear after the SLES update.
732084	The Solr8 Indexer cannot be configuration fails. It stops and loses its connection to the zookeeper.
622109	DeDupe Button returns unexpected results.
769177	The address book sync with Office 365 results in an error.

Issue Number	Description
741109	Index backup and optimization fail after upgrading to Retain 23.2.
758023	Report generated using Archive Summary by User report option gives inappropriate data.
654010	RETAIN Icinga Monitoring for 1. User Frontend 2. Search function.
754026	Retain fails to archive.
631040	Retain Tomcat Service must restart multiple times per day.
613125	Unable to log in to Retain.
752209	Unable to connect to Groupwise SOAP using SSL.
732027	Update Retain 4.11.0.1 Index path issue while configuring.

Known Issues

The following are known issues in the Retain 23.4 release.

Unable to Search with File Extension

Search with file extension not working with solr 9 support.

Remote Stats server authentication fails

Remote Stats server authentication fails after you upgrade to Retain 23.4. To resolve the issue delete the `StatsConfiguration.cfg` file from the remote stats server `<basepath>/RetainStatsServer/WEB-INF/cfg` path, restart the Tomcat service and upload the bootstrap configuration file.

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

- ◆ Product documentation, Knowledge Base articles, and videos: [OpenText Support](#).
- ◆ The OpenText Community pages: [OpenText Community](#).

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