# OpenText Retain CE 24.1.1 Release Notes

March 2024

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 24.1: How Retain Works*.

## What's New

This section summarizes the new features and enhancements in the Retain 24.1 release and its patches.

- "What's New in Retain 24.1.1" on page 1
- "What's New in Retain 24.1" on page 2

## What's New in Retain 24.1.1

- This patch provides the fix for a critical security issue in the O365 module.
- If the O365 module is configured in Retain 23.3, 23.4,  or 24.1 it is highly recommended to upgrade to 24.1.1.

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**NOTE:** If you are unable to upgrade to 24.1.1, a patch for the respective versions is available in the patch channel. You can download the patches from the following locations:

- Patch 1567116 to address O365 Security Vulnerability for 24.1
- Patch 1567240 to address O365 Security Vulnerability for 23.4
- Patch 1567013 to address O365 Security Vulnerability for 23.3

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### Upgrading to Retain 24.1.1

The supported upgrade path is from Retain 23.3,23.4 or 24.1 to Retain version 24.1.1. For more information, see "Upgrading from 23.2 or 23.3 to 23.4 and Later" in the *OpenText Retain CE 24.1: Installation and Upgrade* guide.

## What's New in Retain 24.1

This section summarizes the new features and enhancements in the Retain 24.1 release.

- "Enhanced Export Functionality for the Mailbox" on page 2
- "Enhanced Zookeeper Backup Functionality" on page 2
- "UI Changes" on page 2

### Enhanced Export Functionality for the Mailbox

The **Browse** tab now includes an improved export option for the mailbox. You can export the entire mailbox or specific folders, with the added flexibility of choosing whether to include subfolders in the export. For more information, see "Export Icon" in the *OpenText Retain CE 24.1: User Guide*.

### Enhanced Zookeeper Backup Functionality

Beginning with the Retain 24.1 release, the Zookeeper data backup process is upgraded. Alongside the existing operations triggered during the maintenance job, the system now automatically retains backups for 30 days by default before deletion. Additionally, a new field **Delete Zookeeper Backup Older Than** is introduced in the **Maintenance** tab. This feature allows for specifying the retention period, with an adjustable range of 1 to 99 days. For more information, see "Using the Maintenance/Caching Panel" in the *OpenText Retain CE 24.1 : Configuration and Administration* guide.

### UI Changes

- UI Branding change to show OpenText™ Retain CE 24.1 on all web apps.
- The options on the left navigation pane on the Retain Home page are highlighted when clicked.

# Installing Retain 24.1

For planning and installation instructions, see the *OpenText Retain CE 24.1: Installation and Upgrade* guide.

# Upgrading to Retain 24.1

The supported upgrade path is from Retain version 4.11, 4.11.0.1, 23.2, 23.3, or 23.4 to Retain version 24.1. For more information, see "Upgrading to Retain 23.4 and Later" in the *OpenText Retain CE 24.1: Installation and Upgrade* guide.

# Issues Resolved in Retain 24.1

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

***Table 1***  *Fixed in Retain 24.1*

| Issue Number | Description |
| --- | --- |
| 793081 | After Retain 23.3 Update, the Index Optimization no longer works. |
| 858069 | CKPT Directories are created in Retain-Archive path. |
| 777020 | EWS call failure retries too long. |
| 793050 | Incomplete search results. |
| 771122 | Index backup and optimization not functional solr.AllowPaths error. |
| 771186 | Indexer does not come to an end. |
| 795044 | Retain no longer communicates with GroupWise soap due to an SSL error. |

# Known Issues

The following are known issues in the Retain 24.1 release.

**Retain Outlook Plugin does not support the Microsoft 365- New Outlook view**

The Retain Outlook plugin supports Microsoft 365- classic view, but the Microsoft 365-New Outlook view is not supported

**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 be achieved. If you experience a 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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