

OpenText Retain CE 25.2 Release Notes

May 2025

Retain provides organizations with legal compliance and litigation protection by archiving business communications, including emails, mobile messages, and social media interactions. It simplifies eDiscovery by consolidating data from multiple platforms into a single, unified repository.

Administrators can define archiving policies, monitor archived content, and generate comprehensive reports through an intuitive web interface. For a detailed overview of Retain, see [How Retain Works](#).

What's New

Retain introduces infrastructure upgrades that enhance security and align with evolving Java standards, including Jakarta EE compatibility.

- ♦ Tomcat upgraded from version 9.0.x to 10.1.39
- ♦ Spring upgraded from version 5.3.x to 6.2.2
- ♦ Hibernate upgraded from version 5.4.x to 6.6.4
- ♦ Embedded SOLR with Tomcat replaced with Embedded SOLR with Jetty 10.0.22

Supported environments

The following platforms are newly supported:

- ♦ Windows Server 2025
- ♦ Open Enterprise Server 25.1

Discontinued and deprecated features

Discontinued support for Embedded SOLR with Tomcat.

Installation and upgrade

For more information, see the [Installation and Upgrade](#).

Fixed issues

The following are fixed issues in the Retain 25.2 release:

- ♦ In Chrome, search filters are not applied automatically when a filter is selected.
- ♦ Provisioning groups for mobile registration fails over a secure connection (port 636) for Microsoft AD implementation.
- ♦ A search with a backslash takes a long time to process and displays an empty page.
- ♦ Removing multiple mailboxes from the "Select Mailbox" option on the search page does not work as expected.
- ♦ Messaging system field is empty when adding an archive file location in the PST Importer.
- ♦ Invalid date error appears due to incorrect date format.

Known Issues

The following are known issues in the Retain 25.2 release:

- ♦ **MMS archiving fails through RetainService app**
Sending MMS messages through the RetainService app fails at the RetainRouter end and MMS messages are not archived.
- ♦ **Autodiscovery of Exchange Server is not supported with Kerberos authentication alone**
Autodiscovery of Exchange Server is not supported with Kerberos authentication alone. Ensure the NTLM is also added to the windows authentication.
- ♦ **Kerberos authentication does not support attachment archiving**
You can archive attachments only when the NTLM or Basic Authentication is enabled. Kerberos Authentication does not allow you to archive attachments.
- ♦ **Extended Protection is supported only in off-state**
Kerberos and NTLM Authentications are not supporting extended protection Accept and Required modes. Ensure the extended protection is in OFF state.
- ♦ **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 archived. If you experience a problem in archiving, contact Retain Support.
- ♦ Automatic device registration may fail due to connectivity issues with Google's Firebase services. To complete the registration, use the registration link sent by email or the attached JSON file.

Contact information

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

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