

The background of the slide is dark blue with several glowing, curved lines in a lighter blue color that sweep across the right side of the frame.

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# **Retain Unified Archiving**

Top Support Issues, Tips & Tricks

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# Agenda

- Overview
- Fixes
- Changes
- Obstacles
- Troubleshooting
- Tips and Tricks

# What is new in Retain?

Improvements and Updates

# What is new in Retain 4.11.0.1?

- Index
  - Search by folder name and filetype
  - Improved result ordering
  - Optimized Search syntax, context Aware results
- Search Scope can be set by distribution lists
- Improved server-side PST export, split exports per mailbox
- Added Retain Worker groups for improved archiving speed
- Solr8 Support
- New Office 365 Module
- Archiving Options for SharePoint attachments

## What did we fix?

- After updating to Retain 4.11, the Advanced Search functionality is not working as designed. There are two known conditions that cause the Advanced Search to not function correctly: the option to filter by mailbox is selected and a standard user with only rights to their mailbox attempts to use Advanced Search.
- Unable to archive Distribution List group with Office 365
- Mail Server or Distribution List settings get de-selected on a Job if the worker assignment is changed to/from a Worker Group
- GroupWise Client Search Failing (External archive search)
- Scheduled Maintenance not starting
- Account Linking Issues

# Index Updates

- Update of Apache Solr from version 7 to 8
- Benefits
  - Search by Filetypes
  - Search by Folder names
  - Improved Sorting of Results
  - Context aware Search, Search for E-Mail addresses.

# Changes and System Requirements

Retain Version	4.10.x	4.11.0.1
Operating System	SLES 15, SLES 12 SP4, OES 2018 Windows Server 2019, WS 2016	SLES 15 <b>SP4</b> , SLES 12 SP4, OES 2018 <b>SP3</b> <b>Windows Server 2022</b> Windows Server 2019 Windows Server 2016
Database Systems	MariaDB 10.x Microsoft SQL Server 2019, 2017, 2016 MySQL 5.7.x, 8.0 Oracle 19c, 18c, 12c, 10+ PostgreSQL 13, 12, 10, 9	MariaDB 10.x Microsoft SQL Server 2019, 2017, 2016 MySQL 5.7.x, 8.0 Oracle 19c, 18c, 12c, 10+ PostgreSQL 13, 12, 10, 9
Solr-Indexer-Version	Solr7	Solr8
Tomcat-Version	8.5	9.0.65
Java Version	JDK 11	JDK 11.0.16+8

# Support Issues

Obstacles and Tips to avoid them



# 627248: Zookeeper directory permission

Defect ID: 627248

Error-Messages:

Log: RetainServer during startup

**EXCEPTION : java.io.IOException: Unable to create directory /srv/retain/zookeeper  
java.io.IOException: Unable to create directory /srv/retain/zookeeper**

Reason: Change in folder-structure of retain, zookeeper had been moved out of the indexer-folder

Solution:

- Create /srv/retain/zookeeper directory
- Set the ownership to tomcat:www

# 606066: The Server Configuration load time

Defect ID: 606066

Error-Messages:

Web interface: Page load below Server Configuration > Index is slow.

Reason: Change in database structure queries large amounts of data from database, queries timeout which result in no content on configuration page.

Solution:

- FTF is available can be requested using the defect-id from Support.

# 606117: Index NumberFormatException SOLR8 config

Defect ID: 606117

Error-Messages:

Log: RetainServer during Index configuration

**[ERROR] ServerErrorHandlerStrategy: ErrorPage java.lang.NumberFormatException: For input string: "102,93" at...**

Reason: Issue in parsing data provided from system runs into exception.

Solution:

- FTF is available can be requested using the defect-id from Support.

# 565151 : Unable to find root folder

Defect ID: 565151

Error-Messages:

Log: RetainWorker, Job Run Summary

"com.gwava.archive.exceptions.RetainWorkerException ... Server-ERROR encountered on item: XXXXXXXX.abcdef.ghjkl.200.100002C.1.98HD12.1.Invalid message: Unable to find root folder!"

Reason: Special characters in certain folder names may cause the API to not resolve correct.

This leads to non archiving of items.

Solution:

- FTF is available can be requested using the defect-id from Support.

# Honorable mentions

Unsolved Issues we are aware of

# 626216: Solr8 search slowness on content field

Defect ID: 626216

Behavior:

System responses sluggish and slow to search queries.

Basic Searches return way delayed than regular searches.

Reason: As the new index has been built up, index maintenance has not been executed on the newly created index. This may lead to poor query performance.

First steps:

FTF is available can be requested using the defect-id from Support.

# Indexing Issues

Error-Messages:

Cannot extract text from PDF ...extracted\_content is null!

MSWordExtractor: reader:

com.gwava.extractor.OXMLExtractor\$1...: java.util.zip.ZipException: invalid entry CRC (expected 0xdd913803 but got 0xba1a1229)

Issue: Most likely Index building of solr8 fails at already problematic documents.

KB-Link:

<https://support.microfocus.com/kb/doc.php?id=7019219>

# Troubleshooting ABC

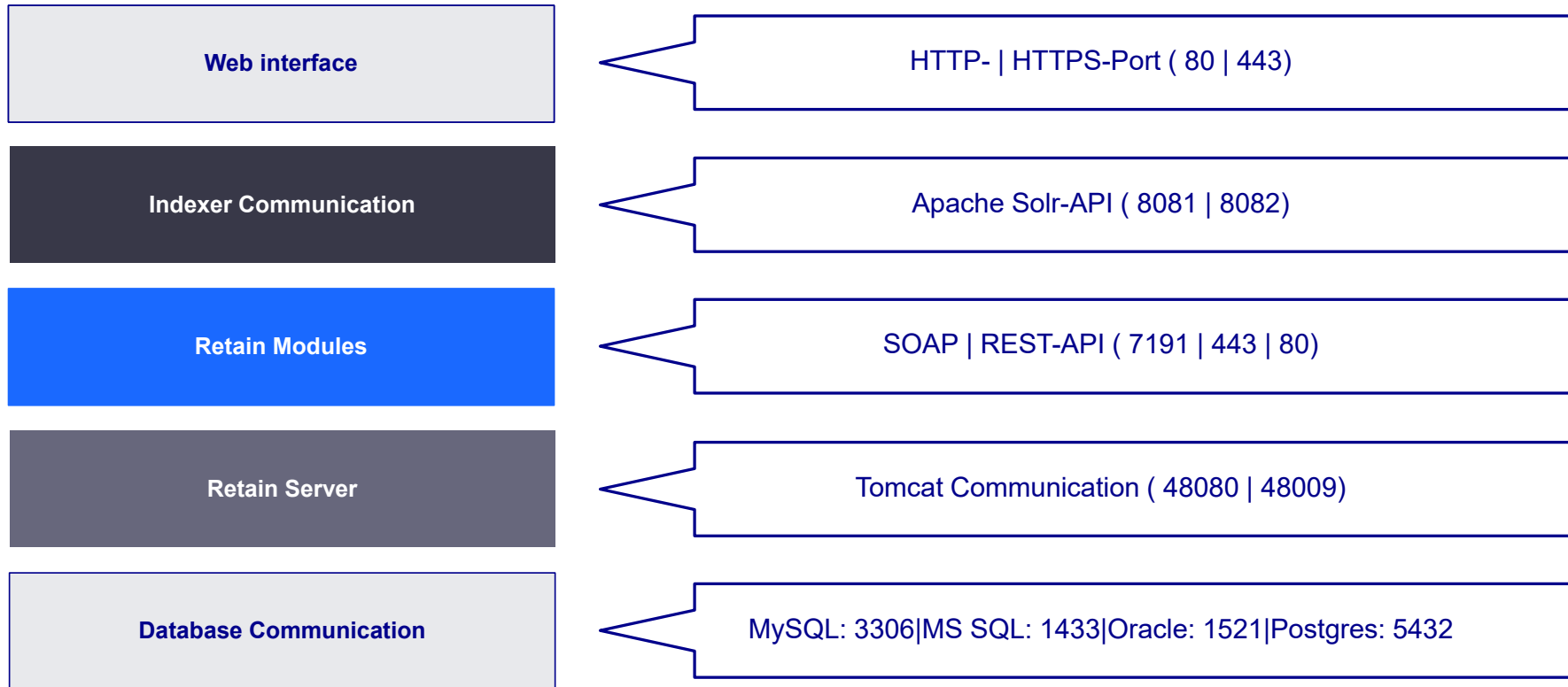
Advise in Case of Emergency



# Archiving Order

1. RetainServer is starting + scheduling Jobs to worker
2. Job shows in RetainWorker Status-Page as scheduled
3. Archiving job is starting
4. Data is sent to Retain-Server
5. Items are indexed and added to database
6. Once mails are archived successful, timestamps could get advanced.

# Communication



# Interfaces

## Public reachable Retain Interfaces:

- User and Administrative Web Interface Access
  - 80 - TCP (Optional - used for access from outside the network)
  - 443 - TCP (Optional - used for access from outside the network)
  - /RetainServer -> RetainServer UI
  - /RetainWorker -> Retain Worker UI
  - /RetainStatsServer -> Reporting and Monitoring UI
- Internal Interfaces
  - Solr-Indexer Administration
  - 8081/hpi/index.htm - UDP&TCP

# Interfaces

Private reachable Retain Interfaces:

- Apache-Tomcat
  - Port: 48080/48009

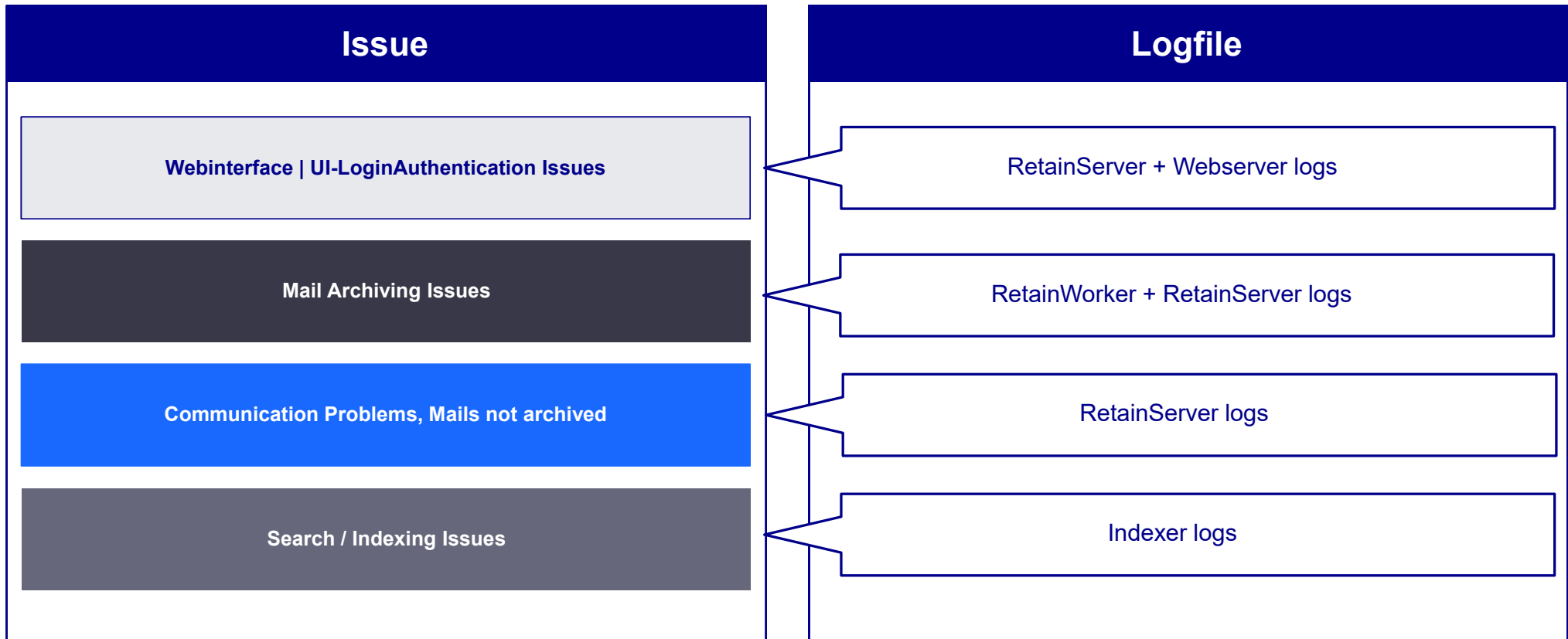
Index-Service

- Port: 8081

SMTP Notifications

- Port: 25 Outgoing (UDP&TCP)

# Where do I have to Look?



# Configuration Files and where to find them

## RetainServer ASConfig.cfg

- Primary Configuration file of Retain-System, contains DB credentials and Index configuration
- /RetainServer/WEB-INF/cfg/

## RetainWorker RetainWorker.cfg

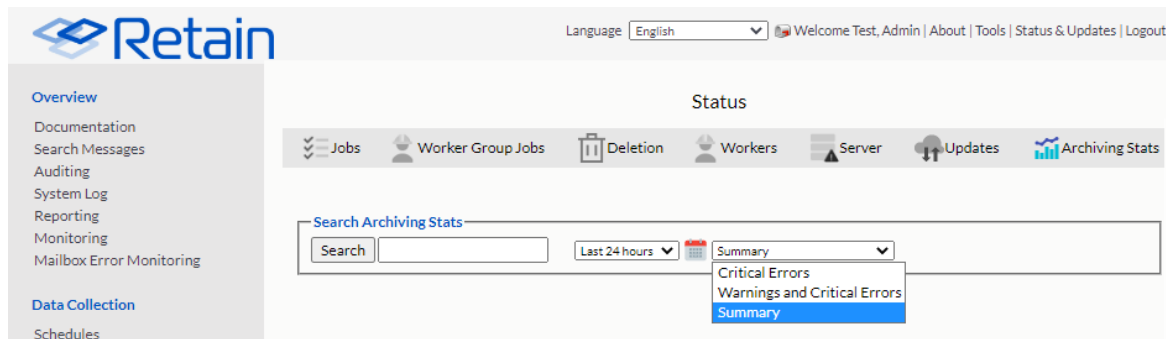
- Communication and configuration settings for a retain-worker.
- /RetainWorker[n]/WEB-INF/cfg

# Tips and Tricks

Troubleshooting Advise in Case of Emergency

# Quick Tip on Archiving Stats

On the status and Update page, go to “Archiving Stats”



This can give you a fast overview of archiving statistics:

Mailbox	Messages Processed	Mgs Archived	Critical Errors	Warnings	Advanced Date Flags	Start	End
Guest{quest1@...}	2	0	0	0		Tue Feb 28 14:16:07 MST 2023	Tue Feb 28 14:16:15 MST 2023
Conference Room 3{conferenceroom3@...}	3	0	0	0		Tue Feb 28 14:15:57 MST 2023	Tue Feb 28 14:16:03 MST 2023
Andrew Karger{akarger@...}	14	0	0	0		Tue Feb 28 14:15:45 MST 2023	Tue Feb 28 14:15:57 MST 2023
Suman Akungh{sumana@...}	41	0	0	0		Tue Feb 28 14:15:27 MST 2023	Tue Feb 28 14:15:45 MST 2023



# What to expect?

Outlook into the future

## Retain 4.11+

Certificate Management (HTTPS for the webserver + securing database connections)

- Improved security
- Lower administrative maintenance

Retain SSL installation through set up

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