



Upgrade Guide

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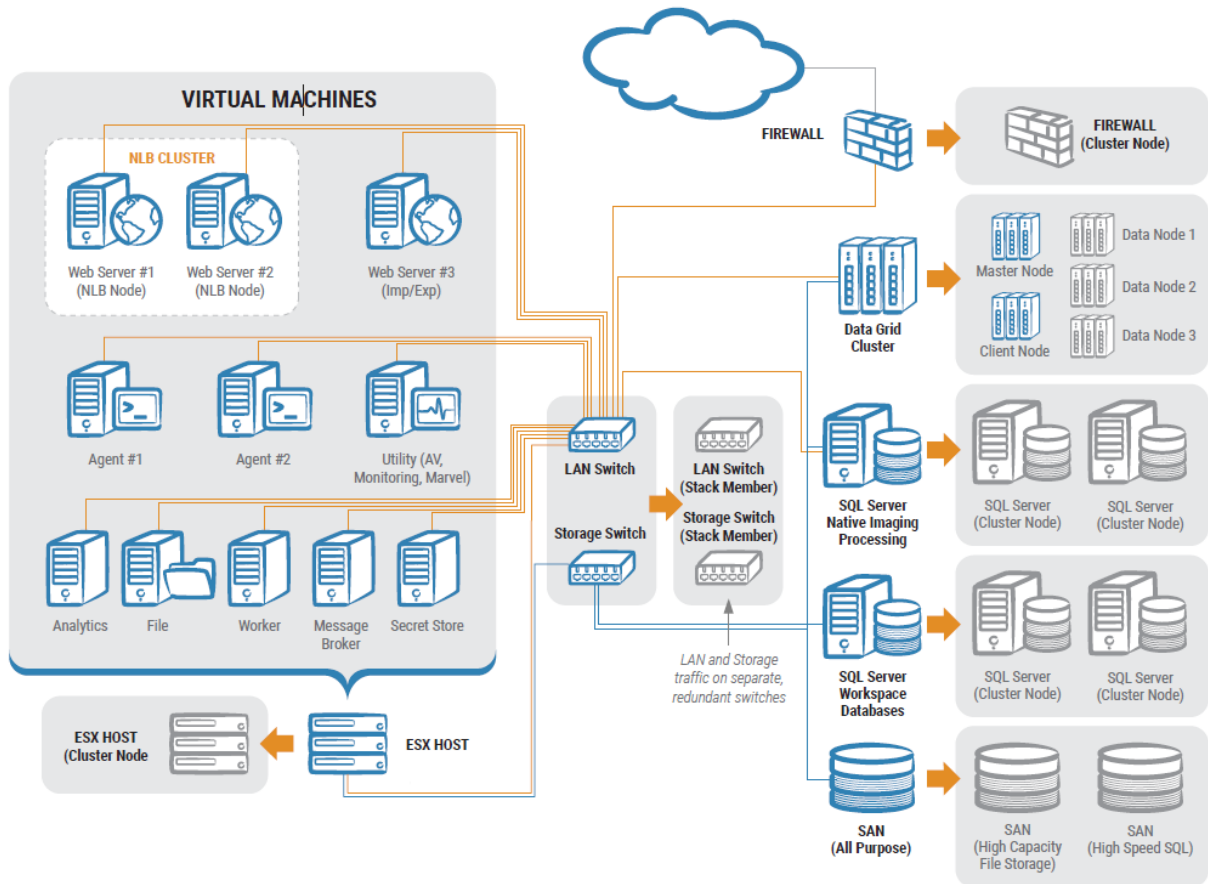
1 System requirements

These system requirements contain detailed information about the software and hardware you use to host Relativity in your environment and in the cloud. These requirements also provide various recommendations for configuring a new deployment of Relativity, as well as scaling your environment as the number of users and the amount of data continue to grow.

Note: There are several references to .NET 4.8 in this topic. Relativity Server 2022 does not support .NET 4.8.1 or any subsequent versions.

2 Infrastructure overview

Relativity is designed with a scalable infrastructure that you can tailor to your environment's requirements. It is developed on the .NET framework with a Microsoft SQL Server back-end. As illustrated in the following diagram, all areas of the platform are scalable providing support for any hardware vendor, hypervisor, and storage protocol.



Web server

The web server is the gateway for all users to access Relativity. It authenticates the user with the system, contains APIs for searching and third-party applications, transfers documents to the end user in the Relativity Viewer, and is responsible for communications during imports and exports in workspaces. There are different mechanisms for authentication into the system including forms, active directory, two-factor, SAML 2.0, and OpenID Connect. User sessions can be load balanced with the included Relativity User Load Balancer or via available hardware load balancing solutions.

Agent server (core)

Agents in Relativity are responsible for running all background processing tasks. When a user submits a job, such as a Production or OCR job, the associated agents will pick up the job and complete the work. The agents run under a Windows Service and often require various levels of CPU, RAM and I/O, depending on the job type. The agents can be scaled vertically and horizontally to accommodate organizational needs.

Agent server (conversion)

In Server 2022, viewer conversion jobs are handled by the Conversion agents. Any Relativity agent server designated as a conversion agent server should only have one conversion agent deployed. Conversion jobs are multi-threaded and one conversion agent may utilize all available processor cores on a server.

For more information, see [System requirements on page 6](#).

Agent server (dtSearch)

dtSearch queries are multi-threaded and spawn as many threads as there are sub-indexes or cores — whichever number is lowest will be the constraint. One dtSearch search agent may be able to utilize all available processor cores on a server. Therefore, each Relativity agent server that you designate to be a dtSearch search agent server should only have one dtSearch search agent and nothing else.

SQL Server (workspaces)

This SQL Server is where the structured text and metadata resides for the documents. Each Relativity workspace is represented by its own SQL Server database. Environments may have one or more SQL Servers. In addition to workspace databases there are Relativity system databases present on each server that contain tables for system configurations, agent job queues, users/groups, and more.

SQL Server (Invariant/Worker Manager server)

Relativity processing has individual store databases that correspond to each Relativity workspace database with processing enabled. Total memory and processor requirements for this role are not as demanding as the SQL Servers that house workspace databases. This server is also used for native imaging and save as PDF request management.

Worker

The Worker role is responsible for handling enhanced native imaging and processing jobs. Relativity has placed a hard cap on the amount of threads that each Worker server can spawn. The hard cap is 16 threads. Each processor core and 2 GB RAM will create two threads. Therefore, it is suggested that 8 logical cores and 16 GB RAM be allocated to each worker server to get the most throughput.

Secret Store

The Secret Store is a required component that provides secure, storage you can audit for Relativity secrets. A secret could be user credentials, a database connect string, an instance setting that contains confidential information such as your SMTP credentials, or a TLS certificate. The Secret Store database securely stores all confidential information that can be accessed only from authenticated servers.

For more information, see The Relativity Secret Store Guide.

Message broker

The Relativity service bus is a message delivery service that communicates information about agent jobs to different application components. This infrastructure feature supports this communication by routing messages between application components. For example, Relativity uses the service bus for submitting conversion jobs to agents and returning converted documents.

Analytics

The analytics server is responsible for building and storing the conceptual indexes in the environment. Once an index is built, the server also runs the conceptual features such as categorization and clustering. In addition to conceptual indexing, structured analytics sets run on this server for textual analysis features such as email threading or language identification. The indexes and structured analytics sets are stored on disk in a configurable location.

File server

This server may not be required depending on the available storage. Relativity does not install any software on a file server for Relativity. Relativity just needs to know where the files, Natives/Images, live and the web

servers need to be able to access those locations. The same applies to dtSearch, Analytics index, and viewer cache locations.

Data Grid master node

This is the server within a cluster that manages changes across the entire cluster.

Data Grid client node

This is the server that serves as the gateway through which data enters a cluster. When there is more than one in an environment, these can be thought of as load balancers which service requests for data.

Data Grid data node

This is the server that stores data within a cluster.

3 Scalability

You can scale Relativity installations to handle the performance, storage, and other environmental factors necessary to support the addition of new users, continual growth of data, and increased demands for searching capabilities.

3.1 Tier level definitions

We have identified tier levels that support varying numbers of users and sizes of active data. You can use these tier level definitions to determine the cores, RAM, and other equipment required to support the rapid growth of your Relativity installation. Key terms used in the following table include:

- **Enabled User Accounts**—amount of enabled Relativity User accounts.
- **Simultaneous Users**—average amount of simultaneous users logged into Relativity.
- **Active SQL Data (TB)**—total amount of disk space consumed by SQL databases (mdf) and full text (ndf) indexes.
- **Active Record Count (MM)**—total amount of records, documents, included across all active Relativity workspaces.
- **Active File Size (TB)**—total amount of disk space consumed by native and image files.

This table identifies the combination of users, data, and file sizes associated with each tier.

	Tier 1 - Entry Level Environment	Tier 2 - Mid Level Environment	Tier 3 - Large Scale Environment
Enabled User Accounts	< 300	300 - 1000	1000+
Simultaneous Users	< 100	100 - 500	500+
Active SQL Data (TB)	< 1	1 - 10	10+
Active Record Count (MM)	< 20	20 - 100	100+
Active File Size (TB)	< 5	5 - 30	30+

The equipment used to support environments at each tier is described in the following table.

	Tier 1 - Entry Level Environment	Tier 2 - Mid Level Environment	Tier 3 - Large Scale Environment
Total Cores for Non-SQL	< 48	48 - 192	192+
Total Memory (GB) for Non-SQL	< 96	96 - 384	384+
Total Cores for SQL Server	< 16	16 - 96	96+
Total Memory (GB) for SQL Server	< 128	128 - 1024	1024+

	Tier 1 - Entry Level Environment	Tier 2 - Mid Level Environment	Tier 3 - Large Scale Environment
Total SQL Storage I/O (Gbps)	4 - 8	8+	16+
SQL Tempdb Storage	Separate spindles	SSD or flash	SSD or flash

4 Required configurations for new deployments

Contact [Customer Support](#) for assistance with designing your Relativity infrastructure.

Notes:

- The following Tier 1 example environments provide information for different user and data counts. Most new deployments adhere to one of these Tier 1 examples.

4.1 Tier 1 - Hardware requirements (25-50 named users)

We support the installation of all Relativity components on a single device for 25-50 named user agreements. We also require that you install a hypervisor to this device so each Relativity role has its own virtual machine.

The following table provides virtual machine specifications for the single server setup.

Tier 1 (25-50 named users) - Single Server Deployment			
	Quantity	Memory (GB)	CPU
Web	2	16	8
Agent (core)	2	4	4
Agent (dtSearch)	1	4	4
Agent (conversion)	1	8	4
Agent (PDF)*	1	16	8
Analytics	1	32	4
Worker	1	16	8
Secret Store	1	4	4
SQL (workspace databases)	1	64	8
SQL (Invariant/Worker Manager server)	1	16	4
Data Grid master/data/client node	1	16	4
Message broker server	1	4	4

* If users have a dedicated Invariant worker for Save As PDF jobs they can either decommission it or convert it to an agent server following the recommendation of two PDF Worker agents per VM.

While Relativity supports the use of virtual machines, Relativity also requires differing configurations depending on the tier level of your environment. High Availability and Disaster Recovery requirements influence the number of SQL Servers as described in [Infrastructure configuration](#). You can distribute Relativity workspace databases across multiple SQL instances.

This table lists the recommendations for environments at Tier 1.

Tier 1 (100+ named users) - Entry Level Environment			
	Quantity	Memory (GB)	CPU
Web	2	16	8
Agent (core)	2	4	4
Agent (dtSearch)	1	4	4
Agent (conversion)	1	16	8
Agent (PDF)*	1	16	8
Analytics	1	32	8

Tier 1 (100+ named users) - Entry Level Environment			
	Quantity	Memory (GB)	CPU
Worker	2	16	8
Secret Store	1	4	4
Message broker server	1	8	8
SQL (workspace databases)	1	64	8
SQL (Invariant/Worker Manager server)	1	16	4
Data Grid Mast Node/Data Node/Client Node	3	16	4

* If users have a dedicated Invariant worker for Save As PDF jobs they can either decommission it, or convert it to an agent server following the recommendation of two PDF Worker agents per VM.

4.2 Tier 2 - Hardware requirements (300 or more named users)

For Tier 2 environments, Relativity requires additional virtual machines, as well as increased RAM and CPUs as illustrated in the following table. Additionally, it is suggested that SQL, Workspace Databases, instances are not virtualized when supporting larger data sets.

Tier 2 (300+ named users) - Mid Level Environment			
	Quantity	Memory (GB)	CPU
Web	2	32	8
Agent (core)	3	16	8
Agent (dtSearch)	2	16	8
Agent (conversion)	2	16	8
Agent (PDF)*	2	16	8
Analytics (structured analytics)	1	32	8
Analytics (Analytics indexing)	1	32	4
Worker (processing, imaging)	2	16	8
Secret Store	1	4	4
Message broker server	1	16	16
SQL (workspace databases)	2	256	16
SQL (Invariant/Worker Manager server)	1	32	4
Data Grid master node	3	32	8

* If users have a dedicated Invariant worker for Save As PDF jobs they can either decommission it, or convert it to an agent server following the recommendation of two PDF Worker agents per VM.

Please take the following into consideration for any sized environment:

Note: For the File, Document, role, the type of storage system used will determine if you need to install the Windows operating system.

File (Docu- ment)	■ Processor: 4 cores (2GHz)
	■ Memory: 4GB RAM
	■ Network: Gigabit Ethernet
	■ Storage: See Storage .

Relativity requires an active SMTP server on your network. It interfaces with this server to send notifications and monthly billing statistics. The hardware requirements for this role are minimal. You can leverage an existing SMTP server in the network or merge this server with the agent server role.

4.3 Storage

For each type of data, the amount of recommended space depends on the number of records imported, as well as the type and length of the expected reviews. Each server or VM needs space for the OS, page file, and Relativity installation files. The Relativity Processing SQL Server requires all the same SQL data with the exception of SQL Full Text Indexes. Throughput, especially when multiple SQL Servers or Data Grid Data Nodes are virtualized on a single host, should be put through a regiment of rigorous random and sequential read/write IO testing before installation of Relativity is completed.

Recommended space by data type:

Data Type	25-50 Named Users	100+ Named Users	Disk I/O
SQL databases	500 GB	750 GB	High The databases can live across multiple storage volumes and SQL instances.
SQL full text indexes	150 GB	250 GB	Moderate Index size depends on the number of fields and records indexed.
SQL database logs	150 GB	250 GB	High Regular transaction log backups keep these values small and provide point in time recovery.
SQL Tempdb	80 GB	80 GB	High We recommend eight 10GB Tempdb data files for new deployments. SSDs recommended.
SQL backups	500 GB	1000 GB	Low-High We recommend having a backup strategy. This volume is not required. Larger data sizes may require higher I/O throughput.
dtSearch indexes	150 GB	250 GB	Moderate The dtSearch index share is typically stored in the same location as the files.

Data Type	25-50 Named Users	100+ Named Users	Disk I/O
Analytics indexes	150 GB	250 GB	High
Files (natives/images)	1500 GB	3000 GB	Low-High
Viewer cache Temporarily store natives, images, productions, and other file types the viewer uses. It is recommended that the cache be stored on tier-one storage, SSDs, in environments with hundreds of concurrent users. Recommended 1TB viewer cache space available for every 100 concurrent users.	500 GB	1000 GB	High
Agent (conversion) This is the Windows temp directory used during document conversion.	250 GB	250 GB	High
Worker (native imaging/processing)	250 GB	250 GB	High This is the Windows temp directory used by native applications during imaging and processing. This temp location never exceeds 250 GB for each Worker server.
Data Grid data node	1 TB	1-10 TB	High

5 Infrastructure configuration

Infrastructure configuration

Relativity supports the following technologies as part of its infrastructure configuration:

- **Virtualization**—all aspects of Relativity can be virtualized. Some roles are more RAM and CPU intensive as others. You have to make sure when virtualizing Relativity that you do not over commit the RAM and CPU on a virtual machine to host ratio.
- **High Availability (HA)**—Relativity supports SQL Server Failover and File Server Clustering along with available hypervisor solutions.
- **Disaster Recovery (DR)**—Relativity supports Microsoft SQL Server mirroring, log shipping, and SAN replication technologies. These approaches typically require manual failover and increased downtime.
- **Web Server Load Balancing**—Relativity supports only single affinity in Windows Network Load Balancing (NLB). The Relativity User Load Balancer (RULB) provides the ability to distribute the user load evenly.
- **Perimeter Networking (DMZ)**—Relativity requires certain ports to remain open for proper server communication. For more details, download the Relativity Infrastructure Ports Diagram from the Relativity Community. Note that you must have a valid user name and password to download this content.

5.1 Guides for infrastructure management

Review the following guides to become familiar with best practices for managing the Relativity infrastructure:

- Pre-Installation Guide
- Environment Optimization Guide
- Infrastructure Planning Recommendations

6 Software requirements

Relativity has specific software requirements for servers or virtual machines, user workstations, and the Relativity Desktop Client. The requirements for servers differ by the role assigned to them in your system configuration.

Note: Make sure that you install the latest service packs and updates for your Windows Operating system and the latest service packs and cumulative updates for your SQL Server. However, compatibility for higher .NET versions is not guaranteed and we do not recommend installing higher .NET versions than what is listed as required by your Relativity version.

6.1 System (servers or virtual machines)

Note: Relativity is compatible with local settings Only for webservice servers.

The general software requirements for servers and virtual machines include Microsoft Windows Server and .NET technologies. Microsoft Office and other applications are required for worker servers.

The following table provides software requirements by server role.

Server Role	Software Requirements
Web	<ul style="list-style-type: none">■ Windows Server 2019, Windows Server 2016, or Windows Server 2012 R2■ .NET 4.7.2 or 4.8■ .NET 3.5
Agent	<ul style="list-style-type: none">■ Windows Server 2019, Windows Server 2016, or Windows Server 2012 R2■ .NET 4.7.2 or 4.8■ .NET 3.5
Analytics	<ul style="list-style-type: none">■ Windows Server 2019, Windows Server 2016, or Windows Server 2012 R2■ .NET 4.7.2 or 4.8 <p>Note: Java is already packaged with the Analytics installer, so it is not considered a separate requirement.</p>
Secret Store	<ul style="list-style-type: none">■ Windows Server 2019, Windows Server 2016, or Windows Server 2012 R2■ .NET 4.7.2 or 4.8■ .NET 3.5■ Windows Server 2016, Windows Server 2019
Message broker	<ul style="list-style-type: none">■ .NET 4.7.2 or 4.8■ .NET 3.5■ RabbitMQ

Server Role	Software Requirements		
SQL	<ul style="list-style-type: none"> Windows Server 2019, Windows Server 2016, or Windows Server 2012 R2 SQL Server 2017 or SQL Server 2019 <ul style="list-style-type: none"> SQL Server 2019 requires Windows Server 2016 or 2019. Relativity supports in-place upgrades from SQL Server 2016 to any higher supported version. For details on SQL Server upgrade, follow the EDDS migration Guide. To determine if you should upgrade your current SQL Server version to SQL Server 2019, note the following considerations. Contact Relativity Support if you have further questions. <ul style="list-style-type: none"> The base operating system of your SQL Server must be at a minimum Windows Server 2016. Any Windows Server version below 2016 will require an EDDS migration to be performed to a server with a proper operating system version and SQL version. Relativity does not support in-place operating system upgrades. . SQL Server version lower than SQL 2016 will require an EDDS migration since upgrading to SQL Server 2019 from versions lower than SQL Server 2016 has not been tested by Relativity. 		
	<ul style="list-style-type: none"> .NET 4.7.2 or 4.8 .NET 3.5 		
Worker	Additional considerations:		
	<ul style="list-style-type: none"> Each environment is different, research settings that your specific environment may utilize before performing any upgrades. Ensure that you have tested backups before performing any upgrades. Although an in-place SQL upgrade is supported by Relativity. Performing an EDDS migration is the cleanest way to perform a SQL upgrade. 		
	Software	Description	Required for system installation?
	Windows Server 2019, Windows Server 2016, or Windows Server 2012 R2	Required server software.	Yes
	.NET 4.7.2 or 4.8 .NET 3.5	Required server software.	Yes
	Desktop Experience (Windows Server feature)	Required server software.	Yes
	Microsoft Office 2016 Professional (32-bit)	This includes: <ul style="list-style-type: none"> Excel—used for Processing and Native Imaging of 	No - you are able to install the worker manager server without first installing Office.

**Server
Role**

Software Requirements

Software	Description	Required for system installation?
<p>Note: There is no backwards compatibility for Microsoft Office versions. The versions listed here are the only ones supported.</p>	<p>most spreadsheet based documents .xlsx, .xlsm, .xlsb, .odc, .ods, and others.</p>	
	<ul style="list-style-type: none"> Word—used for Processing and Native Imaging of .docx, .docm, .dotx, .dotm, .doc, and others. 	
	<ul style="list-style-type: none"> Powerpoint—used for Processing and Native imaging of .pptx, .pptm, .ppsm, .potx, .potm, and others. 	<p>Note: Some features found in files created in different versions of Office may not be available or render correctly when processed or imaged using a different version than the file was originally created in. For more information about features differences between Office versions, please consult the appropriate Microsoft documentation.</p>
	<ul style="list-style-type: none"> Outlook - used for Processing and Native imaging of .msg, .pst, .ost, and others. 	
	<ul style="list-style-type: none"> OneNote – used for Processing and Native Imaging of .one and .tmp files, and others. 	
	<ul style="list-style-type: none"> Publisher—used for Processing and Native Imaging of .pub files and others. 	

**Server
Role**

Software Requirements

Software	Description	Required for system installation?
	<p>Note: The Courier New font must be installed on your machine. This font is installed by default when you install Microsoft Office, in which case you must ensure that you do not remove it.</p>	
	<p>Note: Relativity does not support add-ins for Microsoft Office.</p>	
Microsoft Works 6–9 File Converter	The Microsoft Works Converter is also required. You can download it from the Relativity Community here .	Yes
Microsoft Visio 2016 Professional or Standard SP2 (32-bit)	Used for processing and imaging .vsd, .vdx, .vss, .vsx, .vst, .vsw files.	<p>No</p> <ul style="list-style-type: none"> ■ This is only required for processing and imaging .vsd, .vdx, .vss, .vsx, .vst, .vsw files. You can still install processing without this component, but you will not be able to process or image those files without it.
Microsoft Project Professional 2016 (32-bit)	Used for processing and native imaging of .mpp files.	<p>No</p> <ul style="list-style-type: none"> ■ This is only required for processing and imaging .mpp files. You can still install processing without this component, but you will not be able to process or image .mpp files without it.
(Optional) Lotus Notes v8.5 and higher	It is recommended that you install Lotus Notes 9 or higher on your workers, because Lotus Notes version 8.5.x cannot read certain Lotus 9 databases. Please note that some Lotus 9 databases cannot be opened in 8.5.x and will generate an error during processing.	<p>No</p> <ul style="list-style-type: none"> ■ Lotus Notes is an optional installation; however, if you do install it, you need to restart the worker machine. There is no need to restart the queue manager service.
<ul style="list-style-type: none"> ■ Lotus Notes v8.5.3 with Fix Pack 6 ■ Lotus Notes v8.5.2 with Fix Pack 4 		

Server Role	Software Requirements		
	Software	Description	Required for system installation?
	<ul style="list-style-type: none"> Lotus Notes v9.0 Lotus Notes v9.0.1 Lotus Notes v10.0.1 Solidworks eDrawings Viewer 2017 (64-bit) version only with SP5 or above. Solidworks eDrawings Viewer 2018 (64-bit) Solidworks eDrawings Viewer 2019 Solidworks eDrawings Viewer 2020 	<p>Used for processing, text extraction, and imaging for CAD files. This is the only optional component.</p> <ul style="list-style-type: none"> To download the viewer, go here. Solidworks eDrawings Viewer 2017 SP5 and above is supported. 	<p>No</p> <ul style="list-style-type: none"> The Solidworks eDrawings Viewer is not a pre-requisite for general use of Relativity Processing. Solidworks is only required for performing native imaging and text extraction on any supported CAD files in your data sources. You should install it only on the worker designated to perform these types of jobs. If you attempt to process a CAD file without the Solidworks viewer installed, you receive a simple document-level error prompting you to install it. Once you install the Solidworks viewer, you can retry that error and proceed with your processing job.
	JungUm Global Viewer v9.1 or higher	This is required for processing and imaging GUL files, for Korean documents.	<p>No</p> <ul style="list-style-type: none"> After you install the JungUm Global Viewer on the worker, you should restart the worker machine, but there is no need to restart the queue
<p>* Microsoft Project and Visio are not required to install and use Relativity Processing. These components are only required if you intend to process Project and Visio files, specifically.</p>			

6.2 Workstations (end-user PCs)

In Relativity, end users perform their reviews on workstations. Each workstation should be configured with a browser in which to use the Relativity web application, an operating system on which to run the Relativity Desktop Client, and the currently supported version of .NET.

6.2.0.1 Supported browsers for Relativity Web application

Relativity supports the following Browsers:

Browser requirements	Relativity
Internet Explorer (any version)	Not supported
Chrome (for Windows and Mac OSX)	3 latest browser versions at time of release
Firefox (for Windows and Mac OSX)	3 latest browser versions at time of release
Safari (OSX 10.9)	2 latest browser versions at time of release
Safari (OSX 10.10)	2 latest browser versions at time of release

We recommend using the latest version of Chrome, Firefox, and Safari with Relativity. For Chrome, Firefox, and Safari web browsers, Relativity supports:

- The three most recent versions of Chrome and Firefox, for Windows and Mac OSX, at the time of a given Relativity release.
- The two most recent versions of Safari included with Mac OS X at the time of a given Relativity release.

Note: Relativity does not currently support the Linux operating system for any browser, including Chromebooks.

Note: Although Firefox is supported, performance testing indicates that it is slower when rendering the List Page in Relativity. For this reason, we recommend using Chrome.

6.2.0.2 Supported .NET version

- .NET 4.7.2 or 4.8
- .NET 3.5

6.3 Relativity Desktop Client

The Relativity Desktop Client (RDC) is a utility used for importing and exporting documents, images, natives, and productions. This utility requires the following software:

The Relativity Desktop Client requires Microsoft .NET 4.7.2 and Visual C++ 2015 Redistributable Update 3 RC.

Your operating system determines whether you need to download the 64-bit or 32-bit version of these applications:

- If you are running a 32-bit machine, you must install the RDC 32-bit and the Visual C++ 2015 Redistributable Update 3 RC. For more information, see [Microsoft Visual C++ 2015 Redistributable Update 3 RC](#).
- If you are running a 64-bit machine, you want to install the RDC 64-bit and the Visual C++ 2015 Redistributable Update 3 RC. You may notice a significant improvement in the speed of the RDC with the 64-bit version. However, a 64-bit machine can have both the x86 and x64 redistributables installed at the same time, and it can run the 32-bit or 64-bit version of the RDC.

6.4 Licensing Microsoft products

Relativity requires Microsoft Windows and Microsoft SQL Server, both of which you need to license through Microsoft or one of their resellers. If using Relativity Processing or Native Imaging, you also need to license Microsoft Office, Visio, and Project through Microsoft or one of their resellers.

If Relativity is hosted for external customers, you may need to license Microsoft products through Microsoft's SPLA (Service Provider License Agreement). You can find more information about Microsoft's SPLA program on [Microsoft's Hosting site](#).

Note: We recommend contacting Microsoft, or one of their resellers, for guidance on the licensing options available.

7 Relativity compatibility matrix

7.1 Relativity system requirements matrix

The following table breaks down the supported operating systems, framework, IIS versions, browsers, and versions of SQL Server for each of the still-supported versions of Relativity Server. For additional Chrome, Firefox, and Safari supported version details, see [End user browser and operating system requirements on the next page](#).

Software	10.3	Server 2021	Server 2022
Operating systems - Relativity Desktop Client			
Windows 7	✓		
Windows 8 (Desktop Mode only)	✓		
Windows 8.1	✓	✓	✓
Windows 10	✓	✓	✓
Windows 11			✓
Operating systems - servers			
Windows Server 2012 R2	✓	✓	✓
Windows Server 2016	✓	✓	✓
Windows Server 2019		✓	✓
Framework			
Microsoft .NET Version 3.5	✓	✓	✓
Microsoft .NET Version 4.6.2	✓	✓	
Microsoft .NET Version 4.7	✓	✓	
Microsoft .NET Version 4.7.2			✓
Microsoft .NET Version 4.8*			✓
SQL versions			
SQL Server 2012			
SQL Server 2014**	✓		
SQL Server 2016**	✓		
SQL Server 2017**	✓	✓	✓
SQL Server 2019**		✓	✓

Note: SQL Server 2019 requires Windows Server 2016 or 2019. It is not compatible with Windows Server 2012.

*Relativity Server 2022 does not support .NET 4.8.1 or any subsequent versions.

**See [Compatibility considerations for Service Bus for Windows Server on the next page](#).

7.1.1 Compatibility considerations for Service Bus for Windows Server

Note: The RabbitMQ 3.10 series became unsupported by the vendor on 12/31/2023. We cannot guarantee compatibility of RabbitMQ 3.10.x with Server 2022 or Server 2023 after 12/31/2023 and recommend upgrading to a supported version of RabbitMQ. For details on RabbitMQ's version policies, see [RabbitMQ versions](#). If you are upgrading to 3.12.x, review the [RabbitMQ upgrade overview](#) beforehand to avoid issues during the upgrade process.

While Relativity will continue to support Service Bus for Windows Server for the near future, RabbitMQ is the recommended message broker for Relativity Server 2022. Microsoft has announced that support for Service Bus for Windows Server will end in January 2023 and the product is no longer receiving security updates.

While we aren't aware of any issues with Service Bus for Windows Server with the Service Bus TLS 1.2 update running on any of the supported Windows Server/SQL Server combinations for Server 2022, Relativity can't guarantee compatibility outside of Microsoft's official support matrix. Future updates from Microsoft may impact the stability of your infrastructure if you aren't running the service bus on a supported OS and SQL platform.

Note: For information on service bus compatibility, see the Workarounds for Service Bus 1.1 with TLS 1.2 section for your version of Relativity in the Upgrade Guide.

7.2 End user browser and operating system requirements

Note: Beginning in Server 2022, we no longer support Internet Explorer (IE). Beginning in Server 2022, we now support Microsoft Edge.

Software	10.3	Server 2021	Server 2022
Chrome (for Windows and Mac OSX)	✓latest version	✓latest version	✓latest version
Edge (for Windows and Mac OSX)			✓latest version
Firefox (for Windows and Mac OSX)	✓latest version	✓latest version	✓latest version
Safari (OSX 10.9)	✓	✓	✓
	v. 11+	v. 11+	v. 11+
Safari (OSX 10.10)	v. 11+	v. 11+	v. 11+

Note: Relativity does not currently support the Linux operating system for any browser.

7.3 Relativity release matrix

The following table lists the Invariant (worker manager server) and Outside In versions released with each Relativity release. Along with the Relativity Analytics engine and Secret Store versions compatible with each release of Relativity.

Relativity version	Relativity release date	Outside In version	Invariant version	Analytics engine version	Secret Store version
Server 2022	December 13, 2022	2021.5.0	7.1.431.1	4.6.0	1.2.603.5

Relativity version	Relativity release date	Outside In version	Invariant version	Analytics engine version	Secret Store version
12.1.431.2	(early access)				

8 Elasticsearch system requirements

Depending on your infrastructure tier, you have different server specifications and recommendations for the Elasticsearch cluster available to you. Elasticsearch is built on a distributed architecture made up of many servers or nodes. A node is a running instance of Elasticsearch (a single instance of Elasticsearch running in the JVM). Every node in an Elasticsearch cluster can serve one of three roles.

- Master nodes are responsible for managing the cluster.
- Data nodes are responsible for indexing and searching of the stored data.
- Client nodes are load balancers that redirect operations to the node that holds the relevant data, while offloading other tasks.

Set up an entirely separate cluster to monitor Elasticsearch with one node that serves all three roles: master, data, and client. While this setup doesn't take advantage of the distributed architecture, it acts as an isolated logging system that won't affect the main cluster.

8.1 Infrastructure considerations

Consider the following factors when determining the infrastructure requirements for creating an Elasticsearch environment:

- **Infrastructure tier** – When you build out your initial Relativity environment, we use these measures to determine a tier level of 1, 2, or 3. This tier level takes into consideration the number of users, SQL sizes, and the amount of data and activity in your system.
- **Virtual versus physical servers** – Although Elastic recommends physical servers, our implementation doesn't require physical servers. Virtual servers can be implemented for all nodes.
- **Storage type** – Elasticsearch is a distributed system and you should run it on storage local to each server. SSDs are not required.
- **Network connectivity** – Because of the distributed architecture, network connectivity can impact performance, especially during peak activity. Consider 10 GB as you move up to the higher tiers.
- **Client nodes** – Larger clusters that do not perform heavy aggregations (search against your data), may perform better without client nodes. Simply use a master and data node configuration with a load balancer to handle data in your cluster.

Note: Elasticsearch won't allocate new shards to nodes once they have more than 85% disk used.

8.2 Other considerations

- Shield is one of the many plugins that comes with Elasticsearch. Shield provides a username and password for REST interaction and JWKS authentication to Relativity. JWKS is already running on your Relativity web server.
- The Elasticsearch cluster uses the certificate from a Relativity web server or a load balanced site for authentication to Relativity.

- You can set up the nodes for TLS communication node to node. TLS communication requires a wild card for the nodes that contains a valid chain and SAN names. This is highly recommended for clusters that are in anyway exposed to the internet. You can request a script which can be used against an installation of OpenSSL to create the full chain that is not readily available. All of the certificates are contained within a Java keystore which is setup during installation by the script. To request this script, contact [Relativity Support](#). If you have a chain of certificates with a wild card certificate and private key that contains SAN names of the servers, you can use those certificates to build the Java keystore for TLS.

8.3 Elasticsearch cluster system requirements

The number of nodes required and the specifications for the nodes change depending on both your infrastructure tier and the amount of data that you plan to store in Elasticsearch.

Notes:

- These recommendations are for audit only.
- Disk specs for data nodes reflect the maximum size allowed per node. Smaller disk can be used for the initial setup with plans to expand on demand.

8.3.0.1 Test (500 GB)

Node type	# of nodes needed	CPU	RAM	DISK (GB)
Primary/Data	1	4	32	500

8.3.0.2 Tier 1 (1 TB)

Node type	# of nodes needed	CPU	RAM	DISK (GB)
Primary/Data	1	4	32	1000
Data	1	4	32	1000

8.3.1 Tier 2 (3TB)

Node type	# of nodes needed	CPU	RAM	DISK (GB)
Primary/Data	3	4	32	2000

8.3.2 Tier 3 (4-15 TB)

Node type	# of nodes needed	CPU	RAM	DISK (GB)
Data	1-15 (scale on demand)	4	32	2000
Primary/Data	3	4	8	2000

To assess the sizes of a workspace's activity data and extracted text, contact [Relativity Support](#) and request the **AuditRecord and ExtractedText Size Gatherer** script.

If you have further questions after running the script, our team can review the amount of activity and monitoring data you want to store in Elasticsearch and provide a personalized recommendation of monitoring nodes required.

9 Processing system requirements

The following information displays the system requirements for the Processing infrastructure.

9.1 Processing worker hardware specifications

The following table displays the hardware specifications for Processing workers. These requirements are determined by the number of workers needed to achieve a specified range of throughput (# of GB/day).

Worker Specifications	
CPU	8 core
RAM	16 GB
Network	1 Gbps
Storage	Windows Temp SSD
Server	Virtual or Physical*
Expected throughput	100-150 GB/day **

* The primary reason for using physical workers is for performance. The overhead from virtualization can cause degradation in performance, particularly during text extraction and other CPU-intensive operations. If you do choose to virtualize your workers, beware of over-committing resources on the host. If you have hyper-threading enabled on the host, you may need to allocate 16 vCPUs to each worker to achieve optimal results.

** Processing source data and system load may impact performance.

9.1.1 Worker manager server software requirements

In addition to meeting the processing system requirements, we recommend referring to the Worker Manager Server Installation Guide for information about other required and optional software on the processing worker.

9.2 Tier hardware requirements

The following table displays the supporting infrastructure per number of workers you want to deploy. Refer to an applicable tier to locate the necessary hardware components to complete your processing infrastructure.

	Tier 1 Entry Level Environment	Tier 2 Mid Level Environment	Tier 3 Large Scale Environment	Tier 4 Extra Large Scale Environment
# of Workers	1 - 2	3 - 7	8-12	13-30
GB/day (source data)	100 GB - 300 GB	300 GB - 800 GB	800 GB - 1 TB	1+ TB
Invariant (worker manager server) SQL Server	■ Processor: 4 cores	■ Processor: 4 - 8 cores	■ Processor: 4 - 8 cores	■ Processor: 16 cores
	■ Memory: 16 GB	■ Memory: 32 GB	■ Memory: 64 GB	■ Memory: 64 GB - 128 GB
	■ Storage I/O	■ Storage I/O	■ Storage I/O	■ Storage I/O

	Tier 1 Entry Level Environment	Tier 2 Mid Level Environment	Tier 3 Large Scale Environment	Tier 4 Extra Large Scale Environment
	(Gbps): 4	(Gbps): 4 - 8	(Gbps): 4 - 8+	(Gbps): 4 - 8+
File Server	<ul style="list-style-type: none"> Commodity NAS 1+ Gbps network 	<ul style="list-style-type: none"> Dedicated NAS (write-back cache available) 4+ Gbps network 	<ul style="list-style-type: none"> Enterprise class NAS (SSD tier available) 10+ Gbps network 	<ul style="list-style-type: none"> Enterprise class NAS (SSD tier available) 10+ Gbps network

Note: By default, when you install Relativity, each worker in your environment is designated to do all available work (processing and imaging).

9.3 Required Microsoft Visual C++ redistributables

The following table breaks down which versions of Microsoft Visual C++ are required for which versions of Relativity/Invariant. Note that you are required to install each version of Microsoft Visual C++ only if you are upgrading to the Relativity/Invariant version listed and not if you are installing it for the first time.

		Required Microsoft Visual C++ version (Redistributable x86 and x64)			
Relativity/Invariant version		2010	2012	2013	2015
10.3.287.3/5.3.282.2	✓		✓	✓	✓
Server 2021/ 6.1.1798	✓		✓	✓	✓
Server 2022/7.1.431.1	✓		✓	✓	✓

10 Relativity upgrade

Use the following workflows to upgrade your current Relativity installation to Relativity Server 2022. To begin your upgrade process, address custom solutions and scripts before downloading the Relativity installer. Once you complete the workflow specific to your upgrade path, we recommend completing the post-installation verification tests post-upgrade to confirm that your environment has been upgraded properly.

As a best practice, we recommend preparing for your upgrade process by using the Pre-Upgrade Checklist available on the documentation site. You can use this document to discuss an upgrade strategy for your current installation of Relativity with Customer Support.

If you are installing Relativity for the first time, contact the Customer Support team on the Community site for additional information. You may also want to review the information on the Relativity installation page on the Server 2022 Documentation site.

Note: Relativity plans to deprecate Windows Service Bus in Server 2023. We recommend that you begin conversion to RabbitMQ beginning in Server 2022.

10.1 Addressing custom solutions pre-upgrade

The Solution Snapshot application helps you identify compatibility issues with custom applications in your environment so you can resolve them prior to upgrade. Using the Solution Snapshot application, you can view a list of the applications currently installed in your Application Library and review the application owner's recommendation for upgrade. For more information, see [Solution Snapshot](#) the Solution Snapshot documentation.

10.2 Addressing custom scripts that trigger imaging jobs

If you plan on upgrading Relativity and you use custom scripts that programmatically trigger imaging jobs in your current Relativity environment, those scripts will no longer work after you upgrade.

This is because the components that those custom scripts rely upon no longer exist due to the changes made to the imaging framework, which are listed below. The imaging operations performed by these custom scripts aren't accounted for in the KCD Snapshot Solution script.

- The Imaging Set Manager and Worker agents have been deprecated.
- The Imaging Set Queue table has been deprecated.
- The Imaging API now submits an imaging job directly to Invariant (worker manager server).

Before you upgrade to Server 2022, contact Customer Support at [Relativity Support](#) for instructions on how to adjust your custom scripts.

10.3 Required pre-upgrade steps for all Relativity versions

Before you begin your upgrade, you must complete the following pre-upgrade steps.

Click to expand required pre-upgrade steps for all Relativity versions

Complete the following steps and verify you have the necessary information required for all upgrades of Relativity. Depending on your upgrade path, you may have additional configuration or other tasks to perform specific to the version of Relativity you're installing.

Make sure you have the appropriate system admin permissions in Relativity before beginning the upgrade. . For more information, see [Managing security](#) on the Relativity 9 Documentation site.

Confirm that jobs aren't running in any of the queues. If the agents are running, they may attempt to run a job against a database that doesn't have an upgraded schema and cause serious errors in your Relativity environment.

10.3.1 Obtain credentials for service and database accounts

To upgrade Relativity, you need credentials for the following accounts:

- **Relativity Service account** (Windows Workgroup/Domain account) - Run the Relativity upgrade logged in as the Relativity Service account. This account must have local Administrator permissions on the target server, and SQL sysadmin role privileges on the SQL Server.
- **EDDSDBO account** (SQL account)

Note: Do not begin the upgrade process until you obtain the credentials for these accounts. They are required when you run the installer.

10.3.2 Review system and other requirements

Confirm that your environment is configured with the prerequisites before you begin upgrading Relativity. See the following documents for more information:

- [Relativity System Requirements](#) - Includes software and hardware requirements for servers, databases, and other components of a Relativity installation.
- [Relativity Workstation Configuration guide](#) - Includes information about setting up workstations for users and viewer installation instructions.
- [Relativity Environment optimization guide](#) - Includes best practices for maintaining and optimizing a Relativity environment.
- [Upgrade path instructions](#) - Contain detailed information about requirements for your specific upgrade path.

10.3.3 Apply a trusted certificate for the Analytics server

A trusted certificate is required for all HTTPS traffic, including the internal traffic for the Analytics server. We recommend placing the certificate and testing it prior to the day of the upgrade to Server 2022.

See [Pre-upgrade: Update the default SSL/TLS certificate for CAAT®](#) for more information.

10.3.4 Back up your Relativity environment

Back up your SQL databases and your Relativity IIS websites before you begin the upgrade process. You should also back up both the structured analytics sets and analytics indexes before your upgrade to ensure that there is no data loss. This may take a while so it's recommended to run analytics backups either during the week of or the week prior to your upgrade. Usually this data does not change daily, so this helps to mitigate any data loss.

10.3.5 Reboot machines with Windows updates

After installing Windows updates, reboot your machines before attempting to install Relativity. Complete this step to ensure that all Relativity components are properly installed. Incomplete Windows updates lock system files, which may cause silent failures and prevent the proper installation of Relativity components.

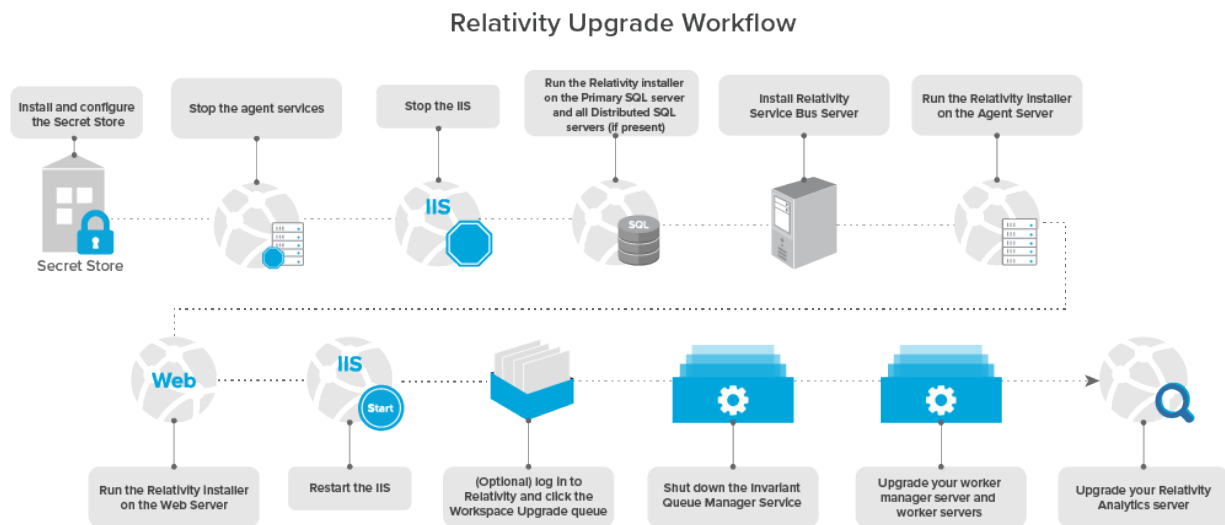
10.3.6 Download the Relativity installer

To receive the correct Relativity installer package for your upgrade workflow contact Customer Support.

10.4 10.x to Server 2022 upgrade workflow

Use the following workflow when upgrading from Relativity 10.x to Server 2022.

Note: Never upgrade your Relativity version while there are jobs of any type currently in progress in your environment. Doing this leads to inaccurate results when you attempt to finish those jobs after your upgrade is complete. This is especially important for imaging and processing jobs.



Notes:

- Before you upgrade, verify that you meet all requirements outlined in the Pre-installation guide.
- Once you've completed upgrading core servers (Secret Store, Primary SQL, Worker Manager, Service Bus) all remaining servers can be upgraded in any order or in parallel.

1. Install the Relativity Secret Store and configure all machines in your environment to access it. This step should be completed before the Relativity upgrade and can be done online without impacting user review. For more information, see The Relativity Secret Store Guide.
2. Stop all agent services.
3. Stop the IIS.
4. Run the Relativity installer on your Primary SQL Server to upgrade the EDDS database and install the required library applications. You can't access your Relativity environment until you complete this

step. Depending on what version you're upgrading from, this process may start automatically after the installer is finished running. See [Upgrading your SQL Server on page 38](#).

5. Run the Relativity installer on all distributed SQL servers if present. See [Distributed SQL Server upgrade on page 42](#).
6. Install the Relativity service bus server. Ensure that the Relativity service bus server is a node in the Service Bus for Windows Server farm. See [Upgrading your Relativity service bus on page 45](#). We recommend migrating to RabbitMQ for any Relativity upgrade.
 - You must use RabbitMQ version 3.9.x, 3.10.x, 3.11.x, or 3.12.x.
 - If you intend to use RabbitMQ 3.10.x-3.12.x, you must have Relativity Server 2022 Patch 2 for 12.1.537.3 (released on January 5, 2023) installed, and you must have valid Community credentials to access and download it.
 - For details on RabbitMQ's version policies, see [RabbitMQ versions](#).
 - If you are upgrading to 3.12.x, review the [RabbitMQ upgrade overview](#) beforehand to avoid issues during the upgrade process.
 - For further details, see the RabbitMQ specifications in the Pre-installation guide.

Note: You can find additional information in [Upgrading your Relativity service bus on page 45](#). For general troubleshooting information, see the Relativity Service Bus guide.

7. Run the Relativity installer on the Agent server. See [Upgrading your agent server on page 51](#).
8. Run the Relativity installer on the Web server. See [Upgrading your web server on page 54](#).
9. Restart the IIS.
10. (Optional) Log in to Relativity and click the **Workspace Upgrade queue**. Set the priority or order on the workspaces as necessary. You can monitor your workspaces in the Workspace Upgrade queue. See [Upgrading workspaces on page 66](#).

Note: After you run the installer on at least one agent server, the system begins upgrading individual workspaces. You can now log in to Relativity to monitor workspace upgrades via the Workspace Upgrade queue.

11. Upgrade your worker manager server. For more information, see the Worker Manager Server Installation guide.

Note: You must upgrade any worker servers after upgrading your worker manager server.

12. Upgrade Relativity Analytics. See [Upgrading or installing your Analytics server on page 75](#).

11 Configuring your conversion agents

When you convert a document in Relativity, that conversion job is performed by a dedicated conversion agent.

Relativity Server 2022 uses Service Bus for Windows Server to submit conversion jobs and communicate with your designated conversion agents. You must install either Service Bus for Windows Server or RabbitMQ before you run your upgrade to Relativity Server 2022. For more information, see [Installing Service Bus for Windows Server or RabbitMQ in the Pre-Installation guide](#).

Note: Relativity plans to deprecate Windows Service Bus in Server 2023. We recommend that you begin conversion to RabbitMQ beginning in Server 2022.

If you have dedicated conversion workers, it's recommended that you re-purpose the dedicated workers as agent servers with a single conversion agent. For more information, see [Re-purposing a conversion worker as a conversion agent](#).

If you have a Tier 1 or similar environment that doesn't have any Invariant workers dedicated solely to conversion, you can add a conversion agent to an existing agent server. Or you can allocate new hardware dedicated to conversion. For more information, see [Adding conversion agents to an environment with no dedicated conversion workers](#).

11.1 Conversion agent considerations

Consider the following about conversion agents when installing or upgrading to Relativity Server 2022:

- On a new installation of Relativity Server 2022, Relativity automatically creates one conversion agent and adds it to the default secondary agent server. You should then add the agent server to the appropriate resource pool. For more information, see [Resource pools in the Admin guide](#).

11.2 Re-purposing a conversion worker as a conversion agent

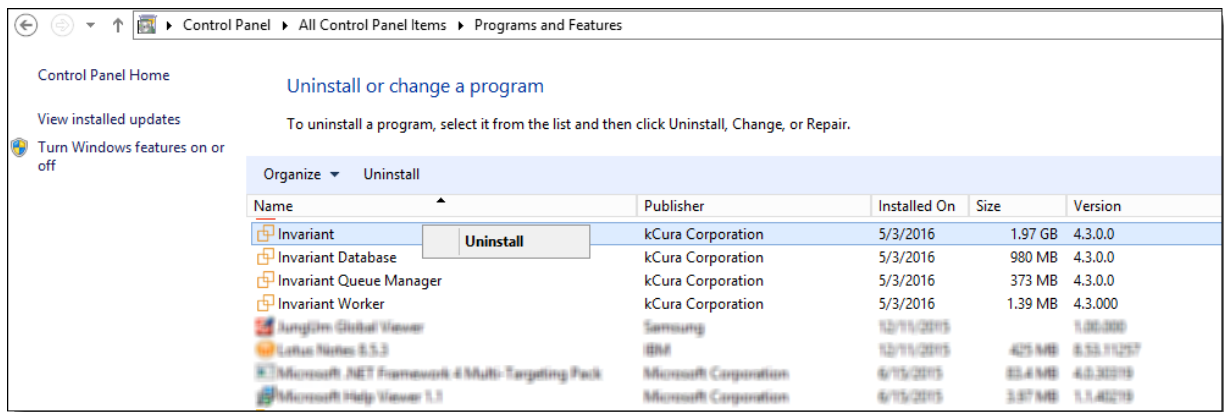
If you have existing Invariant workers that Relativity uses solely for conversion, you can re-purpose your hardware to support conversion agents.

Note: If your worker server handles more than just conversion jobs, do not follow these steps. You still need Invariant workers for other jobs such as Processing, Imaging, and Save as PDF.

To re-purpose a conversion worker as a conversion agent, perform the following steps:

Note: These steps are only required if you're upgrading from Relativity 9.3 or lower, since conversion was performed by a worker in those versions, and only if your worker was designated for conversion.

1. Ensure either Service Bus for Windows Server or RabbitMQ is installed in the environment.
2. Uninstall Invariant on the server via Windows Control Panel Add/Remove Programs. Doing this uninstalls existing Invariant applications.



3. If it's still visible in the Server Management tab in Relativity, delete the old worker from that location.
4. Set up a new agent server for conversion agents. For more information, see Infrastructure configuration in the Upgrade guide.
 - This process requires a manual copy of a valid SSL certificate to the agent server.

To set up the second agent server, perform the following steps:

1. Edit the RelativityResponse.txt file to include only the lines enabled (=1).
INSTALLAGENTS = 1 in the feature section.
2. Run the Relativity installer on the machine. For more information, see Agent installation in the Relativity installation guide.

Note: Service Bus for Windows Server is required only for the first agent server running conversion jobs.

11.3 Adding conversion agents to an environment with no dedicated conversion workers

If your environment doesn't have any Invariant workers dedicated to conversion, you have two options when setting up conversion for Relativity Server 2022.

11.3.1 Adding a conversion agent to an existing server

You can add a conversion agent to one of your existing servers.

If you use this option, add the conversion agent to one of your lesser-used agent servers. You could also rearrange some of your existing agents between your agent servers, which dedicates more resources to conversion.

For greater control over the resources you allocate to conversion, you can also install a new agent server in a virtual machine and host a single conversion agent on that machine. For more information, see Agent installation in the Relativity installation guide.

11.3.2 Allocate additional hardware to host a new agent server

You also have the option of allocating additional hardware to host a new conversion agent server. To allocate additional hardware, follow these steps:

1. Ensure that either Service Bus for Windows Server or RabbitMQ is installed in the environment.
2. Set up a new, secondary agent server for conversion agents. For more information, see Infrastructure configuration in the Upgrade guide.

To set up a secondary agent server, perform the following steps:

1. Ensure that either Service Bus for Windows Server or RabbitMQ is installed in the environment.
2. Edit the RelativityResponse.txt file to include only the lines enabled (=1).
INSTALLAGENTS = 1 in the feature section.
3. Run the Relativity installer on the machine. For more information, see Agent installation in the Relativity installation guide.

Note: Service Bus for Windows Server or RabbitMQ is only required for the first agent running conversion jobs.

12 Upgrading your SQL Server

Follow these steps to upgrade your primary SQL Server. Before doing so, ensure you have completed the required pre-upgrade steps. For more information, see Pre-installation Guide.

Note: This page also contains steps for upgrading a distributed SQL Server. You must upgrade your primary SQL Server before proceeding with these upgrades.

12.1 Primary SQL Server upgrade

The primary database, called the EDDS database, resides on the primary SQL Server. You must upgrade Secret Store before updating the primary database. For more information, see Upgrading the Secret Store.

Additionally, you must install or upgrade the Relativity service bus. You can then run the web and agent server installations in parallel.

Save the following files to the root directory of any server contributing to the Relativity environment:

- **Relativity.exe**—the executable file that installs Relativity components determined by the values entered in the RelativityResponse.txt file.

Notes:

- You must save Relativity.exe on a drive local to the server. Running Relativity.exe from a shared location results in upgrade or installation failure.
- The Relativity.exe file does not open a user interface. Use Install.bat to proceed with installation.

-
- **Install.bat**—the code that prompts Relativity.exe to proceed with the installation process. You must edit line 11 of the Install.bat file with the exact name of the Relativity installation file.

```
start /wait "" "INSERT EXACT NAME OF RELATIVITY INSTALLATION FILE" /log InstallLog.txt /responsefilepath=RelativityResponse.txt
```

Notes:

- You may need to run this file from an elevated command line prompt to avoid permission issues.
- You must surround the name of the Relativity installation file with quotation marks.

-
- **RelativityResponse.txt**—the text file that determines which components Relativity.exe installs, uninstalls, or upgrades on the server.

Note: Every line in the RelativityResponse.txt file that starts with ### is a comment and meant to provide instruction.

Open the **RelativityResponse.txt** file in a text editor and edit the parameters as follows to upgrade Relativity on the machine that serves the role of the primary SQL Server:

12.1.0.1 Common properties

Note: If you are upgrading to Relativity Server 2022, some values in your response file may now be stored in the Secret Store. These values are identified by the following message: "Value exported to Secret Store." You don't need to edit these values unless you want to update the Secret Store. For more information, see Secret Store.

- **INSTALLPRIMARYDATABASE** - Set this value to one.

```
INSTALLPRIMARYDATABASE=1
```

- **INSTALLDISTRIBUTEDDATABASE** - Verify that this value is set to zero. You can't store the distributed database on the same machine as the primary database.

```
INSTALLDISTRIBUTEDDATABASE=0
```

- **INSTALLDIR** - Enter the installation directory. This is the target directory for all files related to the local installation. This path must be local to the machine and accessible by the server. You must use ASCII characters for this path.

```
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
```

- **PRIMARYSQLINSTANCE** - Enter the primary SQL instance. If you are installing to a cluster, specify the cluster and instance name. If you are installing to a named instance, specify the server and instance name. All features require this input.

```
PRIMARYSQLINSTANCE=ML12
```

- **EDDSDBOPASSWORD** - Enter the EDDSDBO password.

```
EDDSDBOPASSWORD=MySecretPassword
```

- **SERVICEUSERNAME** - Enter the service username. The Windows login must already exist.

```
SERVICEUSERNAME=example\exampleusername
```

- **SERVICEPASSWORD** - Enter the Service password.

```
SERVICEPASSWORD=MySecretPassword
```

- **USEWINAUTH** - Set the value to one to use Windows authentication for the SQL Server.

```
USEWINAUTH=1
```

Note: If the **USEWINAUTH** value is set to one, then the user running the installer must be a SQL sysadmin, and any values entered for **SQLUSERNAME** and **SQLPASSWORD** are ignored.

- **SQLUSERNAME** - Enter the SQL username if you want to use SQL Server login authentication.

```
SQLUSERNAME=mySqlUserName
```

Note: This value is ignored if **USEWINAUTH** is set to one.

- **SQLPASSWORD** - Enter the SQL password if you want to use SQL Server login authentication.

```
SQLPASSWORD=myPassword
```

Note: This value is ignored if **USEWINAUTH** is set to one.

12.1.0.2 Primary database properties

- **DEFAULTFILEREPOSITORY** - Enter the default file repository. This path must be a shared folder to which both the user running the installer and the Relativity Service Account have read and write permissions.

```
DEFAULTFILEREPOSITORY=\\yourmachine\FileShare
```

- **EDDSFILESHARE** - Enter the EDDS fileshare path. This path must be a shared folder to which both the user running the installer and the Relativity Service Account have read and write permissions.

```
EDDSFILESHARE=\\yourmachine\Fileshare
```

- **CACHELOCATION** - A valid UNC path for the viewer cache location. The installer ignores this value during an upgrade. It only uses this value on a new installation of Relativity. This parameter is available in Relativity 9.5.292.12 and above. For more information, see the Relativity Installation guide.

```
CACHELOCATION=\\yourmachine\ViewerCache
```

- **DTSEARCHINDEXPATH** - Enter the dtSearch index. This path must be a shared folder to which both the user running the installer and the Relativity Service Account have read and write permissions.

```
DTSEARCHINDEXPATH=\\yourmachine\dtSearch
```

- **RELATIVITYINSTANCENAME** - Enter the Relativity instance name. Only set this value during a first-time installation. The installer ignores this value on upgrade.

```
RELATIVITYINSTANCENAME=My Relativity Instance
```

- **ADMIN_EMAIL** - Enter the email address that you want to use for the default Relativity admin account. If you don't specify an email address, the installer uses the default value of `relativity.admin@relativity.com`. This parameter is available for 9.5.342.116 and above.

```
ADMIN_EMAIL=relativity.admin@relativity.com
```

- **SERVICEACCOUNT_EMAIL** - Enter the email address that you want to use for the default Relativity service account. If you don't specify an email address, the installer uses the default value of `serviceaccount@relativity.com`. This parameter is available for 9.5.342.116 and above.

Notes:

- If you want to use a specific email address for the default Relativity admin or service account, you must enter it for each Relativity upgrade that you perform. If you entered a custom email address during a previous installation, it is overwritten by current email address that you entered or by the default email address when this parameter is blank.
- Use different email addresses for the **ADMIN_EMAIL** and **SERVICEACCOUNT_EMAIL** parameters. If you use the same email address for both parameters, the installation fails.
- The **ADMIN_EMAIL** parameter functions as the username for the default admin account. If you leave the **ADMIN_EMAIL** value blank, this username defaults to `relativity.admin@relativity.com`.

```
SERVICEACCOUNT_EMAIL=serviceaccount@relativity.com
```

- **ADMIN_PASSWORD** - Enter the password that you want to use for the default Relativity admin account. This parameter is available for 9.5.342.116 and above.

```
ADMIN_PASSWORD=myPassword
```

- **SERVICEACCOUNT_PASSWORD** - Enter the password that you want to use for the default Relativity service account. This parameter is available for 9.5.342.116 and above.

```
SERVICEACCOUNT_PASSWORD=myPassword
```

Note: To change the ADMIN_PASSWORD or SERVICEACCOUNT_PASSWORD password, you must also update the associated email address. If you enter a new password but do not update the email address, then new password is ignored. For example, if you use an existing or default email address, then the password remains unchanged. However, you can change the email addresses for the admin and service accounts without updating the password.

12.1.0.3 Common database properties

We recommend that the following database paths are local to the SQL Server and accessible. However, we also support UNC paths on SQL Server 2012 and above.

- **DATABASEBACKUPDIR** - Enter the database backup directory.

```
DATABASEBACKUPDIR=C:\Backup
```

- **LDFDIR** - Enter the LDF directory.

```
LDFDIR=C:\Logs
```

- **MDFDIR** - Enter the MDF directory.

```
MDFDIR=C:\Data
```

- **FULLTEXTDIR** - Enter the full text directory.

```
FULLTEXTDIR=C:\FullText
```

Save your edits to the **RelativityResponse.txt** file, and launch the **Install.bat** file to proceed with the upgrade.

A sample RelativityResponse.txt file for a primary SQL database upgrade using Windows authentication looks like this:

```
INSTALLPRIMARYDATABASE=1
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
PRIMARYSQLINSTANCE=ML12
EDDSDBOPASSWORD=MySecretPassword
SERVICEUSERNAME=example\exampleusername
SERVICEPASSWORD=MySecretPassword
DEFAULTFILEREPOSITORY=\\yourmachine\FileShare
EDDSFILESHARE=\\yourmachine\Fileshare
CACHELOCATION=\\yourmachine\ViewerCache
DTSEARCHINDEXPATH=\\yourmachine\dtSearch
RELATIVITYINSTANCENAME=My Relativity Instance
ADMIN_EMAIL=relativity.admin@relativity.com
SERVICEACCOUNT_EMAIL=serviceaccount@relativity.com
ADMIN_PASSWORD=myPassword
```

```
SERVICEACCOUNT_PASSWORD=myPassword
DATABASEBACKUPDIR=C:\Backup
LDFDIR=C:\Logs
MDFDIR=C:\Data
FULLTEXTDIR=C:\FullText
USEWINAUTH=1
```

Note: Every line in the `RelativityResponse.txt` file that starts with `###` is a comment and meant to provide instruction.

12.2 Distributed SQL Server upgrade

If your Relativity environment uses a distributed SQL Server, then you need to run the installer on a machine other than the one that hosts the primary SQL database. After you have upgraded the primary SQL Server, you can upgrade the distributed database server and the web and agent server upgrades in parallel. Make sure that you review the steps for the database server setup in the Pre-installation Guide, including those in the Optionally configure an authentication token-signing certificate section.

Open the **RelativityResponse.txt** file in a text editor and edit the parameters as follows to upgrade Relativity on the machine that serves the role of the distributed SQL Server:

12.2.0.1 Common properties

- **INSTALLPRIMARYDATABASE** - Set this value to zero. You can't store the distributed database on the same machine as the primary database.

```
INSTALLPRIMARYDATABASE=0
```

- **INSTALLEDISTRIBUTEDDATABASE** - Set this value to one.

```
INSTALLEDISTRIBUTEDDATABASE=1
```

- **INSTALLDIR** - Enter the installation directory. This is the target directory for all files related to the local installation. This path must be local to the machine and accessible by the server. You must use ASCII characters for this path.

```
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
```

- **PRIMARYSQLINSTANCE** - Enter the primary SQL instance. If you are installing to a cluster, specify the cluster and instance name. If you are installing to a named instance, specify the server and instance name. All features require this input.

```
PRIMARYSQLINSTANCE=ML12
```

- **EDDSDBOPASSWORD** - Enter the EDDSDBO password.

```
EDDSDBOPASSWORD=MySecretPassword
```

- **SERVICEUSERNAME** - Enter the service username. The Windows login must already exist.

```
SERVICEUSERNAME=example\exampleusername
```

- **SERVICEPASSWORD** - Enter the Service password.

```
SERVICEPASSWORD=MySecretPassword
```

- **USEWINAUTH** - Set this to one to use Windows authentication for the SQL Server.

```
USEWINAUTH=1
```

Note: If the **USEWINAUTH** value is set to one, then the user running the installer must be a SQL sysadmin, and any values entered for **SQLUSERNAME** and **SQLPASSWORD** are ignored.

- **SQLUSERNAME** - Enter the SQL username to use SQL Server login authentication.

```
SQLUSERNAME=mySqlUserName
```

Note: This value is ignored if **USEWINAUTH** is set to one.

- **SQLPASSWORD** - Enter the SQL password to use SQL Server login authentication.

```
SQLPASSWORD=myPassword
```

Note: This value is ignored if **USEWINAUTH** is set to one.

12.2.0.2 Distributed database properties

- **DISTRIBUTEDSQLINSTANCE** - Enter the Distributed SQL instance. You can't store the distributed database on the same machine as the primary SQL Server.

```
DISTRIBUTEDSQLINSTANCE=ML14
```

12.2.0.3 Common database properties

We recommend that the following database paths are local to the SQL Server and accessible. However, we also support UNC paths on SQL Server 2012 and above.

- **DATABASEBACKUPDIR** - Enter the database backup directory.

```
DATABASEBACKUPDIR=C:\Backup
```

- **LDFDIR** - Enter the LDF directory.

```
LDFDIR=C:\Logs
```

- **MDFDIR** - Enter the MDF directory.

```
MDFDIR=C:\Data
```

- **FULLTEXTDIR** - Enter the full text directory.

```
FULLTEXTDIR=C:\FullText
```

Save your edits to the **RelativityResponse.txt** file, and launch the **Install.bat** file to proceed with the upgrade.

A sample response file for a distributed SQL database upgrade using Windows authentication looks like this:

```
INSTALLDISTRIBUTEDDATABASE=1
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
PRIMARYSQLINSTANCE=ML12
EDDSDBOPASSWORD=MySecretPassword
```

```
SERVICEUSERNAME=example\exampleusername
SERVICEPASSWORD=MySecretPassword
DISTRIBUTEDSQLINSTANCE=ML14
DATABASEBACKUPDIR=C:\Backup
LDFDIR=C:\Logs
MDFDIR=C:\Data
FULLTEXTDIR=C:\FullText
USEWINAUTH=1
```

Note: Every line in the RelativityResponse.txt file that starts with ### is a comment and meant to provide instruction.

12.3 In-place SQL upgrade support

Relativity Customer support now supports in-place upgrade to SQL 2019. Please read the following stipulations to see if you can upgrade your current SQL Server Version to SQL Server 2019 or SQL 2017.

- The base operating system of your SQL Server must be at a minimum of Windows Server 2016 to upgrade to SQL Server 2019. SQL Server 2017 is supported on Windows Server 2012 R2. Any Windows Server version other than what was previously listed will require an EDDS Migration to be performed to a Server with a proper Operating system Version and SQL Version. Relativity does not support in-place operating system upgrades. Contact [Relativity Support](#) for an updated EDDS migration guide.
- If your SQL Server version is lower than SQL 2016, you will need to complete the EDDS migration because upgrading to SQL Server 2019 or SQL Server 2017 from versions lower than SQL Server 2016 has not been tested by Relativity. Contact [Relativity Support](#) for an updated EDDS migration guide.
- Each environment is different. We recommend researching the settings that your specific environment may utilize before performing any upgrades.
- Always make sure you have adequate and tested backups before performing any upgrades.
- Although an in-place SQL upgrade is supported by Relativity, EDDS migration is the recommended way to perform a SQL Upgrade.

13 Upgrading your Relativity service bus

To upgrade the Relativity service bus, you run the installer on a machine where it is already installed, or where the Service Bus for Windows Server or RabbitMQ is installed. You must include the Relativity service bus server as a node in the Service Bus for Windows Server farm or as a server in RabbitMQ cluster. For more information, see the Pre-Installation guide.

When you perform an upgrade, the Relativity installer saves information about the farm/cluster to the primary SQL Server database. It also performs setup tasks on farm/cluster, so that Relativity can connect to the service bus.

13.1 Relativity service bus upgrade

The Relativity service bus supports messaging between application components. Before installing or upgrading the Relativity service bus, upgrade the primary SQL Server. For more information, see the Relativity Service Bus guide.

Contact [Customer Support](#) to get a copy of the Relativity installer.

Save the following files to the root directory of any server contributing to the Relativity environment:

- **Relativity.exe**—the executable file that installs Relativity components determined by the values entered in the RelativityResponse.txt file.

Notes:

- You must save Relativity.exe on a drive local to the server. Running Relativity.exe from a shared location results in upgrade or installation failure.
- The Relativity.exe file does not open a user interface. Use Install.bat to proceed with installation.

-
- **Install.bat**—the code that prompts Relativity.exe to proceed with the installation process. You must edit line 11 of the Install.bat file with the exact name of the Relativity installation file.

```
start /wait "" "INSERT EXACT NAME OF RELATIVITY INSTALLATION FILE" /log InstallLog.txt /responsefilepath=RelativityResponse.txt
```

Notes:

- You may need to run this file from an elevated command line prompt to avoid permission issues.
- You must surround the name of the Relativity installation file with quotation marks.

-
- **RelativityResponse.txt**—the text file that determines which components Relativity.exe installs, uninstalls, or upgrades on the server.

Note: Every line in the RelativityResponse.txt file that starts with ### is a comment and meant to provide instruction.

13.2 Setting properties in the RelativityResponse.txt file

Relativity requires RabbitMQ or Service Bus for Windows Server. Depending on the message broker you have installed, complete the following steps:

Service Bus for Windows Server

You must include the Relativity service bus server as a node in the Service Bus for Windows Server farm. The Relativity installer saves information about the farm to the primary SQL Server database. It also performs setup tasks on farm, so that Relativity can connect to the service bus. For information about prerequisites, see the Pre-Installation guide. If you're re-purposing a worker as a conversion agent, see Configuring your conversion agents in the upgrade guide.

Open the **RelativityResponse.txt** file in a text editor and edit the parameters as follows to install Relativity on the machine that serves the role of the service bus server:

13.2.0.1 Feature selection

- **INSTALLSERVICEBUS** - Set this value to one to install the Relativity service bus.

```
INSTALLSERVICEBUS=1
```

Notes:

- If the service bus server is already installed on this machine and the **INSTALLSERVICEBUS** property is set to zero, the installer removes the previously existing service bus server.
- When using Service Bus for Windows Server, the Relativity Installer with the **INSTALLSERVICEBUS=1** feature selection must be run on a server that is hosting Service Bus for Windows Server.

13.2.0.2 Common properties

Note: The following non-alpha-numeric characters are not allowed in passwords: \, ", <, >.

- **INSTALLDIR** - Enter the installation directory. This is the target directory for all files related to the local installation. This path must be local to the machine and accessible by the server. You must use ASCII characters for this path.

```
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
```

- **PRIMARYSQLINSTANCE** - Enter the primary SQL instance. If you are installing to a cluster, specify the cluster and instance name. If you are installing to a named instance, specify the server and instance name. All features require this input.

```
PRIMARYSQLINSTANCE=ML12
```

- **EDDSDBOPASSWORD** - Enter the EDDSDBO password.

```
EDDSDBOPASSWORD=MySecretPassword
```

- **SERVICEUSERNAME** - Enter the service username. The Windows login must already exist.

```
SERVICEUSERNAME=example\exampleusername
```

- **SERVICEPASSWORD** - Enter the service password.

```
SERVICEPASSWORD=MySecretPassword
```

- **USEWINAUTH** - Set this to one to use Windows authentication for the SQL Server.

```
USEWINAUTH=1
```

Note: If the **USEWINAUTH** value is set to one, then the user running the installer must be a SQL sysadmin, and any values entered for **SQLUSERNAME** and **SQLPASSWORD** are ignored.

- **SQLUSERNAME** - Enter the SQL username to use SQL Server login authentication.

```
SQLUSERNAME=mySqlUserName
```

Note: This value is ignored if **USEWINAUTH** is set to one.

- **SQLPASSWORD** - Enter the SQL password to use SQL Server login authentication.

```
SQLPASSWORD=myPassword
```

Note: This value is ignored if **USEWINAUTH** is set to one.

- **SERVICEBUSPROVIDER** - If applicable, enter **Windows** when using Service Bus for Windows Server as your message broker. The value defaults to Windows.

```
SERVICEBUSPROVIDER=Windows
```

Save your edits to the **RelativityResponse.txt** file, and launch the **Install.bat** file to proceed with the installation.

Note: The values in the Service Bus section of the response file DO NOT need to be filled out when using Service Bus for Windows Server.

A sample response file for a service bus only installation looks like this:

```
INSTALLSERVICEBUS=1
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
PRIMARYSQLINSTANCE=ML12
EDDSDBOPASSWORD=MySecretPassword
SERVICEUSERNAME=example\exampleusername
SERVICEPASSWORD=MySecretPassword
USEWINAUTH=1
SERVICEBUSPROVIDER=Windows
```

Note: Every line in the RelativityResponse.txt file that starts with **###** is a comment and meant to provide instruction.

13.2.1 Troubleshooting the service bus installation

Use the following information to troubleshoot issues that may occur during the service bus installation:

- In the RelativityResponse.txt file, ensure that you set the **INSTALLSERVICEBUS** property to 1 before you run the installer.

- Verify that the following instance settings contain the correct values:
 - ServiceBusFullyQualifiedDomainName
 - ServiceBusHttpPort
 - ServiceBusTcpPort

Note: For more information, see the Instance Setting guide.

Note: For general troubleshooting information, see the Relativity Service Bus guide.

RabbitMQ

When using RabbitMQ as your chosen message broker, RabbitMQ must be installed and configured prior to running the Relativity Installer. For information, see the Pre-Installation guide.

Open the **RelativityResponse.txt** file in a text editor and edit the parameters as follows to install Relativity on the machine that serves the role of the service bus server:

13.2.1.1 Feature selection

- **INSTALLSERVICEBUS** - Set this value to one to install the Relativity service bus.

```
INSTALLSERVICEBUS=1
```

Notes:

- If the service bus server is already installed on this machine and the INSTALLSERVICEBUS property is set to zero, the installer removes the previously existing service bus server.
 - When using RabbitMQ, the Relativity Installer with the INSTALLSERVICEBUS=1 feature selection can be run on any server with network connectivity to both the Primary SQL Server and the RabbitMQ server / cluster.
-

13.2.1.2 Common properties

Note: The following non-alpha-numeric characters are not allowed in passwords: \, ", <, >.

- **INSTALLDIR** - Enter the installation directory. This is the target directory for all files related to the local installation. This path must be local to the machine and accessible by the server. You must use ASCII characters for this path.

```
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
```

- **PRIMARYSQLINSTANCE** - Enter the primary SQL instance. If you are installing to a cluster, specify the cluster and instance name. If you are installing to a named instance, specify the server and instance name. All features require this input.

```
PRIMARYSQLINSTANCE=ML12
```

- **EDDSDBOPASSWORD** - Enter the EDDSDBO password.

```
EDDSDBOPASSWORD=MySecretPassword
```

- **SERVICEUSERNAME** - Enter the service username. The Windows login must already exist.

```
SERVICEUSERNAME=example\exampleusername
```


- **SERVICEPASSWORD** - Enter the service password.

```
SERVICEPASSWORD=MySecretPassword
```

- **USEWINAUTH** - Set this to one to use Windows authentication for the SQL Server.

```
USEWINAUTH=1
```

Note: If the **USEWINAUTH** value is set to one, then the user running the installer must be a SQL sysadmin, and any values entered for **SQLUSERNAME** and **SQLPASSWORD** are ignored.

- **SQLUSERNAME** - Enter the SQL username to use SQL Server login authentication.

```
SQLUSERNAME=mySqlUserName
```

Note: This value is ignored if **USEWINAUTH** is set to one.

- **SQLPASSWORD** - Enter the SQL password to use SQL Server login authentication.

```
SQLPASSWORD=myPassword
```

Note: This value is ignored if **USEWINAUTH** is set to one.

- **SERVICEBUSPROVIDER** - Enter **RabbitMQ** when using RabbitMQ as your message broker

```
SERVICEBUSPROVIDER=RabbitMQ
```

- **SERVERFQDN** - Enter the fully qualified domain name of your message broker.

```
SERVERFQDN=localhost
```

- **SHAREDACCESSKEY** - Enter the password Relativity will use when connecting.

```
SHAREDACCESSKEY=guest
```

- **SHAREDACCESSKEYNAME** - Enter the username Relativity will use when connecting.

```
SHAREDACCESSKEYNAME=guest
```

Note: This value is case sensitive.

- **SERVICENAMESPACE** - Enter the virtual host Relativity will use.

```
SERVICENAMESPACE=Relativity
```

- **TLSENABLED** - Set this to zero if RabbitMQ is not configured for TLS, and set this to one if RabbitMQ is configured for TLS.

```
TLSENABLED=1
```

Save your edits to the **RelativityResponse.txt** file, and launch the **Install.bat** file to proceed with the installation.

A sample response file for a service bus only installation looks like this:

```
INSTALLSERVICEBUS=1
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
```

```
PRIMARYSQLINSTANCE=ML12
EDDSDBOPASSWORD=MySecretPassword
SERVICEUSERNAME=example\exampleusername
SERVICEPASSWORD=MySecretPassword
USEWINAUTH=1
SERVICEBUSPROVIDER=RabbitMQ
SERVERFQDN=localhost
SHAREDACCESSKEY=guest
SHAREDACCESSKEYNAME=guest
SERVICENAMESPACE=Relativity
TLSENABLED=1
```

Note: Every line in the RelativityResponse.txt file that starts with ### is a comment and meant to provide instruction.

13.2.2 Troubleshooting the service bus installation

For more information to troubleshoot issues that may occur during the service bus installation, see Troubleshooting RabbitMQ in the Service Bus guide.

13.2.3 ServiceBusFullyQualifiedDomainName instance setting

The Relativity installer populates the ServiceBusFullyQualifiedDomainName instance setting according to the following rules during a new installation:

- When using Service Bus for Windows Server, if the FarmDNS property for the service bus farm has a value, then the installer sets the ServiceBusFullyQualifiedDomainName instance setting to this value.
- When using Service Bus for Windows Server, if the FarmDNS property does not have a value, then the installer sets the ServiceBusFullyQualifiedDomainName instance setting to a semi-colon delimited list of all hosts in the farm.
- When using RabbitMQ, ServiceBusFullyQualifiedDomainName specifies the fully-qualified domain name for the machine or load balancer where Relativity can reach the environment's cluster. The Relativity installer automatically sets this value during an installation or upgrade based on the inputs in the RelativityResponse.txt file.

Note: The semi-colon delimited list is not supported for RabbitMQ.

For more information, see Instance Setting guide.

14 Upgrading your agent server

This section provides the prerequisites and the steps required to upgrade your agent server to a new version of Relativity. For more information, see Pre-installation Guide.

Before you begin upgrading your agent server, confirm that you have upgraded the SQL Server and have started the SQL service. Additionally, you must install or upgrade the Relativity service bus.

14.1 Agent server upgrade

Contact [Customer Support](#) to get a copy of the Relativity installer.

Save the following files to the root directory of any server contributing to the Relativity environment:

- **Relativity.exe**—the executable file that installs Relativity components determined by the values entered in the RelativityResponse.txt file.

Notes:

- You must save Relativity.exe on a drive local to the server. Running Relativity.exe from a shared location results in upgrade or installation failure.
- The Relativity.exe file does not open a user interface. Use Install.bat to proceed with installation.

-
- **Install.bat**—the code that prompts Relativity.exe to proceed with the installation process. You must edit line 11 of the Install.bat file with the exact name of the Relativity installation file.

```
start /wait "" "INSERT EXACT NAME OF RELATIVITY INSTALLATION FILE" /log InstallLog.txt /responsefilepath=RelativityResponse.txt
```

Notes:

- You may need to run this file from an elevated command line prompt to avoid permission issues.
- You must surround the name of the Relativity installation file with quotation marks.

-
- **RelativityResponse.txt**—the text file that determines which components Relativity.exe installs, uninstalls, or upgrades on the server.

Note: Every line in the RelativityResponse.txt file that starts with ### is a comment and meant to provide instruction.

To upgrade the agent server:

Open the **RelativityResponse.txt** file in a text editor and edit the parameters as follows to upgrade Relativity on the machine that serves the role of the agent server:

Note: The following settings assume that the same machine does not host the agent server that hosts the primary or distributed SQL database servers.

14.1.0.1 Common properties

- **INSTALLDIR** - Enter the installation directory. This is the target directory for all files related to the local installation. This path must be local to the machine and accessible by the server. You can't use unicode special characters for this path.

```
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
```

- **PRIMARYSQLINSTANCE** - Enter the primary SQL instance. If you are installing to a cluster, specify the cluster and instance name. If you are installing to a named instance, specify the server and instance name. All features require this input.

```
PRIMARYSQLINSTANCE=ML12
```

- **EDDSDBOPASSWORD** - Enter the EDDS database object password.

```
EDDSDBOPASSWORD=MySecretPassword
```

- **SERVICEUSERNAME** - Enter the service username. The Windows login must already exist.

```
SERVICEUSERNAME=example\exampleusername
```

- **SERVICEPASSWORD** - Enter the service password.

```
SERVICEPASSWORD=MySecretPassword
```

- **USEWINAUTH** - Set this to one to use Windows authentication for the SQL Server.

```
USEWINAUTH=1
```

Note: If the **USEWINAUTH** value is set to one, then the user running the installer must be a SQL sysadmin, and any values entered for **SQLUSERNAME** and **SQLPASSWORD** are ignored.

- **SQLUSERNAME** - Enter the SQL username to use SQL Server login authentication.

```
SQLUSERNAME=mySqlUserName
```

Note: This value is ignored if **USEWINAUTH** is set to one.

- **SQLPASSWORD** - Enter the SQL password to use SQL Server login authentication.

```
SQLPASSWORD=myPassword
```

Note: This value is ignored if **USEWINAUTH** is set to one.

- **USEWINAUTH** - set this to one to use Windows authentication for the SQL Server.

```
USEWINAUTH=1
```

Note: If the **USEWINAUTH** value is set to one, then the user running the installer must be a SQL sysadmin, and any values entered for **SQLUSERNAME** and **SQLPASSWORD** are ignored.

Save your edits to the **RelativityResponse.txt** file, and launch the **Install.bat** file to proceed with the upgrade.

A sample RelativityResponse.txt file for a agents only upgrade looks like this:

```
INSTALLAGENTS=1
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
PRIMARYSQLINSTANCE=ML12
EDDSDBOPASSWORD=MySecretPassword
SERVICEUSERNAME=example\exampleusername
SERVICEPASSWORD=MySecretPassword
USEWINAUTH=1
```

Note: Every line in the RelativityResponse.txt file that starts with ### is a comment and meant to provide instruction.

14.2 Service Host Manager HTTPS configuration

Service Host Manager runs Relativity services on all web and agent servers in your environment. The services are used by applications like Production and Processing on. If your web and agent servers must be set up for HTTPS access, special setup is required for Service Host Manager.

For more information, see Service Host Manager on the Relativity Server 2022 Documentation site.

15 Upgrading your web server

This section provides the prerequisites and the steps required to upgrade your web server to a new version of Relativity. For more information, see Pre-installation Guide.

Before you begin upgrading your web server, confirm that you have upgraded the SQL Server, started the SQL service, and that IIS is stopped. Additionally, you must install or upgrade the Relativity service bus.

Note: When you install Relativity, it is configured to use HTTPS by default. If you decided not to use HTTPS in your environment, you must set the CookieSecure instance setting to **False** before logging in to Relativity, or you receive an error message. For more information, see Instance setting on the Relativity Server 2022 Documentation site. If you later decide to use HTTPS in your environment, you can find information about how to set up this functionality in the section called *Configuring SSL on a web server* on the Pre-installation page.

15.1 Web server upgrade

The web server hosts Relativity and its services, such as the Services and Web APIs. After you have installed the primary SQL Server, you can run the web and agent server, as well as the distributed database server installations in parallel.

Contact [Customer Support](#) to get a copy of the Relativity installer.

Save the following files to the root directory of any server contributing to the Relativity environment:

- **Relativity.exe**—the executable file that installs Relativity components determined by the values entered in the RelativityResponse.txt file.

Notes:

- You must save Relativity.exe on a drive local to the server. Running Relativity.exe from a shared location results in upgrade or installation failure.
- The Relativity.exe file does not open a user interface. Use Install.bat to proceed with installation.

-
- **Install.bat**—the code that prompts Relativity.exe to proceed with the installation process. You must edit line 11 of the Install.bat file with the exact name of the Relativity installation file.

```
start /wait "" "INSERT EXACT NAME OF RELATIVITY INSTALLATION FILE" /log InstallLog.txt /responsefilepath=RelativityResponse.txt
```

Notes:

- You may need to run this file from an elevated command line prompt to avoid permission issues.
- You must surround the name of the Relativity installation file with quotation marks.

-
- **RelativityResponse.txt**—the text file that determines which components Relativity.exe installs, uninstalls, or upgrades on the server.

Note: Every line in the RelativityResponse.txt file that starts with ### is a comment and meant to provide instruction.

The following settings assume that the same machine does not host the web server that hosts the primary or distributed SQL database servers.

Open the **RelativityResponse.txt** file in a text editor and edit the parameters as follows to install Relativity on the machine that serves the role of the web server:

15.1.0.1 Common properties

- **INSTALLWEB** - set this value to one.

```
INSTALLWEB=1
```

Note: If the web server is already installed on this machine and the above value is set to zero, the installer removes the previously existing web server.

- **INSTALLDIR** - enter the installation directory. This is the target directory for all files related to the local installation. This path must be local to the machine and accessible by the server. You can't use unicode special characters for this path.

```
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
```

- **PRIMARYSQLINSTANCE** - enter the primary SQL instance. If you are installing to a cluster, specify the cluster and instance name. If you are installing to a named instance, specify the server and instance name. All features require this input.

```
PRIMARYSQLINSTANCE=ML12
```

- **EDDSDBOPASSWORD** - enter the EDDS database object password.

```
EDDSDBOPASSWORD=MySecretPassword
```

- **SERVICEUSERNAME** - enter the service username. The Windows login must already exist.

```
SERVICEUSERNAME=example\exampleusername
```

- **SERVICEPASSWORD** - enter the service password.

```
SERVICEPASSWORD=MySecretPassword
```

- **USEWINAUTH** - set this to one to use Windows authentication for the SQL Server.

```
USEWINAUTH=1
```

Note: If the **USEWINAUTH** value is set to one, then the user running the installer must be a SQL sysadmin, and any values entered for **SQLUSERNAME** and **SQLPASSWORD** are ignored.

- **SQLUSERNAME** - enter the SQL username to use SQL Server login authentication.

```
SQLUSERNAME=mySqlUserName
```

Note: This value is ignored if **USEWINAUTH** is set to one.

- **SQLPASSWORD** - enter the SQL password to use SQL Server login authentication.

```
SQLPASSWORD=myPassword
```

Note: This value is ignored if **USEWINAUTH** is set to one.

Save your edits to the **RelativityResponse.txt** file, and then launch the **Install.bat** file to proceed with the upgrade.

A sample RelativityResponse.txt file for a web only upgrade looks like this:

```
INSTALLWEB=1
INSTALLDIR=C:\Program Files\kCura Corporation\Relativity
PRIMARYSQLINSTANCE=ML12
EDDSDBOPASSWORD=MySecretPassword
SERVICEUSERNAME=example\exampleusername
SERVICEPASSWORD=MySecretPassword
USEWINAUTH=1
```

Note: Every line in the RelativityResponse.txt file that starts with **###** is a comment and meant to provide instruction.

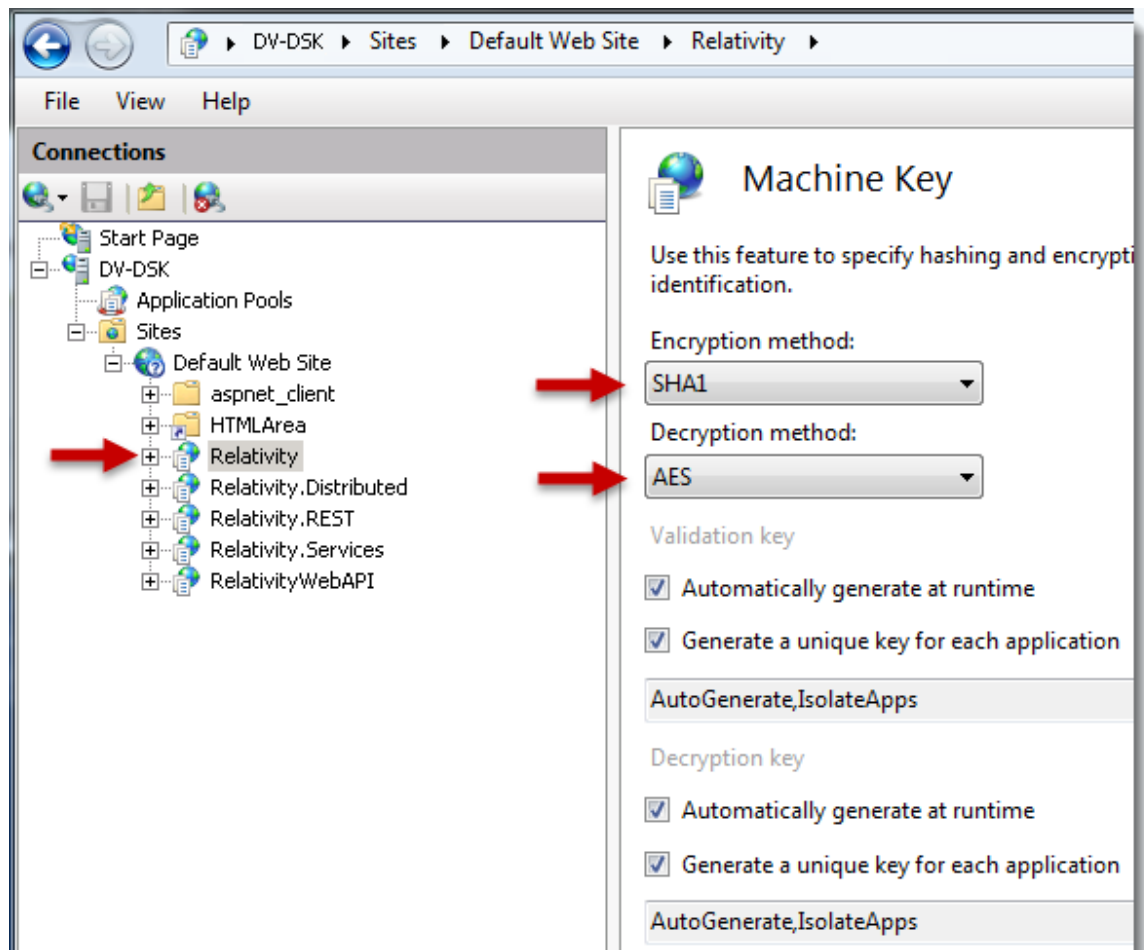
15.2 Verifying the machine key settings on the IIS

When setting up the IIS for a Relativity installation, you need to verify that the machine keys are configured to use the appropriate methods for the encryption and decryption of forms authentication data.

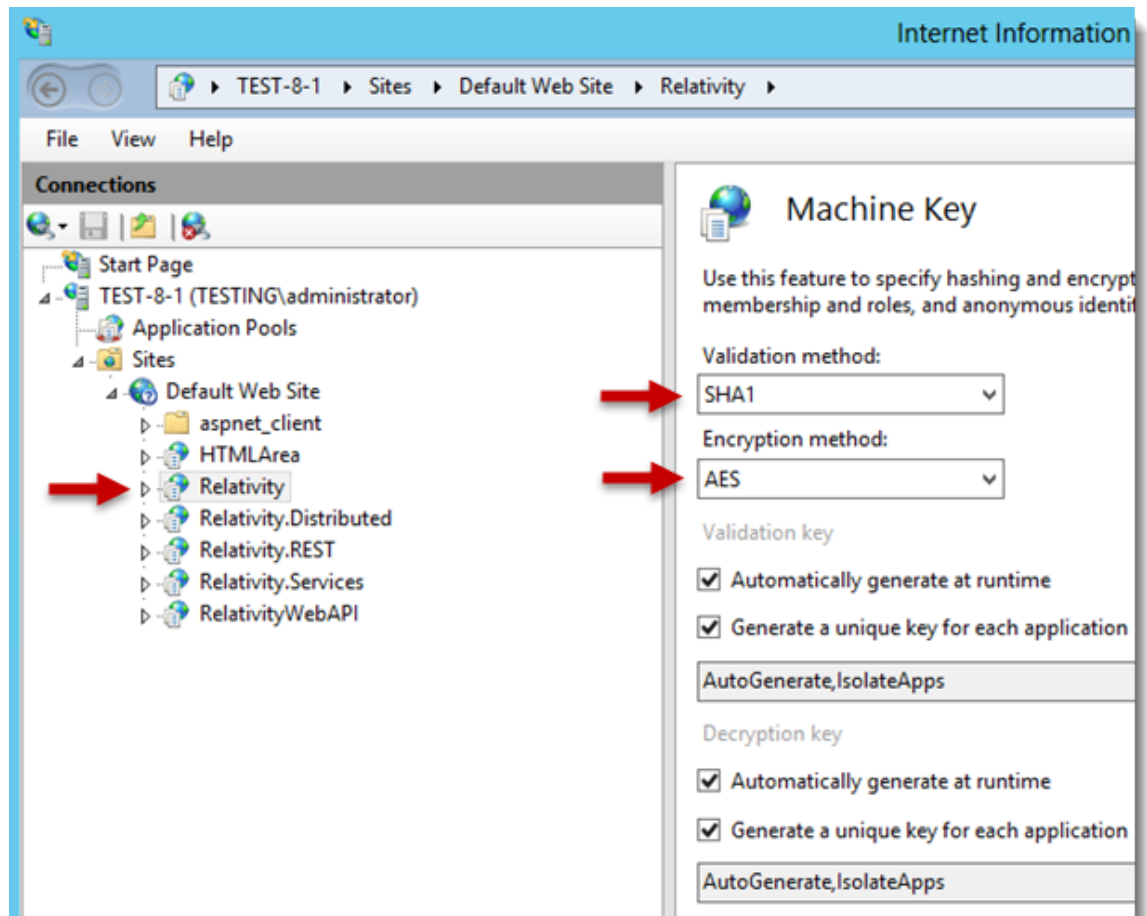
Use these steps to set the machine key for the IIS:

1. Open the IIS Manager.
2. Highlight your Relativity website to display configuration options in the Feature View on the IIS dashboard.
3. Double-click the **Machine Key** icon.
4. Update the following fields for your version of Windows server:
 - **Windows Server 2008 R2**—select **SHA1** for the **Encryption method** and **AES** for the **Decryption method**.

Note: You could also select Auto for the Decryption method, but we recommend setting it to AES.



- **Windows Server 2012 R2**—select **SHA1** for the **Validation method** and **AES** for the **Encryption method**.



5. Save your changes.

15.3 Upgrading a web server configured for mixed authentication with AD

Use the following steps to upgrade a web server configured for mixed mode authentication with Active Directory (AD). For information about setting up a web server configured for mixed authentication with AD, see Authentication on the Relativity Server 2022 Documentation site.

To update the UseWindowsAuthentication instance setting:

1. Open SQL Server Management Studio on your Relativity database server.
2. Connect to the EDDS database.
3. Execute one of the following SQL statement to set the WindowsAuthentication instance setting to True:
 - Update all servers to use Windows Authentication.

```
UPDATE EDDS.eddsdbo.InstanceSetting SET  
value = 'True' WHERE  
Name = 'UseWindowsAuthentication'
```

- Update a specific server to use Windows Authentication. Replace **YourServerName** in the WHERE clause to the name of your machine, which you want to configure for Windows Authentication. You only need the machine name if you want to set this setting per server.

```
UPDATE EDDS.eddsdbo.InstanceSetting SET  
value = 'True' WHERE  
Name = 'UseWindowsAuthentication' and MachineName = 'YourServerName'
```

- Add a new row to the instance setting table for each additional machine that you need to enable AD authentication. Use this option when you want AD enabled on multiple web servers in your Relativity environment, but not on all of them. You need to execute the following SQL statement with the name of the additional machine, which you want to configure for Windows Authentication. Replace **YourSecondServerName** with the name of that machine.

```
INSERT INTO EDDS.eddsdbo.InstanceSetting  
VALUES ('Relativ-  
ity.Authentic-  
ation', 'UseWindowsAuthentication', 'True', 'YourSecondServerName', 'Det-  
ermines whether Relativity uses Windows Authentication. Set this  
value False if you want to disable WinAuth. Set it to True if you  
want to enable WinAuth and require the user to log in to Relativity  
from the current machine.')
```

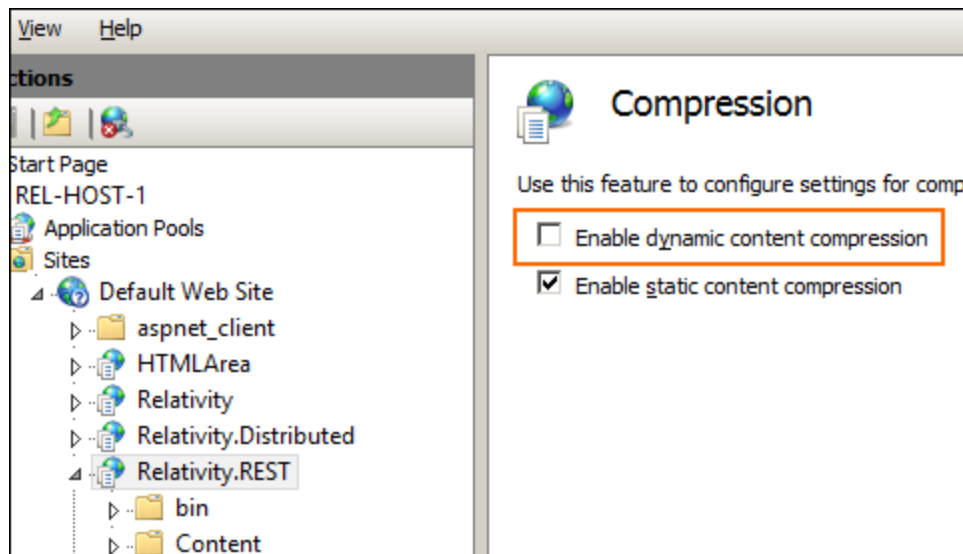
15.4 Service Host Manager HTTPS configuration

Service Host Manager runs Relativity services on all web and agent servers in your environment. The services are used by applications like Production and Processing on. If your web and agent servers must be set up for HTTPS access, special setup is required for Service Host Manager.

For more information, see Service Host Manager on the Relativity Server 2022 Documentation site.

15.5 SignalR

When running Relativity on IIS 7.5 and older, the SignalR protocol may exhibit performance issues, including slow responses and connection failures as it falls back to other supported connection protocols. To resolve this issue, disable dynamic content compression for the Relativity.REST application in the Compression section in IIS:



You can also add the following property to the **system.webServer** section of the Relativity.REST **web.config** file:

```
<urlCompression doDynamicCompression="false" />
```

This change will improve SignalR performance on older versions of IIS.

16 Upgrading a worker manager server installation

You can use these instructions for upgrading the Invariant Database, Queue Manager, and Worker. When you upgrade to a new version of Invariant, the installer removes any components from the previous version installed on the local machine before it replaces them with the upgraded version. You must be logged in as the Relativity Service Account to perform the upgrade.

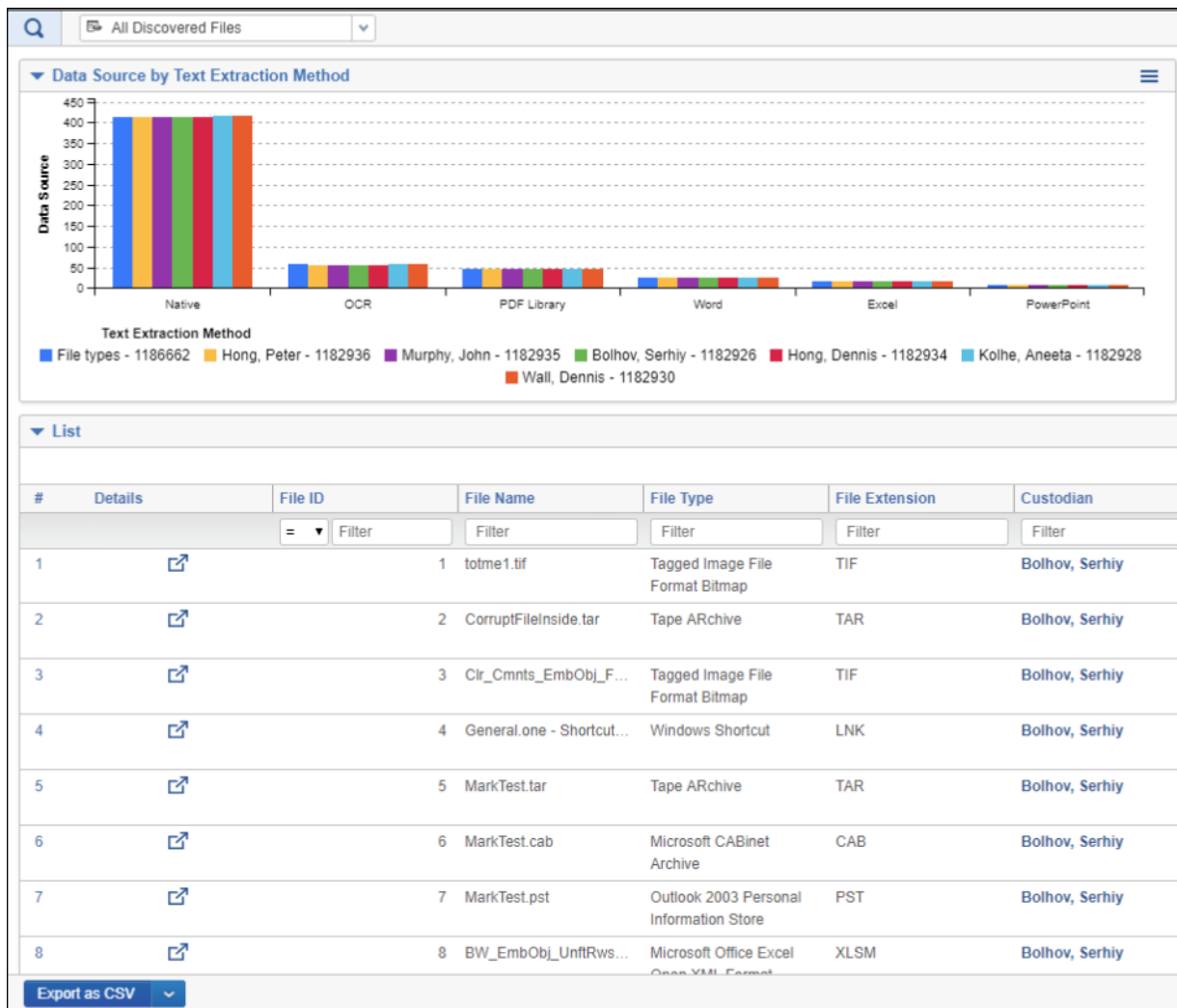
Specific versions of Invariant are exclusively compatible with specific versions of Relativity. For this reason, don't attempt to upgrade Invariant independent of Relativity, as doing so will result in significant issues. For example, don't upgrade from Invariant 3.3, which is supported by Relativity 8.2, to Invariant 4.0 without also upgrading to Relativity 9.0. The following table breaks down which versions of Invariant are supported by which versions of Relativity:

Invariant version	Relativity version
Invariant 3.0	Relativity 7.5
Invariant 3.1	Relativity 8.0
Invariant 3.2	Relativity 8.1
Invariant 3.3	Relativity 8.2
Invariant 4.0	Relativity 9.0/9.1
Invariant 4.2	Relativity 9.2
Invariant 4.3	Relativity 9.3
Invariant 4.4	Relativity 9.4
Invariant 4.5	Relativity 9.5
Invariant 4.6	Relativity 9.6
Invariant 5.0	Relativity 10.0
Invariant 5.1	Relativity 10.1
Invariant 5.2	Relativity 10.2
Invariant 5.3	Relativity 10.3
Invariant 6.1	Server 2021
Invariant 7.1	Server 2022

Note: When you apply a new processing license in your Relativity environment, all jobs in the processing queue must complete before Relativity identifies any additional worker manager servers that you may have purchased as licensed.

16.1 Upgrade considerations for Relativity Goatsbeard

- The Discovered Files View now supports pivots and dashboards, as well as the ability to export from the page.
(Click to expand)



- The processing profile now includes a new text extraction failover method for Excel, Word, and PowerPoint files. When you select the new Native (failover to dtSearch) method, Relativity uses the native program to extract text from the file with dtSearch as a backup text extraction method if the native program fails. For more information see Processing profiles in the Processing User Guide.
- Invariant container handlers will now run in 64-bit to enhance processing speeds and prevent stuck jobs.

16.2 Upgrade exceptions

For upgrades from Relativity 8.0/Invariant 3.1 or lower, you must first manually install the required .NET 4.5 on all of your pre-existing Invariant Database, Queue Manager, and Worker machines before running the installer. Similarly, you must install the required Microsoft Visual C++ Redistributable on all of your pre-existing Worker machines before running the installer.

The 3.2 and above installers only validate whether .NET 4.5 is installed; they don't install the software. For brand new Worker installations, the installer verifies that .NET 4.5 is installed. Installing a new Worker will automatically install MS Visual C++ 2012 for you.

For upgrades from Relativity 7.3/Invariant 2.0, you must first upgrade to a later Invariant version (2.1, 3.0, 3.1, 3.2, or 3.3) before you upgrade to Invariant 4.0.

16.3 Installing Microsoft Visual C++ Redistributable Packages

The following table breaks down which versions of Microsoft Visual C++ are required for which versions of Relativity/Invariant. Note that you are required to install each version of Microsoft Visual C++ only if you are upgrading to the Relativity/Invariant version listed and not if you are installing it for the first time.

Relativity/Invariant version		Required Microsoft Visual C++ version (Redistributable x86 and x64)			
		2010	2012	2013	2015
10.3.287.3/5.3.282.2	✓		✓	✓	✓
Server 2021/ 6.1.1798	✓		✓	✓	✓
Server 2022/7.1.431.1	✓		✓	✓	✓

16.4 Upgrading the Invariant Queue Manager

You'll use the same installation files you used to install the Invariant Queue Manager to upgrade them. To access the steps for performing an upgrade, see the Worker Manager Installation guide. These installation files upgrade both the Invariant and Relativity Imaging databases. During an upgrade, you can't modify the SQL Instance name, the Queue Manager Service Username, or the installation location of the Queue Manager. If you need to change any of these settings, you need to uninstall and reinstall the Invariant Queue Manager.

17 Upgrading Relativity to .NET 4.7.2 or 4.8.

Beginning in Server 2022 you must upgrade your Relativity environment to .NET 4.7.2 or 4.8. The updates must be applied to Relativity servers and client machines.

Relativity Server 2022 does not support .NET 4.8.1 or any subsequent versions.

Note: Existing custom applications are compatible with Server 2022 and do not need to be recompiled, but you must upgrade your development environment to use the latest versions of Relativity SDKs.

17.1 All servers

Perform these steps on all servers in your Relativity environment:

1. Download the .NET 4.7.2 or 4.8 installer from:
 - <https://dotnet.microsoft.com/download/dotnet-framework/net472> for 4.7.2. The downloaded file name is *ndp472-kb4054531-web.exe*
 - <https://dotnet.microsoft.com/en-us/download/dotnet-framework/net48> for 4.8. The downloaded file name is *ndp48-web.exe*.
2. Run the *ndp472-kb4054531-web.exe* or *ndp48-web.exe* executable and follow the instructions in the installation wizard.
3. Turn off applications when prompted by the installation wizard.
4. Restart the server on completion.

17.2 Client machines

Perform these steps on all systems running Relativity and Invariant client applications (Relativity Desktop Client and Relativity Processing Console):

1. If you don't have the Microsoft Visual C++ 2015 Redistributable already installed, download it from <https://www.microsoft.com/en-us/download/details.aspx?id=53840>. The download provides both 32- and 64-bit options. Select an executable depending on your system word size.
2. Run the Microsoft Visual C++ 2015 Redistributable executable and follow the instructions in the installation wizard.
3. Download the .NET 4.8 installer from <https://dotnet.microsoft.com/en-us/download/dotnet-framework/net48>. The downloaded file name is *ndp48-web.exe*.
4. Run the *ndp48-web.exe* executable and follow the instructions in the installation wizard.
5. Turn off applications when prompted by the installation wizard.
6. Restart the machine on completion.
7. Download and install the latest versions of ActiveX viewer, RDC, and RPC.

17.3 Relativity applications

17.3.1 Backward-compatible applications

Going forward, regardless of current Relativity version, if you install new .NET 4.7.2 or 4.8-based versions of backward-compatible Relativity applications, you must upgrade your environment to .NET 4.7.2 or 4.8 as described above.

Backward-compatible applications include Data Grid, ARM, Relativity User Import, etc.

17.3.2 Custom applications built with the Relativity SDK

Custom applications that Relativity does not own or maintain can continue to target their current .NET version and will work in the new .NET 4.7.2 or 4.8-based Relativity. You can continue developing with older versions of the Relativity SDKs if you don't need the new features in latest version.

To develop using the latest Relativity SDK, you must update the applications' projects to target .NET 4.7.2 or 4.8. The developers must also update their environment to the .NET 4.7.2 or 4.8 Developer Pack as described below.

17.4 Development environment

If you develop custom Relativity application, you must update your development environment to use the latest version of the SDK:

1. Download the Microsoft .NET Framework 4.7.2 or 4.8 Developer Pack from:
 - <https://dotnet.microsoft.com/download/dotnet-framework/thank-you/net472-developer-pack-offline-installer> for 4.7.2. The file name is *ndp472-devpack-enu.exe*.
 - <https://dotnet.microsoft.com/en-us/download/dotnet-framework/thank-you/net48-developer-pack-offline-installer> for 4.8. The file name is *ndp48-devpack-enu.exe*.
2. Run the *ndp472-devpack-enu.exe* or *ndp48-devpack-enu.exe* executable and follow the instructions in the installation wizard.
3. Turn off applications when prompted by the installation wizard.
4. Restart the machine on completion.

18 Upgrading workspaces

You can use the Workspace Upgrade queue to monitor the progress of scripts as they update workspace database schemas. In addition, you can also monitor upgrades to applications currently installed in workspaces. It also provides you with the ability to view detailed error messages when a script or application upgrade fails. You can use the advanced mass operations on the queue to edit the priority and order of workspace upgrades, as well as retry failed upgrades, and cancel upgrades.

18.1 Monitoring upgrades with the Workspace Upgrade queue

You can view the Workspace Upgrade queue from Home. Select the **Queue Management** tab, and click **Workspace Upgrade Queue**. The Workspace Upgrade queue displays the current status and the progress of the upgrade for each workspaces.

Beginning in Relativity 9.4.398.62, the Workspace Upgrade Queue also displays the current status and version of the processing store upgrade process, which the Workspace Upgrade Worker agent completes in addition to upgrading the workspace.

For descriptions of the columns, see [Workspace Upgrade queue columns on page 68](#).

(Click to expand)

User Status Workspaces User and Group Management Queue Management Server & Agent Management Applications & Scripts Admin Workspace Configuration Instance Details Data Grid											
Production Queue Branding Queue Worker Manager Queue OCR Queue Workspace Upgrade Queue											
Active Workspaces											
0 Selected Item(s)											
#	Artifact ID	Workspace Name	Priority	Order	Workspace St...	Workspace Upgra...	Current Relativity V...	Store Upgrade S...	Current Store Vers...	DataBase Upgrade Progress	Application Upgrade Progress
	(All)	(All)	(All)	(All)	(All)	Select...	(All)	(All)	(All)		
1	1021759	Processing	Medium	Active	Completed	9.5.189.109	Completed	4.5.182.11			
2	1021775	Publish with Doc level error	Medium	Active	Failed Script Upgrade	9.5.189.109	Completed	4.5.182.11			
3	1014823	New Case Template	Medium	Active	Completed	9.5.189.109	Completed	4.5.182.11			
4	1015024	kCura Starter Template	Medium	Active	Completed	9.5.189.109	Completed	4.5.182.11			
5	1016621	Workspace Creation Primary Test	Medium	Active	Failed Upgrade	9.5.189.109					
6	1019633	Distributed Test	Medium	Active	Completed	9.5.189.109	Completed	4.5.182.11			

Procuero is a utility used to upgrade the schema for all Relativity databases using scripts. As part of the database upgrade process, the Procuero utility automatically runs on your database server. It is also known as the Database Upgrade tool. Procuero makes updates to database schemas by adding, and removing columns in tables, creating new tables, re-naming table /columns, changing the types of data; adding or removing indexes and statistics to ensure functionality with Relativity. It is also required so Relativity can perform upgrades for future iterations created.

Procuero automatically sets the Upgrade Status of the workspaces to Pending in the Workspace Upgrade queue. This status indicates to the upgrade agents running in your environment that they can begin upgrading the workspaces immediately. You can use the advanced mass operation options to change the upgrade priority and order of workspaces or to prevent workspaces from upgrading. For more information, see [Editing upgrade priority and order for a workspace on page 69](#).

The workspace upgrader uses agents that run jobs for upgrading the workspace database schemas and installing applications. You must configure these agents through the Agents tab in Relativity. See [Populating the Workspace Upgrade queue on the next page](#).

If you don't see any activity in the Workspace Upgrade queue, these agents haven't been configured. An alert message lists the agents that you need to configure.

For configuration information, see [Relativity upgrade and Agents on the Relativity Server 2022 Documentation site](#).

18.1.1 Populating the Workspace Upgrade queue

The Workspace Upgrade queue continually populates with status information by the upgrade agents as they run scripts to update workspace databases and installed applications. The following agents run the scripts and the application upgrades:

- **Workspace Upgrade Worker** - picks up pending jobs in the queue for script updates.

Note: On an SQL Server profile, you can edit the **Workspace Upgrade Limit** field, which controls the number of agents accessing the server during an upgrade. The setting entered in this field can't exceed the setting in the **GlobalWorkspaceUpgradeLimit** instance setting value. If you enter a number that exceeds this instance setting value, an error occurs that cancels your update. For more information, see [Instance setting values and Upgrading workspaces](#).

- **Workspace Upgrade Manager** - queues applications required for installation in workspaces.
- **Application Installation Manager** - installs required applications to workspaces. In Relativity 10.0.318.5 and above, you can use the **WorkspaceUpgradeCountForGCFullCollect** instance setting to specify the number of workspace upgrades performed by all Application Installer Manager agents on an agent server before a full garbage collection is initiated. For more information, see [Instance Settings guide](#).

For more information about agents, see [Agents on the RelativityServer 2022 Documentation site](#).

During a Relativity upgrade, the agents complete the following tasks and then update the statuses displayed on the Workspace Upgrade queue:

1. **Set upgrade status to Pending.** Procuero runs and sets the status on workspaces in the Workspace Upgrade queue to Pending.
2. **Pick up pending jobs.** The Workspace Upgrade Worker sees a pending job in the queue, picks it up, and begins upgrading the workspace.
3. **Run upgrade scripts.** The Workspace Upgrade Worker sets the status of the workspace to Upgrading scripts and runs the SQL scripts to update the workspace database schema. When the scripts complete, the upgrade status on the workspace is set to Pending Application Upgrade.
4. **Set upgrade status to Upgrading Applications.** The Workspace Upgrade Manager queues applications required for installation in workspaces in the Application Install table, and it sets the upgrade status to Upgrading Applications.
5. **Install applications.** The Application Installation Manager installs the required applications.
6. **Complete installation.** When the application upgrades have installed successfully, the Workspace Upgrade Manager checks the application status, and then sets the status of the workspace to Completed.

During an Invariant upgrade, the agents complete the following tasks and then update the statuses displayed on the Workspace Upgrade queue:

1. **Set store upgrade status to Pending.** The Invariant.DBUpdater runs and sets the store status on workspaces in the Workspace Upgrade queue to Pending.

2. **Pick up pending store upgrade jobs.** The Workspace Upgrade Worker sees a pending store upgrade job in the queue, picks it up, and begins upgrading the store.
3. **Run upgrade scripts.** The Workspace Upgrade Worker sets the status of the workspace to Upgrading scripts and runs the SQL scripts to update the store database schema.

18.1.2 Workspace Upgrade queue columns

The Workspace Upgrade queue displays the following columns:

- **Artifact ID** - the Artifact ID of a workspace undergoing an upgrade.
- **Workspace Name** - the name of a workspace undergoing an upgrade. Click the name to display the document list in the workspace.
- **Priority** - the upgrade order assigned to the workspace. Priorities include Low, Medium, and High. See [Editing upgrade priority and order for a workspace on the next page](#).
- **Upgrade Status** - the status of the workspace upgrade as determined by the current Procuero stage. See [Upgrade statuses descriptions on the next page](#).
- **Workspace UpgradeStatus** - the value assigned to the Status field on the workspace details page. See [Upgrade statuses descriptions on the next page](#).
- **Current Relativity Version** - the workspace is currently updated to this version of Relativity.
- **Store Upgrade Status** - the status of the upgrade of the Invariant store, as completed by the Workspace Upgrade Worker agent. The possible values in this column are the same as for the workspace upgrade. This field is empty if you don't have processing installed. You could see any of the following status values:

Status	What it means
Pending	The Invariant store have been added to the Workspace Upgrade queue, but the Workspace Upgrade Worker hasn't picked it up yet.
Upgrading Scripts	The Workspace Upgrade Worker agent is running scripts against the Invariant store.
Completed	The store is fully upgraded and ready for use.
Failed Script Upgrade	An error occurred while upgrading SQL scripts for the Invariant store, the upgrade failed, and Relativity Processing is disabled in the workspace.
Canceled	The user canceled the upgrade when it had the status of Pending, Pending Application Upgrade, Upgrading Scripts, or Upgrading Applications. See Canceling or retrying workspace upgrades on page 73 .
NULL	A Store has not been created on this workspace

- **Current Store Version** - the version of Invariant you are upgrading to. This field always displays the most current version of Invariant available. This is because if the upgrade fails, it displays the version of Invariant you were attempting to upgrade to, and if the upgrade was successful, it displays the version you just upgraded to, which is the most current.
- **Database Upgrade Progress** - the percentage of the upgrade process completed for the workspace database and the Invariant database if the Processing application is installed. It uses the following colors to indicate the upgrade status:

- **Blue** - indicates the upgrade is in progress.
 - **Green** - indicates a completed upgrade.
 - **Red** - indicates an error or failure occurred.
- **Application Upgrade Progress** - the percentage of the upgrade process completed for the application. It uses the same colors to indicate the upgrade status as the Database Upgrade Progress bar.

18.1.3 Upgrade statuses descriptions

The following table contains descriptions for the statuses displayed in the Upgrade Status column on the Workspace Upgrade queue:

Status	Description
Canceled	The user canceled the upgrade when it had the status of Pending, Pending Application Upgrade, Upgrading Scripts, or Upgrading Applications. See Canceling or retrying workspace upgrades on page 73 .
Completed	The upgrade of the workspace completed successfully.
Failed Application Upgrade	An error occurred while upgrading applications in the workspace. See Troubleshooting upgrades on the next page .
Failed Script Upgrade	An error occurred while upgrading SQL scripts for the workspace. See Troubleshooting upgrades on the next page .
Pending	The workspace has been added to the Workspace Upgrade queue, but the Workspace Upgrade Worker hasn't picked it up yet.
Pending Application Upgrade	The Workspace Upgrade Manager populates the application installation queue with any required applications.
Upgrading Applications	The Application Installation Manager upgrades the applications in the workspace.
Upgrading Scripts	The Workspace Upgrade Worker runs Procuro scripts against the workspace database.

18.2 Editing upgrade priority and order for a workspace

You can set order and priority on workspaces for upgrades. Relativity always upgrades ordered workspaces before unordered workspaces regardless of their priority. Relativity uses priority to determine which of the workspaces to upgrade first when you don't assign an order.

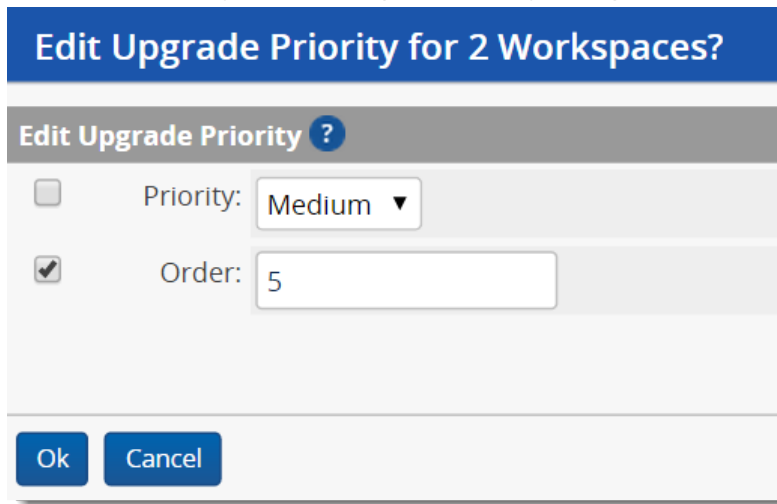
In addition, if you assign the same order to a group of workspaces, Relativity uses their Artifact ID to determine the upgrade order. It follows a similar process if you assign the same priority to a group of workspaces.

The priority and order options provide you with the flexibility needed to control the workspaces that Relativity upgrades first and those that are upgraded later. For example, you might upgrade workspaces in high demand, so that they are available to users sooner than those less frequently accessed workspaces. The default priority for workspaces is Medium and the default order is blank.

Note: Your users may notice decreased Relativity performance if they are using a workspace on the same SQL Server where you are upgrading other workspaces. However, if you are upgrading workspaces on another server in a distributed environment, users shouldn't notice any change in performance.

Use this procedure to change the priority and order:

1. Perform one of these tasks to select the workspaces:
 - To set the priority for only a specific group of workspaces, select their checkboxes. In the mass operations bar, choose **Checked**.
 - To set the priority for all workspaces, choose **All Items** in the mass operations bar.
2. Select **Edit Priority** in the mass operations bar.
3. Click **Go** to display the Edit Upgrade Priority dialog.



4. Perform one or both of the following tasks:
 - Select the **Priority** checkbox. Choose **Low**, **Medium**, or **High** from the drop-down menu.
 - Select the **Order** checkbox. Enter a value in the text box. You use this value to specify the order that you want used for workspace upgrades. Relativity upgrades workspaces with a smaller order values before those with a larger values. The default value for Order is blank.
5. Click **Ok** to save your changes.

If you want to revert from an ordered priority to an unordered priority, use this procedure:

1. Select the **Priority** checkbox. Choose **Low**, **Medium**, or **High** from the drop-down menu.
2. Select the **Order** checkbox. Leave the value blank.
3. Click **Ok** to save your changes.

18.3 Troubleshooting upgrades

From the Workspace Upgrade queue, you can view script and application errors, which may have occurred during an upgrade. You can also use the mass operations for retrying a workspace upgrade from the queue

or canceling an upgrade. For more information, see the following sections:

- [Viewing upgrade errors](#)
- [Canceling or retrying workspace upgrades](#)
- [Retrying upgrade failures for system secured applications on page 73](#)

18.3.1 Viewing upgrade errors

When an application or script fails to upgrade properly, the Upgrade Status column displays a link that you can use to view additional information about the error that occurred.

Note: You can also view errors, upgrade status, script details, and other information on the History of Workspace dialog. To display this information, click the **Workspace Details** tab, and then click the **View Audit** button.

18.3.1.1 Script or other non-application upgrade fails

When a script upgrade fails, click the **Failed Script Upgrade** link to display the Error Information dialog, which includes a detailed error message, server, source, and other information.

Error Information	
Message:	The script \\ML14.testing.corp\FileShare\Procuro\Upgrade\8.2\Case\Error.sql is not found. Make sure the script file is present in the directory specified.
Full Text:	Relativity.Data.WorkspaceUpgradeException: The script \\ML14.testing.corp\FileShare\Procuro\Upgrade\8.2\Case\Error.sql is not found. Make sure the script file is present in the directory specified. ---> Relativity.Data.WorkspaceUpgradeException: The script \\ML14.testing.corp\FileShare\Procuro\Upgrade\8.2\Case\Error.sql is not found. Make sure the script file is present in the directory specified. ---> System.Exception: The script \\ML14.testing.corp\FileShare\Procuro\Upgrade\8.2\Case\Error.sql is not found. Make sure the script file is present in the directory specified. at Relativity.Core.AgentJobManagement.Task.TaskUpgrade.GetScripts(DatabaseType databaseType) at Relativity.Core.AgentJobManagement.Task.TaskUpgrade.GenerateDatabaseScriptHash() at Relativity.Core.AgentJobManagement.WorkspaceUpgrade.Task.WorkspaceDatabaseUpgrade.Execute() --- End of inner exception stack trace --- at Relativity.Core.AgentJobManagement.WorkspaceUpgrade.Task.WorkspaceDatabaseUpgrade.Execute() at Relativity.Core.AgentJobManagement.WorkspaceUpgradeWorker.ExecuteTasks(TaskList taskList) at Relativity.Core.AgentJobManagement.WorkspaceUpgradeWorker.Execute(WorkspaceUpgradeStatus upgradeJob) --- End of inner exception stack trace --- at Relativity.Core.AgentJobManagement.WorkspaceUpgradeWorker.Execute(WorkspaceUpgradeStatus upgradeJob) at kCura.EDDS.Agents.WorkspaceUpgradeWorker.ExecuteAgent()
Server:	ML14
Source:	EDDS - Agents
Location:	Workspace Upgrade Worker
Steps to reproduce:	
Case Artifact ID:	1015622
Case Name:	Workspace_ FailedScript

You can't access a workspace when a script or other upgrade non-application error occurs. If you attempt to open a workspace with these upgrade errors, you receive a message indicating that the workspace is inaccessible. Click the **Return to Home** link to display the default Home tab.

Note: If you only want to display workspaces that are fully upgraded and accessible, add a condition on the workspace view where the **Workspace Accessibility** field is set to **Enabled**. This setting filters only upgrade accessible workspaces, and hides any workspaces that users can't interact with.

When a script error occurs during an upgrade, review the details of the failure in the error message available from the **Failed Script Upgrade** link. You may also want to rerun the upgrade using the Retry Upgrade option. See [Canceling or retrying workspace upgrades on the next page](#).

18.3.1.2 Application upgrade fails in a workspace

When an application upgrade fails, click the **Failed Application Upgrade** link to display the Application Errors dialog. If multiple applications failed to upgrade, click this link to display a pop-up with links to the error pages for these applications.

When an application error occurs, review the details of the failure in the error message available from the **Failed Application Upgrade** link. You can resolve locking conflicts that occur when a locked application prevents an upgrade, and naming conflicts that occur when an object type in an application shares the same name as another object type in the workspace. To resolve these errors, perform one of the following tasks:

- **Locking conflicts** - Click the **Failed Application Upgrade** link to display the detailed error message. Select the **Unlock <Application Name>** checkbox, and click **Retry Import** on the error message.
- **Naming conflicts** - Click the **Failed Application Upgrade** link to display the detailed error message. Select **Rename** from the drop-down box, enter a new name for the object in the text box, and click **Retry Import** on the error message.

Retry ImportCancel

Import Status

Your application failed to import. There are 1 errors that need your attention. Please resolve all errors and try your import again.

Export Error File

Name Conflicts

Artifact Name	Artifact Type	Artifact ID	Status	Resolve Errors
RT_ Email Display	Field	1037570	A field with the name RT_ Email Display already exists in the target workspace. Unable to import this field.	<div>RenameEmail Display</div>

In addition, you can perform these tasks for resolving locking and naming conflicts through the Application Library tab.

You can continue accessing a workspace when an application that it contains fails to upgrade successfully for additional troubleshooting. From the Relativity Applications tab, you can view the application details to resolve application errors. When a workspace contains an application in this failed upgrade state, Relativity displays an orange message bar across most of its pages, which contains with a warning indicating that workspace upgrade isn't complete.

For more information, see Troubleshooting application errors in the Relativity Server 2022 Developers site. For more information, see [Troubleshooting application errors](#) in the Developers site.

18.3.2 Canceling or retrying workspace upgrades

You can cancel an upgrade job on a workspace or retry an upgrade job as necessary. After you cancel a job, the workspace remains in a partially upgraded state so it is no longer accessible. You must attempt to complete a successful upgrade in order to access the workspace.

Use this procedure to cancel or retry an upgrade job:


1. Perform one of these tasks to select the workspaces:
 - To retry or cancel the upgrade jobs for only a specific group of workspaces, select their check-boxes. In the mass operations bar, choose **Checked**.
 - To retry or cancel the upgrade jobs for all workspaces, choose **All Items** in the mass operations bar.
2. Select **Retry Upgrade** or **Cancel Upgrade** in the mass operations bar.
3. Click **Go** to display a confirmation dialog.
4. Click **OK** if you want to continue with your selected action.

18.3.3 Retrying upgrade failures for system secured applications

System secured applications are installed in the Application Library and hosted at the instance level. You can resolve upgrade failures for system secured applications by manually retrying them through the Application library tab. Alternatively, for Relativity 10.0.318.5 and above, you can retry them through the Workspace upgrade queue by clicking the **Retry Admin App Upgrades** link displayed when a failure occurs.

18.3.3.1 Retrying system secured application upgrade failures in the Application Library

You can manually retry upgrading system secured applications through the Application Library tab.

1. Navigate to the Application Library tab.
2. Click the name of the failed application to display its detail view.
3. Click **Install** in the Workspace Installed section.
4. Click  and select the **Admin Case workspace** in the pop-up picker.
5. Click **Save**. If the application fails to install, contact the [Customer Support](#) Customer Support team for additional help.

18.3.3.2 Retrying system secured application upgrade failures in Workspace upgrade queue

In Relativity 10.0.318.5 and above, the upgrade installer updates system secured applications through the Application Library tab.

When a required application upgrade fails in the Application Library, Relativity handles the failure as follows:

- The Application Installation Manager agent won't attempt to install a failed application in any workspaces until the application is upgraded without errors in the Application Library. Instead, it skips the failed application, and continues installing other applications and scripts in the workspaces. After the

application is successfully upgraded in the Application Library, the agent automatically completes the workspace upgrade.

- In the Workspace Upgrade queue, a warning message displays a list of any applications that failed to install in the Application Library, and the **Retry Admin App Upgrades** link. A separate warning message may appear with a list of any agents that haven't been configured properly.
- In the Workspace Upgrade queue, the grid displays the Workspace Upgrade Status column with a status of Upgrading Applications, and the Application Upgrade Progress column with an incomplete progress bar for each failed application.

To resolve a failed application upgrade, click the **Retry Admin App Upgrades** link. You can click this link at any time to retry the upgrade. The next available agent then runs the job for upgrading the failed application in the Application Library. After successfully upgrading, the application is installed in workspaces, and the status columns in the Workspace Upgrade queue are updated.

#	Artifact ID	Workspace	Priority	Order	Workspace St...	Workspace
1	1093878	New Case Template	Medium		Active	Failed Script
2	1093921	Relativity Starter Template	Medium		Active	Canceled

Note: If you click the **Retry Admin App Upgrades** link, and the application installation fails again, don't retry installing all of the applications. Review the Errors tab, check for database errors, and perform other troubleshooting. Application installation failures may be caused by an improperly configured service bus, an unavailable SQL server, and other issues. Contact [Customer Support](#) Customer Support on the Community site if you need additional help.

19 Upgrading or installing your Analytics server

An upgrade of your Analytics server is required for Relativity Server 2022. Follow these steps to upgrade your analytics servers.

19.1 Pre-installation considerations

Before upgrading the Analytics servers, make sure you have completed the following steps:

1. Review the Analytics upgrade considerations for the current version. For more information, see [Upgrade considerations for Relativity](#).
2. Install or upgrade your Relativity instance by performing the required steps.
3. Perform a See Analytics server setup in the Pre-installation guide.
4. If you are upgrading your Analytics server, confirm whether your existing Analytics instance uses Single Data Directory (SDD) mode and migrate your data to an SDD install if necessary.
 - For instructions on how to check your directory mode, see Step 1 - Identifying the directory mode in the Admin guide.
 - For instructions on how to migrate from a non-SDD install to an SDD install, see Migrating the Analytics server in the Admin guide.

Note: Single Data Directory (SDD) is a mode which stores all data in a single location, separate from the Analytics engine installation files. This separation simplifies maintenance and upgrades and has fewer opportunities for error compared to the older, non-SDD installation method. If your organization uses the non-SDD mode, we recommend migrating to an SDD install as part of your upgrade process.

19.1.1 TLS version considerations

Beginning in Server 2022, the Analytics engine has TLS 1.1 disabled by default. This may cause issues if you're not using TLS 1.2 everywhere throughout your environment.

For this reason, we recommend enabling TLS 1.2 comprehensively throughout your environment. If it is already, no further action is recommended.

If you're not sure whether it is or not, check the registry key on all web and agent servers and then enable TLS 1.2, per the description in [Managing TLS protocols and specifying cipher suites on page 92](#).

For assistance with enabling TLS 1.2, contact [Support](#).

19.2 Installing or upgrading Relativity Analytics

You need the following items in order to successfully run the Relativity Analytics upgrade or installation:

- The primary database server instance name and corresponding EDDSDBO password. If your SQL Server uses SSL encryption, see [Installing Analytics server when SQL Server uses SSL encryption on page 94](#) before beginning the Analytics server installation.
- The Relativity Service Account user name and password.
- All SQL Servers must be active and accessible at the time of the installation.

- A self-signed or a trusted SSL certificate with the certificate's private key is required by Relativity Analytics. We recommend using the certificate that Relativity Secret Store generates. For more information, see Relativity Secret Store on the Relativity Documentation site.

19.2.1 Special considerations

- Before attempting an upgrade, stop all Relativity Analytics engine processes, such as ensuring that all Java and PostgreSQL processes are stopped. After you do this, back up the CAAT install directory and the CAAT data directory. If something goes wrong with the upgrade, this will greatly reduce any downtime spent to fix the problem.
- The Analytics Index Share houses all of your Analytics data for a particular Analytics server, and it can grow to be very large. We have found that NTFS file systems work for small environments, but if you anticipate running sets of 10 million or more documents through your Analytics Engine, you should use a file system that supports larger files such as exFAT or ReFS. We do not have a recommendation for either file system, so you must determine which is the better fit for you.
- The Analytics upgrade includes an updated version of PostgreSQL, which is installed in the background. For more information, see [Upgrading from previous versions on page 81](#).

19.2.2 Installing Analytics for the first time

19.2.2.1 Setting properties in the response-file.properties file

Before new installations, unzip the Analytics package and open the **response-file.properties** file in a text editor. Complete the below **Common Properties** settings in the input file.

Note: For first time installs, all settings are considered and you must specify all response file values. Check to make sure the provided default works with your environment.

The following are available properties in the response-file.properties file:

caat.install-dir

In former versions of the installer, this was called “Analytics Server folder.” This is the path to the folder containing the Analytics installation files. This value is required for upgrades.

- We recommend using the default folder of C:\CAAT, or C:\ContentAnalyst for a legacy installation.
- This path must be absolute, and it can't contain spaces or invalid characters.
- If the installer can't find or access the location you specify, it installs the application to the default C:\CAAT folder.

A forward slash (/) or a double back slash (\\) should be used as a path separator, rather than a single back slash, as shown in the examples below.

```
caat.install-dir=C:/CAAT
caat.install-dir=C:\\CAAT
```

Note: Spaces cannot be present within the file path.

caat.http-port

In former versions of the installer, this was called “Analytics Server Port Number.” This is the HTTP port to be used for requests to the Analytics engine. The HTTP port will default to 8080 for new installations, but you can configure a different port number. For upgrades, the value entered will only be used to ensure that the CAAT server is not running on that port.

```
caat.http-port=8080
```

caat.as-windows-service

This option should be set to true. Please note that this option is ignored upon upgrade.

```
caat.as-windows-service=true
```

caat.windows-service-name

This is the Windows service name. The service name will default to Relativity Analytics Engine if a service name is not provided. Please note that the service name will not change upon an upgrade, and this value is ignored upon upgrade.

```
caat.windows-service-name=Relativity Analytics Engine
```

caat.single-data-dir

In former versions of the installer, this was called “Analytics Index Directory.” The Analytics data directory must also be created before installing Relativity Analytics. A forward slash (/) or a double back slash (\\) should be used as a path separator, rather than a single back slash, as shown in the examples below. This value is required for initial installs.

This is the directory where indexes and structured analytics sets are stored on disk.

- We recommend that you not keep the index directory on the C: drive due to the size requirements.
- We recommend you use locally-attached storage referenced by a drive letter, i.e. E:\CAATindexes, rather than a UNC path. For more information, see Index directory requirements in the Environment optimization guide.
- Do not create a local drive map to a UNC. For example, do not open \\servername\CAAT1 and map it to drive Z:. This is because drive mappings are specific to each Windows user and may not be available to the Relativity Service Account.
- This path must be absolute, and it can't contain spaces, invalid characters, or any Unicode.
- This value is ignored upon upgrade.

```
caat.single-data-dir= E:/AnalyticsData
caat.single-data-dir= E:\\AnalyticsData
caat.single-data-dir= //servername/AnalyticsData

caat.single-data-dir= \\\\servername\\AnalyticsData
```

caat.min-heap-size

This is the minimum Java Heap size in megabytes. If this is left blank, the default will be used. The default is 1/8 of total physical memory installed on the machine. It is recommended to leave this blank. This value is ignored upon upgrade.

```
caat.min-heap-size=
```

caat.max-heap-size

This is the maximum Java Heap size (-xmx) in megabytes. For example, 4096. If this is left blank the default will be used. The default is 1/2 of total physical memory installed on the machine. This value should not be set between 32 to 47 GB.

```
caat.max-heap=
```

caat.http.authentication-status

This value must be set to **true**.

```
caat.http.authentication-status=true
```

caat.http-password

In former versions of the installer, this was called “REST Password.” This is the password you create for the REST API user. This can be any password that you choose, but for ease of use, you may want to enter your Relativity Service account password. Whatever you enter here corresponds only with the REST API password field on the Analytics server that you will add in Relativity after you install the Analytics server here. This value isn't related to any pre-existing part of the system, meaning that it isn't the password for a SQL login, Windows Domain user, or Relativity user. This value is required for upgrades.

Note: The caat.http-password value entered here must be 20 characters or less.

```
caat.http-password=SuperSecretPassword
```

Note: It is not possible to change an existing password with this entry. In order to change the password, see [Changing the REST password on page 95](#).

caat.http-user

In former versions of the installer, this was called “REST Username.” This is the username that a system admin or Relativity uses to authenticate with the REST API. This can be any user name that you choose, but for ease of use, you may want to enter your Relativity Service account user name. Whatever you enter here corresponds only with the REST API user name field on the Analytics server that you will add in Relativity after you install the Analytics server here. This value is not related to any pre-existing part of the system, meaning that it is not a SQL login, Windows Domain user, or Relativity user. This value is required for upgrades.

Note: It is not possible to change an existing username with this entry.

```
caat.http-user=AnalyticsUser
```

caat.ssl-status

This value needs to be set to **true**. This value is ignored upon upgrade.

```
caat.ssl-status=true
```

caat.ssl-certificate-key-path

This is the file path to the existing valid PKCS12 certificate-key file. This value is ignored upon upgrade. A forward slash (/) or a double back slash (\\) should be used as a path separator, rather than a single back slash, as shown in the examples below.

```
caat.ssl-certificate-key-path=C:/CertPath/AnalyticsCert.pfx
caat.ssl-certificate-key-path=C:\\CertPath\\AnalyticsCert.pfx
```

Note: This value is required. The Relativity Analytics engine accepts both self-signed and trusted certificates. To create a self-signed certificate, see [Updating the default SSL/TLS certificate on page 86](#).

caat.ssl-password

This is the SSL certificate password. This value is ignored upon upgrade.

```
caat.ssl-password=CertificatePasswordHere
```

Note: This value is required before performing a first time install.

caat.pg.upgrade-in-place (only for upgrading)

This property enables or disables in place upgrades for PostgreSQL data. It defaults to **false**, indicating that data is copied during upgrade.

```
caat.pg.upgrade-in-place=false
```

Review the behavior based on the following settings for this property:

- **true**—when this property is set to true, the upgrade uses hard links instead of copying data files to a new cluster. This process reduces the required free disk space and speeds up the upgrade. It also modifies the existing cluster and data loss is possible in error scenarios. When setting this property to true, take a full backup of CAAT and associated data before attempting this upgrade.
- **false**—when this property is set to false, the upgrade copies all data and upgrades the copied data. This avoids the possibility of data loss in the event of error. It requires free disk space equal to or greater than the current PostgreSQL cluster size, and it increases the disk I/O time. We recommend setting this property to false for most scenarios.

If you use the bin/upgrade command directly, set this property as follows:

```
.\upgrade.cmd -Dcaat.upgradePgInPlace="true"
```

Notes:

- Take a full backup of CAAT and associated data before upgrading with this property set to true.
- This property only applies when CAAT is performing a major version PostgreSQL upgrade.
- After a successful upgrade, you can delete the old PostgreSQL data directory regardless of whether the caat.pg.upgrade-in-place setting was true or false.

caat.overrideDiskSpaceCheck (only for upgrading)

This property enables or disables a disk space check override when CAAT is performing a major version PostgreSQL upgrade. It defaults to **false**, indicating that a disk space check is run.

```
caat.overrideDiskSpaceCheck=false
```

To disable the disk space check, set this property to **true**.

If you use the bin/upgrade command directly, set this property as follows:

```
.\upgrade.cmd -Dcaat.overrideDiskSpaceCheck="true"
```

19.2.2.2 Analytics installer considerations

Note the following before running the Relativity Analytics Server Installer:

- Run the server setup as the Relativity Service Account.
- You must have system admin rights to both the Analytics server and the index share path in order to run the installer without interruption.

19.2.2.3 Running the Install.cmd file

1. Stop the Content Analyst CAAT Windows Service.

Note: This service may be named “Relativity Analytics Engine” depending on your version of Relativity.

2. Open Task Manager and ensure all analytics processes have stopped. This includes java.exe, lsia-p.exe, postgres.exe, and booleng.exe. If the processes do not disappear after a few minutes, right click them and kill the processes.
3. After configuring the **response-file.properties** file (see [Setting properties in the response-file.-properties file](#)), right-click on the **Install.cmd** file and select the “Run as administrator” option to start the Analytics Installation. This can take several minutes to complete. The installation specifications will be displayed in the command line window. Do not close the command prompt until the installation is complete.
4. (Optional) Monitor the status of the installation. The installation is finished after “The installation is complete” message is displayed in the command prompt:

```
The following configuration files from the previous installation have
changed. If you made any custom configuration changes you may want to
verify that the new files were properly merged to include your changes.
Copies of the previous versions were saved as NAME-old for your reference.
  bin/env
  bin/env.cmd
  etc/caat-realm.xml
  etc/itemstore.properties
  etc/login.conf
  etc/realm.properties
  webapps/nexus/WEB-INF/web.xml
The installation is complete.
```

5. Once the installation is complete, change the Content Analyst CAAT (or Relativity Analytics Engine) Windows service to run under the Relativity Service Account.
6. Relativity requires a certificate signed by a trusted certificate authority (CA). If you did not specify a valid PKCS12 certificate-key file during installation or the certificate expired, you will need to update the certificate. By default, the Analytics service runs over an untrusted SSL/TLS certificate. For steps to modify, see [Updating the default SSL/TLS certificate on page 86](#).
7. Start the Content Analyst CAAT (or Relativity Analytics Engine) Windows Service.

8. (Optional) Confirm that all components of the Analytics service are running by visiting: **http://<Analytics Server Hostname>:<REST Port>/nexus/r1**
Check the Available Services list. Make sure to specify your Analytics server host name and REST port in the URL.
9. If this is a new Analytics server, add it to the Servers list. For these steps, see Adding an Analytics server in the Admin guide. If the server has already been added, navigate to the Servers tab and activate it. Make sure to enter the information on the server layout the same as you did in the Analytics installer.
 - If you enter the information correctly, you can successfully save the server.
 - If you receive a not found error on the server, make sure the Analytics service is running and that you used the correct port.
 - If you get an unauthorized error, make sure that you entered the credentials correctly.
10. Verify that you have a valid URL value entered for the **RestUriForCAAT** instance setting. This is the fully qualified domain name (FQDN) URL to the web server hosting your Kepler services (e.g., <https://client.domain.name/Relativity.REST/API>).

19.2.2.4 Logging

During the installation or upgrade of the Relativity Analytics Engine, the process will log to a file (i.e., `installer.log`) in the logs directory (i.e., `CAAT-win64-kcura-[Version].GA\logs`).

The log pattern for each log message is described below:

- **[log-level] [date] [thread-name] message** (e.g., `[INFO] [2017-01-18 19:05:54 [main]: Loading installation options]`)

Note: Log messages will be appended to the same log file on subsequent runs.

19.2.3 Upgrading from previous versions

Note: If you are upgrading from Relativity 9.3.332.21 (CAAT 3.17) or lower, contact [Relativity Support](#).

The Analytics upgrade includes an updated version of PostgreSQL, which is installed in the background. Review the following guidelines for applying this upgrade:

- Ensure that the Users group has Full Control permissions on the install and data directories.
- Ensure that you have Microsoft Visual C++ Redistributables 2010/2012/2013/2015 (x64 and x86) installed. For download links, see [Microsoft's Support site](#).
- Ensure that you have adequate disk space for the upgrade. A new `pgsql` folder is created as part of the upgrade, which temporarily doubles the disk usage while both versions of PostgreSQL are installed on the server. The **caat.pg.upgrade-in-place** and **caat.overrideDiskSpaceCheck** properties provide additional configuration options for upgrading. See [Setting properties in the response-file.properties file on the next page](#).
- The upgrade may take longer than normal as the existing PostgreSQL data needs to be converted.
- After applying the upgrade, we recommend running the Structured Analytics portion of the Post-installation verification test document.

After you apply the upgrade and verify all Analytics components are functioning correctly, delete the old PostgreSQL install directory from the following location to complete the uninstall:

```
${install_dir}/CAAT/pgsql_9.3
```

19.2.3.1 Setting properties in the response-file.properties file

Before upgrades or new installations, unzip the Analytics package and open the **response-file.properties** file in a text editor.

For upgrades, only the following settings are considered:

- caat.install-dir
- caat.http-user
- caat.http-password
- caat.allow-postgres-data-upgrade
- caat.pg.upgrade-in-place
- caat.overrideDiskSpaceCheck

For a complete list of settings and descriptions, see [Installing Analytics for the first time on page 76](#).

Note: Starting in Server 2022, the **caat.upgrade-now** response file property is no longer used.

Complete the following **Common Properties** settings in the input file:

caat.install-dir

In former versions of the installer, this was called “Analytics Server folder.” This is the path to the folder containing the Analytics installation files. This value is required for upgrades.

- We recommend using the default folder of C:\CAAT (or C:\ContentAnalyst for a legacy installation).
- This path must be absolute, and it can’t contain spaces or invalid characters.
- If the installer can’t find or access the location you specify, it installs the application to the default C:\CAAT folder.

A forward slash (/) or a double back slash (\\) should be used as a path separator, rather than a single back slash, as shown in the examples below.

```
caat.install-dir=C:/CAAT  
caat.install-dir=C:\\CAAT
```

Note: Spaces cannot be present within the file path.

caat.http-user

In former versions of the installer, this was called “REST Username.” This is the username that a system admin or Relativity uses to authenticate with the REST API. This can be any username that you choose, but for ease of use, you may want to enter your Relativity Service account username. Whatever you enter here corresponds only with the REST API username field on the Analytics server that you will add in Relativity after you install the Analytics server here. This value isn’t related to any pre-existing part of the system, meaning that it isn’t a SQL login, Windows Domain user, or Relativity user. This value is required for upgrades.

Note: It is not possible to change an existing username with this entry.

```
caat.http-user=AnalyticsUser
```

caat.http-password

In former versions of the installer, this was called “REST Password.” This is the password you create for the REST API user. This can be any password that you choose, but for ease of use, you may want to enter your Relativity Service account password. Whatever you enter here corresponds only with the REST API password field on the Analytics server that you will add in Relativity after you install the Analytics server here. This value isn't related to any pre-existing part of the system, meaning that it isn't the password for a SQL login, Windows Domain user, or Relativity user. This value is required for upgrades.

Note: The caat.http-password value entered here must be 20 characters or less.

```
caat.http-password=SuperSecretPassword
```

Note: It is not possible to change an existing password with this entry. In order to change the password, see [Changing the REST password on page 95](#).

caat.allow-postgres-data-upgrade (only for upgrading)

This option defaults to **false**. When false, this checks whether the Analytics server needs a major version PostgreSQL upgrade in order to succeed. If a PostgreSQL upgrade is needed, the Analytics server upgrade will fail, and you will see a message to check the installation prerequisites. Once you have satisfied all the prerequisites, set this value to **true** and re-run.

```
caat.allow-postgres-data-upgrade=false
```

caat.pg.upgrade-in-place (only for upgrading)

This property enables or disables in place upgrades for PostgreSQL data. It defaults to **false**, indicating that data is copied during upgrade.

```
caat.pg.upgrade-in-place=false
```

Review the behavior based on the following settings for this property:

- **true** - When this property is set to true, the upgrade uses hard links instead of copying data files to a new cluster. This process reduces the required free disk space and speeds up the upgrade. It also modifies the existing cluster and data loss is possible in error scenarios. When setting this property to true, take a full backup of CAAT and associated data before attempting this upgrade.
- **false** - When this property is set to false, the upgrade copies all data and upgrades the copied data. This avoids the possibility of data loss in the event of error. It requires free disk space equal to or greater than the current PostgreSQL cluster size, and it increases the disk I/O time. We recommend setting this property to false for most scenarios.

If you use the bin/upgrade command directly, set this property as follows:

```
.\upgrade.cmd -Dcaat.upgradePgInPlace="true"
```

Notes:

- Take a full backup of CAAT and associated data before upgrading with this property set to true.
 - This property only applies when CAAT is performing a major version PostgreSQL upgrade.
 - After a successful upgrade, you can delete the old PostgreSQL data directory regardless of whether the `caat.pg.upgrade-in-place` setting was true or false.
-

caat.overrideDiskSpaceCheck (only for upgrading)

This property enables or disables a disk space check override when CAAT is performing a major version PostgreSQL upgrade. It defaults to **false**, indicating that a disk space check is run.

```
caat.overrideDiskSpaceCheck=false
```

To disable the disk space check, set this property to **true**.

If you use the `bin/upgrade` command directly, set this property as follows:

```
.\upgrade.cmd -Dcaat.overrideDiskSpaceCheck="true"
```

19.2.3.2 Analytics installer considerations

Note the following before running the Relativity Analytics Server Installer:

- Run the server setup as the Relativity Service Account.
- You must have system admin rights to both the Analytics server and the index share path in order to run the installer without interruption.

19.2.3.3 Running the Install.cmd file

1. Stop the Content Analyst CAAT Windows Service.

Note: This service may be named “Relativity Analytics Engine” depending on your version of Relativity.

2. Open Task Manager and ensure all analytics processes have stopped. This includes `java.exe`, `Isiap-p.exe`, `postgres.exe`, and `booleng.exe`. If the processes do not disappear after a few minutes, right click them and kill the processes.
3. After configuring the **response-file.properties** file (see [Setting properties in the response-file.-properties file](#)), right-click on the **Install.cmd** file and select the “Run as administrator” option to start the Analytics Installation. This can take several minutes to complete. The installation specifications will be displayed in the command line window. Do not close the command prompt until the installation is complete.
4. (Optional) Monitor the status of the installation. The installation is finished after “The installation is

complete” message is displayed in the command prompt:

```
The following configuration files from the previous installation have
changed. If you made any custom configuration changes you may want to
verify that the new files were properly merged to include your changes.
Copies of the previous versions were saved as NAME-old for your reference.
  bin/env
  bin/env.cmd
  etc/caat-realm.xml
  etc/itemstore.properties
  etc/login.conf
  etc/realm.properties
  webapps/nexus/WEB-INF/web.xml
The installation is complete.
```

5. Once the installation is complete, change the Content Analyst CAAT (or Relativity Analytics Engine) Windows service to run under the Relativity Service Account.
6. Relativity requires a certificate signed by a trusted certificate authority (CA). If you did not specify a valid PKCS12 certificate-key file during installation or the certificate expired, you will need to update the certificate. By default, the Analytics service runs over an untrusted SSL/TLS certificate. For steps to modify, see [Updating the default SSL/TLS certificate on the next page](#).
7. Start the Content Analyst CAAT (or Relativity Analytics Engine) Windows Service.
8. (Optional) Confirm that all components of the Analytics service are running by visiting: **http://<Analytics Server Hostname>:<REST Port>/nexus/r1**
Check the Available Services list. Make sure to specify your Analytics server host name and REST port in the URL.
9. If this is a new Analytics server, add it to the Servers list. For these steps, see Adding an Analytics server in the Admin guide. If the server has already been added, navigate to the Servers tab and activate it. Make sure to enter the information on the server layout the same as you did in the Analytics installer.
 - If you enter the information correctly, you can successfully save the server.
 - If you receive a not found error on the server, make sure the Analytics service is running and that you used the correct port.
 - If you get an unauthorized error, make sure that you entered the credentials correctly.
10. Verify that you have a valid URL value entered for the **RestUriForCAAT** instance setting. This is the fully qualified domain name (FQDN) URL to the web server hosting your Kepler services (e.g., <https://client.domain.name/Relativity.REST/API>).

19.2.3.4 Logging

During the installation or upgrade of the Relativity Analytics Engine, the process will log to a file (i.e., `installer.log`) in the logs directory (i.e., `CAAT-win64-kcura-[Version].GA\logs`).

The log pattern for each log message is described below:

- **[log-level] [date] [thread-name] message** (e.g., [INFO] [2017-01-18 19:05:54 [main]: Loading installation options)

Note: Log messages will be appended to the same log file on subsequent runs.

19.3 Updating the default SSL/TLS certificate

19.3.1 Generating a security certificate

To create or update your certificate, use the certificate generated by Relativity Secret Store when the Analytics server is registered. For more information, see Relativity Secret Store on the Relativity Documentation site.

19.3.2 Keystores used by Analytics

Your certificate uses one of the following keystores. To determine which one is in use, see [Updating a certificate below](#).

- **%CAATDirectory%\etc\keystore** – the keystore that the Analytics Installer updates when you initially install Analytics. The password for this keystore is set during installation. The password is removed from the response file when the installation completes. To obtain the password, you must locate it in your records.
If you don't have the password, you must install a duplicate copy of Analytics with a new certificate. You need to replace the keystore file in the original installation with the duplicate generated as part of the new installation. Next, you need to change the password that the keystore is using to the password from the new installation. See [Analytics - How to change the keystore password for Analytics](#) on the Relativity Community site.
- **%CAATDirectory%\etc\ssl\server.keystore** – the legacy keystore. The default password for this keystore is **caat4me**. To update the password, see [Analytics - How to change the keystore password for Analytics](#) on the Relativity Community site.

19.3.3 Updating a certificate

Use the following steps to update a certificate.

1. Delete an expired certificate from the keystore:
 - a. Locate the **start.ini** file in the root of the CAAT directory. The file path is commonly in *C:\caat\start.ini*.
 - b. Open the **start.ini** file and locate the SSL section near the bottom of it. Review the following information in the file:
 - **Keystore in current use** - See section A in the following screenshot.
 - **Password** - See section B in the following screenshot. The passwords in this section

should match.

```
144 # Module: ssl
145 --module=ssl
146 ### SSL Keystore Configuration
147 # define the port to use for secure redirection
148 jetty.secure.port=8443
149
150 ## Setup a demonstration keystore and truststore
151 A jetty.keystore=/etc/keystore
152   jetty.truststore=/etc/keystore
153
154 ## Set the demonstration passwords.
155 ## Note that OBF passwords are not secure, just protected from casual observ
156 ## See http://www.eclipse.org/jetty/documentation/current/configuring-security.html
157 B jetty.keystore.password=OBF:1bj1i1271vnylyf41ymf1ylzlyf21vn41hzj1bgw
158   jetty.keymanager.password=OBF:1bj1i1271vnylyf41ymf1ylzlyf21vn41hzj1bgw
159   jetty.truststore.password=OBF:1bj1i1271vnylyf41ymf1ylzlyf21vn41hzj1bgw
160
```

- c. Use the following command to list all certificates in the keystore:

```
C:\CAAT\jdk1.8.0_212b04\bin\keytool.exe -keystore <<PathToKeystore>>
-list -v
```

Replace the <<PathToKeystore>> placeholder in this command with the keystore path from step 1b.

- d. In the results from the list command, note the **Alias name** for the keystore as illustrated in the following example screenshot:

```
Administrator: Command Prompt
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Windows\system32>C:\CAAT\jdk1.8.0_212b04\bin\keytool.exe -list -keystore
C:\CAAT\etc\keystore -v
Enter keystore password:

***** WARNING WARNING WARNING *****
* The integrity of the information stored in your keystore *
* has NOT been verified! In order to verify its integrity, *
* you must provide your keystore password. *
***** WARNING WARNING WARNING *****

Keystore type: PKCS12
Keystore provider: SUN

Your keystore contains 2 entries

Alias name: te-665121ff-c333-4ece-9006-d109a16dc0a6
Creation date: Jan 21, 2021
Entry type: PrivateKeyEntry

*****
*****

Alias name: analyticsengine
Creation date: May 18, 2018
Entry type: PrivateKeyEntry

*****
*****
```

- e. Run the following command to delete the certificate from the keystore. It deletes only the specified alias. Repeat this command for each alias that is returned by the list command in step 1f.

```
C:\CAAT\jdk1.8.0_212b04\bin\keytool.exe -delete -keystore
<<PathToKeystore>> -alias <<ALIAS_NAME>>
```

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Windows\system32>C:\CAAT\jdk1.8.0_212b04\bin\keytool.exe -delete -keystore
C:\CAAT\etc\keystore -alias te-665121ff-c333-4ece-9006-d109a16dc0a6
```

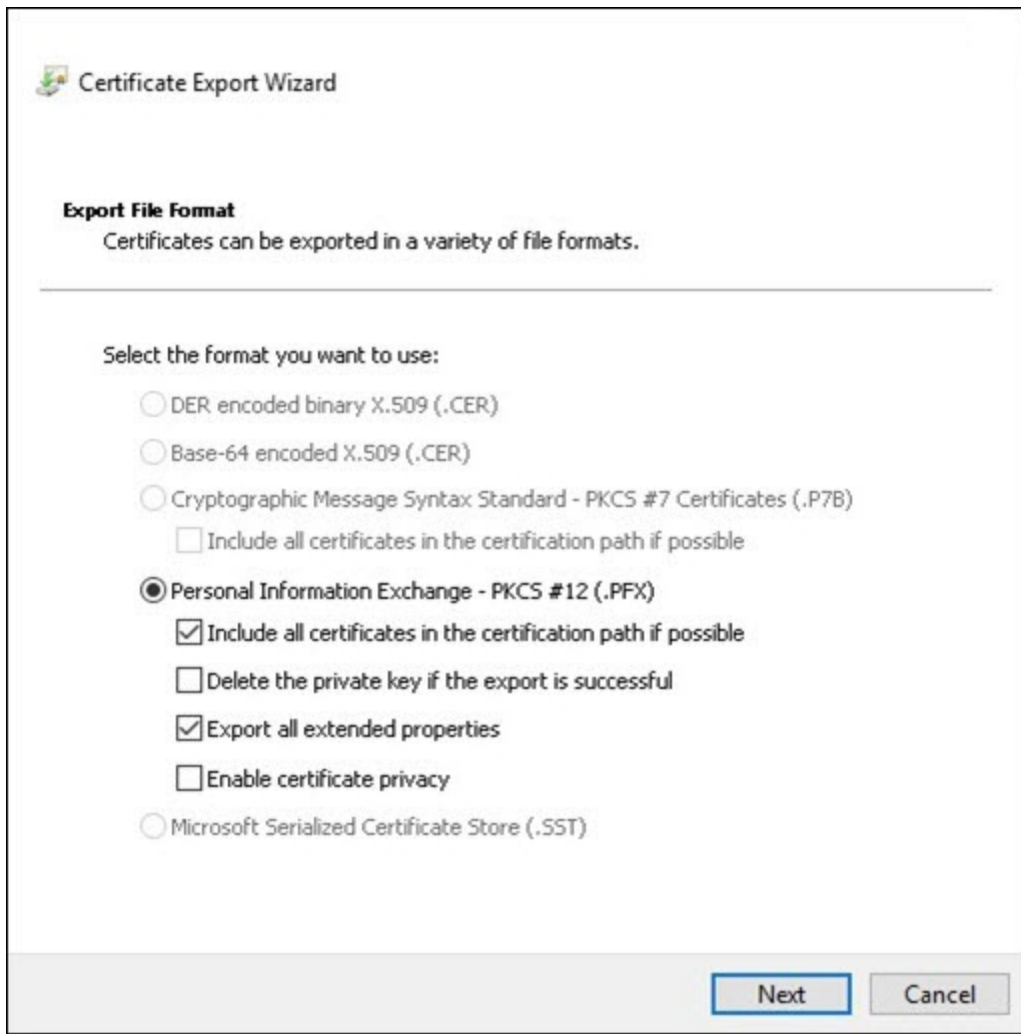
- f. Run the list command from step 1c to confirm that the keystore doesn't have any entries. If the keystore contains any aliases, repeat the delete command in step 1e until your keystore contains 0 entries. See the following screenshot for the final results:


```
***** WARNING WARNING WARNING *****
* The integrity of the information stored in your keystore *
* has NOT been verified! In order to verify its integrity, *
* you must provide your keystore password.                *
***** WARNING WARNING WARNING *****

Keystore type: jks
Keystore provider: SUN

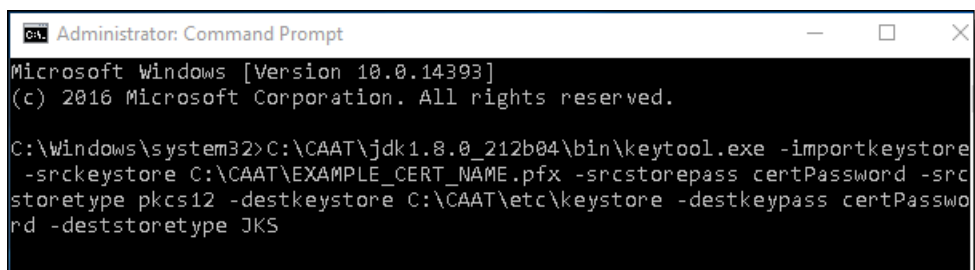
Your keystore contains 0 entries
```

2. Locate the certificate issued to the FQDN for the Analytics server in Certificate Manager in the Microsoft Management Console (MMC). For more information, see [How to: View certificates with the MMC snap-in](#) on the Microsoft website.
3. To export the certificate, complete these steps:
 - a. Open the **Certificate Export Wizard**.
 - b. On the Export File Format dialog, select the **Personal Information Exchange** field, and the following subfields:
 - Include all certificates in the certification path if possible
 - Export all extended properties



4. Choose a password for the certificate. The password should match the current keystore password. This password is typically set during the initial installation of the Analytics server, but it may also have been updated as part of step 1.
5. To import the certificate into the Analytics keystore, run the following command:

```
C:\CAAT\jdk1.8.0_212b04\bin\keytool.exe -importkeystore -srckeystore
<<Certificate>> -srcstorepass <<CertPassword>> -srcstoretype pkcs12 -
destkeystore <<PathToKeystore>> -deststorepass <<DestinationsPassword>> -
deststoretype JKS
```



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Windows\system32>C:\CAAT\jdk1.8.0_212b04\bin\keytool.exe -importkeystore
-srckeystore C:\CAAT\EXAMPLE_CERT_NAME.pfx -srcstorepass certPassword -src
storetype pkcs12 -destkeystore C:\CAAT\etc\keystore -destkeypass certPasswo
rd -deststoretype JKS
```

6. Restart the Analytics service.
7. To confirm the service is using the new certificate, navigate to the REST UI. Verify that no certificate errors occur.

`https://<servername.FQDN>:8443/nexus/r1`

8. Confirm the server is now active through the Relativity UI. If this server is new, complete the steps in [Verifying the Analytics server in Relativity below](#).

Note: If you use Secret Store, you don't need to push the certificate to the agent, web, and message broker (including the Relativity service bus) servers because they already trust certificates from it. However, if you use self-signed certificates, you must update certificates on these servers.

19.4 Verifying the Analytics server in Relativity

Verify in Relativity that the Analytics server URL uses the fully qualified domain name (FQDN) and not the server name or IP address. Navigate to the Servers tab, and check the URL of the Analytics server. If it does not contain the FQDN, then follow these steps:

1. Verify that you have a valid URL value entered for the RestUriForCAAT instance setting. This is the fully qualified domain name (FQDN) URL to the web server hosting your Kepler services (e.g., **https://client.domain.name/Relativity.REST/API**).
2. Add a new Analytics server from the Servers tab in Relativity. See Adding an Analytics server in the Admin Guide for more information.
When entering the URL:
 - a. Use this format: **https://<servername.FQDN>:8443/**.
 - b. Duplicate all other settings from the original Analytics server.
3. Add the new Analytics server to all of the same Resource Pools as the original server.
4. Add the Analytics Move script to the Relativity Script Library and run the script.
 - a. Navigate to the **Relativity Script Library** tab.
 - b. Click **New Relativity Script**.
 - c. Select and copy the contents of the **Analytics Move** script file. Paste the script text into the **Script Body** field, overwriting the default script body text.
 - d. Click **Save**.

5. Test functionality by creating a small structured analytics set or index.
6. Run the Analytics Move script to swap all references from the original server to the new server just created.
7. Delete the old Analytics server from the Servers tab in Relativity.

19.5 Managing TLS protocols and specifying cipher suites

When setting up Analytics, you have the option of disabling TLS 1.0 and 1.1 to enforce stricter security protocols. Additionally, you can specify which cipher suites you want to use or block.

To do this, complete the following steps:

1. Search for C:\CAAT\etc\ssl\tweak-ssl.xml. Create or update it as follows.
 - a. If the file already exists, append the following lines:

Click to expand text

```
<!-- Eliminate Insecure Protocols -->
  <Call name="addExcludeProtocols">
    <Arg>
      <Array type="java.lang.String">
        <Item>SSL</Item>
        <Item>SSLv2</Item>
        <Item>SSLv3</Item>
        <Item>TLSv1</Item>
        <Item>TLSv1.1</Item>
      </Array>
    </Arg>
  </Call>
```

- b. If the file does not exist yet, create a new XML file with that name and file path. Enter the following full text:

Click to expand text

```
<!DOCTYPE Configure PUBLIC "-//Jetty//Configure//EN"
    "http://www.eclipse.org/jetty/configure_9_3.dtd">
<!-- Tweak SslContextFactory Includes / Excludes -->
<Configure id="sslContextFactory" class=
s="org.eclipse.jetty.util.ssl.SslContextFactory$Server">
  <!-- Eliminate Insecure Protocols -->
  <Call name="addExcludeProtocols">
    <Arg>
      <Array type="java.lang.String">
        <Item>SSL</Item>
        <Item>SSLv2</Item>
        <Item>SSLv3</Item>
        <Item>TLSv1</Item>
        <Item>TLSv1.1</Item>
      </Array>
    </Arg>
```

```
</Call>
</Configure>
```

2. To specify allowed or excluded cipher suites, append the following to C:\CAAT\etc\ssl\tweak-ssl.xml. This step is optional.

Note: The cipher suites used in this sample text are examples only. We do not currently endorse specific cipher suites, and we recommend discussing preferred suites with your security team.

Click to expand text

```
<!-- Include allowed cipher suites -->
<Call name="setIncludeCipherSuites">
  <Arg>
    <Array type="String">
      <Item>TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384</Item>
      <Item>TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256</Item>
      <Item>TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA</Item>
      <Item>TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA</Item>
      <Item>TLS_RSA_WITH_AES_256_GCM_SHA384</Item>
      <Item>TLS_RSA_WITH_AES_128_GCM_SHA256</Item>
      <Item>TLS_RSA_WITH_AES_256_CBC_SHA256</Item>
      <Item>TLS_RSA_WITH_AES_128_CBC_SHA256</Item>
    </Array>
  </Arg>
</Call>
<!-- Exclude weak ciphers -->
<Call name="addExcludeCipherSuites">
  <Arg>
    <Array type="String">
      <Item>SSL_RSA_EXPORT_WITH_DES40_CBC_SHA</Item>
      <Item>SSL_DHE_RSA_EXPORT_WITH_DES40_CBC_SHA</Item>
      <Item>SSL_DHE_DSS_EXPORT_WITH_DES40_CBC_SHA</Item>
      <Item>TLS_RSA_WITH_DES_CBC_SHA</Item>
      <Item>TLS_DHE_RSA_WITH_DES_CBC_SHA</Item>
      <Item>TLS_RSA_EXPORT_WITH_DES40_CBC_SHA</Item>
      <Item>TLS_DHE_RSA_EXPORT_WITH_DES40_CBC_SHA</Item>
      <Item>TLS_DHE_DSS_EXPORT_WITH_DES40_CBC_SHA</Item>
    </Array>
  </Arg>
</Call>
```

3. Open 'C:\CAAT\start.ini'. Look for the tweak-ssl.xml file path. If it's not listed yet, append it to the bottom as follows:

```
## Override SSL configuration file
etc/ssl/tweak-ssl.xml
```

Note: If you don't have a file called start.ini, do not create a new one. Instead, contact our Support team at support@relativity.com.

4. Restart the Content Analyst (CAAT) Windows service.
5. Update the registry key on all web and agent servers as follows. If you previously disabled TLS 1.0 and 1.1 for other parts of Relativity, you can skip this step.
 - a. Create or update the following registry keys on each server as shown below. You should be able to create a *.reg file out of the snippet below.

```
Windows Registry Editor Version 5.00
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NETFramework\v4.0.30319]
"SchUseStrongCrypto"=dword:00000001
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\.NETFramework\v4.0.30319]
"SchUseStrongCrypto"=dword:00000001
```

- b. Restart IIS or the agent service on each applicable server.
6. Verify that the connection works by clicking **Save** in the Analytics Server layout.

19.6 Installing Analytics server when SQL Server uses SSL encryption

When your primary SQL Server uses SSL encryption, you must satisfy the following additional environment requirements in order for the Analytics server to communicate with SQL Server:

- The SQL Server's certificate must be installed in the Analytics server KeyStore. See [Install a SQL Server certificate in the Analytics server KeyStore below](#)
- The Common Name (CN) property of the SQL Server's certificate must match the server name value recorded for the SQL Server in Relativity. See [Use the CN property of a SQL Server certificate in Relativity on the next page](#).

19.6.1 Install a SQL Server certificate in the Analytics server KeyStore

Complete the following steps to install a SQL Server's certificate in your Analytics server KeyStore:

1. Export the SQL Server's certificate in X.509 DER format and place a copy of the certificate on the Analytics server.
2. Note the **CN** property value recorded in the certificate.
3. Open the following directory in a command prompt on your Analytics server :

<CAAT install drive>\jdk1.x\jre\lib\security

The <CAAT install drive> reference represents the Analytics server installation folder, and x represents the version of the JDK installed on your Analytics server. Browse to the **security** directory using Windows Explorer first to ensure you use the correct Analytics server installation path.

4. Run the following command from the command prompt:

..\..\bin\keytool.exe -import -alias <CN> -keystore cacerts -file <path to cert file from Step 1>

Replace <CN> with the **CN** property recorded in the SQL Server's certificate and replace <path to cert file from Step 1> with the path location of the certificate file you copied to the Analytics server.

5. Enter your Java KeyStore password followed by **yes** when prompted to install the certificate.

Note: This step is only required if your Java KeyStore is password protected. Please refer to Oracle for default Java password information.

19.6.2 Use the CN property of a SQL Server certificate in Relativity

When running an Analytics server with a SQL Server that uses SSL encryption, the name of the SQL Server recorded on the **Servers** tab in Relativity and the name entered during Analytics server installation must match the **CN** value recorded in the SQL Server's security certificate. When running the Relativity Analytics Server installation, enter the **CN** property value from your SQL Server's certificate in the **Primary Database Server Instance** field on the Primary Database Server Configuration dialog.

Note: If your SQL Server's **Name** value recorded on the **Servers** tab in Relativity doesn't match the **CN** property in the SQL Server's security certificate, contact [Relativity Support](#) for assistance with updating the SQL Server name in Relativity. Change the SQL Server's **Name** value in Relativity after you complete the Analytics installation.

19.7 Changing the REST password

Changing the REST password

If you need to change the REST password, perform the following steps:

Note: You'll need an encryption tool to encrypt a new BCrypt Hash Password. We recommend using [BCrypt Calculator](#).

1. Navigate to the **C:\CAAT\etc** folder on the Analytics server. Open the **realm.properties** file in a text editor.
2. The REST Username displays on the left and a BCrypt Hash Password displays on the right side:

UserName	\$2a\$04\$seEn9md/wD22LHOVRnRzxiufJArQyPnS2BpLotiHP0MKCF0YN7PQDG
----------	--

REST Username REST Password

3. Once you have encrypted a new BCrypt Hash Password, copy and paste your newly encrypted password in the **C:\CAAT\etc\realm.properties** file (replacing the old password).
 - When updating the hash value, ensure that it starts with \$2a\$ as in the example above. The 2y tag is not supported by CAAT at this time. The hash value will likely come from the generator with the 2y tag like the following:

```
$2y$12$hoLehyRmWV3Kjs6ORLtFUOSiCbQeFVt9xt9v8TrtnomVf3Z0oXo/6
```

When you add it to the realm.properties file, ensure it has \$2a\$ at the beginning like the following:

```
$2a$12$hoLehyRmWV3Kjs6ORLtFUOSiCbQeFVt9xt9v8TrtnomVf3Z0oXo/6
```

The number after the 2a tag indicates the number of rounds. The default value of 12 is typically fine.

4. Save the **realm.properties** file.
5. Restart the Relativity Analytics Engine / Content Analyst Windows service.

Once the password is updated on the Analytics server, you must update it in Relativity.

1. Navigate to Relativity.
2. Navigate to the Servers tab, and then select **Edit** next to the Analytics server.
3. Update the REST API password, and then click **Save**.

19.8 Uninstalling the Relativity Analytics server

We don't recommend uninstalling the Relativity Analytics Server application for any reason as it causes data loss. If you uninstall the Relativity Analytics Server application from the analytics server, all structured analytics sets created in Relativity 8.2 and above can't be used with another installation. There is no way to merge a previous Relativity Analytics Server installation with a new installation. As a result, structured analytics sets created in Relativity 8.2 and above become unusable.

You shouldn't uninstall the application from the server unless you're certain you won't use the server for Analytics functionality in the future, and you understand that uninstalling Relativity Analytics renders structured analytics sets created in Relativity 8.2 and higher unusable.

If you still need to uninstall the Relativity Analytics components from the server, complete the following steps:

Uninstalling Relativity Analytics

1. Open Windows Services and stop the Content Analyst CAAT or Relativity Analytics Engine Windows service if it is running.
2. Open Task Manager, and check to see if Java is running. If it is, right click it, and then select **End process tree**.
3. Navigate to the Analytics directory (e.g., C:\CAAT).
4. Run the **C:\CAAT\bin\unregisterWinService.cmd** file as an Administrator to unregister the Windows service.
5. If desired, delete the Analytics installation directory (e.g., C:\CAAT) and the index directory associated with Analytics.

20 Upgrading Elasticsearch

If you are upgrading to Relativity Server 2022 and your environment uses a version of Elasticsearch below 6.x to store audits, you have the option to upgrade to Elasticsearch 7.x. Relativity versions below Server 2021 are limited to Elasticsearch 6.x, per the compatibility matrix below. We recommend first upgrading Relativity and then upgrading Elasticsearch using one of the workflows on this topic.

The following table breaks down Elasticsearch compatibility per Relativity version:

Relativity version	Elastic version
10.1 and lower	2.3.3
10.2	2.3.3 and 6.x
10.3	2.3.3 and 6.x
Server 2021	2.3.3 and 6.x and 7.12.1
Server 2022	2.3.3 and 6.x and 7.12.1

20.1 Pre-upgrade steps

1. Download the **IncrementalUpgrade7x.zip** from the [Relativity Community](#) in the **Misc. Customer Support Files** library under the **Files** tab. This package has all the scripts required for the upgrade. We recommend starting off with a new cluster with a number of nodes equal to the number of primary and replica shards in your cluster. For example, if your current cluster has 1 primary and 1 replica shard, your cluster requires 2 nodes. These nodes should be the same size as the nodes on the existing cluster, ensuring the indexes from the node have enough room to be allocated onto the new destination cluster.

Note: You can find the **number_of_shards** and **number_of_replicas** count using the [Elastic API](#). Send a GET request to the following URL: (`https://<host>:<port>/_template/audit`).

2. Whitelist the source cluster so that it can be re-indexed into the destination cluster:
 - a. Open the **elasticsearch.yml** (`<elastic_install_directory_path>\RelativityDataGrid\elasticsearch-main\config`) file from a node where you are running the re-index script.
 - b. Update the **reindex.remote.whitelist** parameter to allow list the endpoint of the source cluster. For example:

```
reindex.remote.whitelist: emtttest:9200
```

You can set this to a comma delimited list of allowed remote host and port combinations (e.g. `otherhost:9200, another:9200, 127.0.10.*:9200, localhost:*`). You must configure the whitelist on all nodes.

- c. Re-start the cluster. You only need to restart the cluster the first time you complete this step.
3. If you do not already have it installed and configured, install the latest version of Python - 3.7.4 and select **Add Python 3.7 to PATH** during the installation.
 - a. Run Powershell as administrator, and then navigate to the `<python_install_directory_path>\Python37\Scripts` folder where Python is installed.

- b. Run the following to install the package

```
.\pip3 install elasticsearch
```

4. Ensure you have SQL access at the EDDS level to run SQL scripts.

20.2 Upgrading from Elasticsearch 2.3.3 to 7.x

Upgrading to Elasticsearch 7.x consists of two steps:

1. Re-indexing into the new cluster.
2. Running the incremental upgrade script.

20.2.1 Re-indexing into the new cluster

In order to upgrade from Elasticsearch 2.3.3 to 7.x, you must incrementally move all the workspace indexes on the existing 2.3.3 cluster to the newly provisioned 7.x cluster. You can do this in one of three ways.

To move workspace indexes off of a specific node identified from the source cluster, complete the following: From the destination cluster, run the **identify_shards_to_move_off_node.py** script to move workspace indexes off the node you identified from the source 2.3.3 cluster. You can find the name of the node using the [Elastic API](#). Send a GET request to the following URL: `https://<host>:<port>/_cat/nodes?v`

This script identifies indexes to re-index, taking into account the space available on the destination 7.x cluster.

To run the script, complete the following:

1. Run Powershell as an administrator.
2. Navigate to the directory of the script:

```
IncrementalUpgrade\python
```

3. Execute the following to run the script:

Note: Enter the username and password for the source cluster in **--source_user** and **--source_password**. Enter the username and password for the destination cluster in **--destination_user** and **--destination_password**.

```
py identify_shards_to_move_off_node.py --source_endpoint "https://2x-  
endpoint:9200" --source_user "test" --source_password "test123" --des-  
tination_endpoint "https://6xendpoint:9202" --destination_user "test" --  
destination_password "test123" --node_name "P-DV-VM-CUB8DAL"
```

The script outputs a list of workspaces identified to be re-indexed. This list is located in **IncrementalUpgrade\python\workspaces_to_reindex.txt**.

Before running the **reindex.py** script, you must disable audit migration for the workspace(s) you are re-indexing so that audits don't write to the 2.3.3 cluster during the re-index process. To disable audits, complete the following:

1. Open the **DisableDeletionAndMigration.sql** script (IncrementalUpgrade\sql) in a text editor.
2. Edit the **@workspaceIds** SQL variable with the Artifact IDs of the workspaces you want to re-index.

3. Execute the script.

Once you complete the above steps, you can run the **re-index.py** script from the destination cluster to re-index the workspace indexes. To run the script:

Notes:

- Enter the username and password for the source cluster in **--source_user** and **--source_password**. Enter the username and password for the destination cluster in **--destination_user** and **--destination_password**.
- The parameter **--thread_count** is set to 10 by default. You can increase or decrease this value.
- If you set **--delete_source_indices** to "True", set **--exclude_node_name** to the node from which you moved the indexes. That node will then be excluded from the cluster.

```
py reindex.py --source_endpoint "https://localhost:9200" --source_user "test"
--source_password "test123" --destination_endpoint "https://localhost:9202" --
destination_user "test" --destination_password "test123" --delete_source_
indices "True" --thread_count "10" --exclude_node_name "P-DV-VM-CUB8DAL"
```

To re-index all workspaces in the cluster, complete the following:

If you want to re-index all workspaces in the cluster, complete the following:

1. Disable all of the **Data Grid Audit Migrator** and **Data Grid Audit Deleter** at the instance level.
2. Run the **re-index.py** script from the destination cluster to re-index the workspace indexes. To run the script:

Notes:

- Enter the username and password for the source cluster in **--source_user** and **--source_password**. Enter the username and password for the destination cluster in **--destination_user** and **--destination_password**.
- Set the **--delete_source_indices "True"** parameter if you want to automatically delete the indexes on the source cluster after the re-indexing to free up space. If you don't set this parameter, you must manually delete the indexes on the source cluster using the [Elastic API](#). For more information, see [Deleting the source index on the next page](#).
- The parameter **--thread_count** is set to 10 by default. You can increase or decrease this value.

```
py reindex.py --workspaces "all" --source_endpoint "https://2xendpoint:9200"
--source_user "test" --source_password "test123" --destination_endpoint
"https://6xendpoint:9202" --destination_user "test" --destination_password
"test123" --delete_source_indices "True" --thread_count "10"
```

To move specific workspace indexes, complete the following:

Before running the **reindex.py** script, you must disable audit migration for the workspace(s) you are re-indexing so that audits don't write to the 2.3.3 cluster during the re-index process. To disable audits, complete the following:

1. Open the **DisableDeletionAndMigration.sql** script (IncrementalUpgrade\sql) in a text editor.
2. Edit the **@workspacelds** SQL variable with the Artifact IDs of the workspaces you want to re-index.
3. Execute the script.

Once you complete the above steps, you can run the **re-index.py** script from the destination cluster to re-index the workspace indexes. To run the script:

Notes:

- Enter the username and password for the source cluster in **--source_user** and **--source_password**. Enter the username and password for the destination cluster in **--destination_user** and **--destination_password**.
 - Set the **--delete_source_indices "True"** parameter if you want to automatically delete the indexes on the source cluster after the re-indexing to free up space. If you don't set this parameter, you must manually delete the indexes on the source cluster using the [Elastic API](#). For more information, see [Deleting the source index below](#).
 - The parameter **--thread_count** is set to 10 by default. You can increase or decrease this value.
-

```
reindex.py --workspaces
"1015024,1021384,1062116,1021304,1014823,1062116,1018427,1021385,-1" --source_
endpoint "https://2xendpoint:9200" --source_user "test" --source_password
"test123" --destination_endpoint "https://6xendpoint:9200" --destination_user
"test" --destination_password "test123" --delete_source_indices "True" --
thread_count "10"
```

20.2.1.1 Deleting the source index

If you didn't set the **--delete_source_indices "True"** parameter to automatically delete the indexes on the source cluster, you must manually delete the indexes using the [Elastic API](#).

Click to expand

To delete an index, send a DELETE request to the following URL:

```
https://<host>:<port>/audit_<ESIndexPrefix_InstanceSettingValue>_edds<-
workspace_artifact_id>_1000003
```

Example:

```
https://2xendpoint:9200/audit_p-dv-vm-cub8dal_edds1067481_1000003
```

In order to get the name of the workspace that was re-indexed, you can send a GET request to the following URL:

```
https://<host>:<port>/_cat/indices?v
```

20.2.2 Running the incremental upgrade script

To complete the upgrade, run the **incremental_upgrade_setup.sql** script (\\IncrementalUpgrade\\sql) from a SQL editor at the EDDS level. This script sets up the Audit application to write and read from two endpoints during the upgrade.

Edit the following variables in the script:

- **@primaryShards** - enter the number of primary shards. The default value is 1.
- **@replicaShards** - enter the number of primary shards. The default value is 1.
- **@previousAuditDataGridEndpoint** - enter the previous Audit endpoint. For example, **https://2x-endpoint:9200..**

- **@previousElasticSearchMajorVersion** - enter the previous Elasticsearch major version. For example, if you are on Elasticsearch 2.3.3, enter **2**.
- **@currentAuditDataGridEndpoint** - enter the current Audit endpoint. For example, **https://6x-endpoint:9200**.
- **@currentElasticSearchMajorVersion** - enter the current Elasticsearch major version. In this case, enter **6**.
- **@workspacelds** - enter a comma separated list of the Artifact IDs of the workspaces identified for upgrade.

20.2.3 Rolling upgrades

You have the option of performing a rolling upgrade of Elastic, specifically from versions 6.6.0 and 6.8.13 directly to 6.8.22 or 7.12.1, by accessing the rolling upgrade .exe files from the Relativity Community.

Those files can be found here:

- [ElasticRollingUpgrade_7.16.3](#)

20.2.4 Updating the instance setting

Once you complete the upgrade, you must also update the DataGridEndpoint instance setting with the endpoint for the Elasticsearch cluster. For example, **https://6xendpoint:9200**. This value is required to activate Data Grid operation for the Relativity instance.

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