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1 Relativity upgrade overview

Use the following steps to upgrade your current Relativity installation to a new version. The upgrade process includes confirming that you have the required prerequisites and system credentials, performing tasks specific to your upgrade path, and running the installer. As a best practice, kCura recommends completing the post-installation verification tests to confirm that your environment has been upgraded properly.

You can contact the Client Services team (support@kcura.com) to discuss an upgrade strategy for your current installation of Relativity. For information about specific upgrade paths, see Complete procedures for your upgrade path on the next page. If you are installing Relativity for the first time, contact the Client Services team for additional information.

2 Required upgrade steps for all Relativity versions

You should complete the following steps 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 that you want to install.

2.1 Review system and other requirements

Confirm that your environment is configured with the required 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. See Complete procedures for your upgrade path on the next page.

2.2 Back up your Relativity environment

Back up your SQL databases and your Relativity IIS websites before you begin the upgrade process.

2.3 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)
2.4 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.

2.5 Getting the Relativity installer

Beginning in Relativity 8, the Relativity installer is available through Client Services at support@kcura.com. The installer is not available on the Customer Portal.

2.6 Complete procedures for your upgrade path

Each upgrade path has specific instructions that you must complete to ensure that Relativity is properly installed and configured in your environment. Use the instructions required for your upgrade path:

- Relativity 7.x to 8 - See Upgrading from Relativity 7.x to 8 on the next page.
- Relativity 6.x to 8 - See Upgrading from Relativity 6.x to 8 on page 14.
- Relativity 7.0 to 7.x - See Upgrade Guide (versions 7.0 to 7.x) on the Relativity 7.5 Documentation site.
- Relativity 6.x to 7.x - See Upgrade Prerequisites for 6.x to 7.x.
- Relativity 5.x to 7.x - If you are upgrading from Relativity version 5.x, you need to upgrade to Relativity 6.10 before moving to version 7.0. For additional information, see the Relativity Upgrade Guide v6.10 on the Relativity Customer Portal and Upgrade Prerequisites for 6.x to 7.x.

2.7 Notes about Relativity features when you upgrade

2.7.1 dtSearch index considerations

Relativity 8 introduces a new paradigm to configuring and building dtSearch indexes. Keep these items in mind about your indexes after you upgrade:

- For indexes built in Relativity 5.9 or below, you must perform a Full Build for them to work normally.
- Any active indexes built in Relativity 6.2 or above continue work normally.
- If you perform an Incremental Build, the index follows the new paradigm.
- For indexes that are in progress or in an error state when you upgrade, you must perform a Full Build.
- Indexes with document level errors continue to work normally.

2.7.2 Update custom scripts

If your instance of Relativity contains any custom scripts that either you created or kCura Custom Development created for you, they must be updated to work with the new CodeArtifact changes. Contact customdev@kcura.com to check your instance of Relativity for custom scripts.
2.7.3 Perform system testing

After you upgrade your Relativity installation, perform the following tests:

- Run system tests to verify that all application components are functioning properly. For smoke test instructions and sample data, see the Post-Installation Verification Test document.
- Use the Relativity Services API Diagnostic Tool to verify that the Services API is configured properly in your environment. For instructions, see the Relativity Developers site.

2.8 Addressing custom solutions pre-upgrade

Before upgrading, consider that your environment may contain custom components that are not compatible with your new version of Relativity.

Custom components can take the form of scripts, event handlers, agents, applications, or in-house developed code that is not part of a standard Relativity deployment.

To help you address potential compatibility issues, you can run a script prior to upgrade that identifies the custom components developed by kCura Custom Development.

There are currently two versions of this script available on the Customer Portal:

- Relativity - KCD Solution Snapshot - 7.5
- Relativity - KCD Solution Snapshot - 7.0-7.4

To access these scripts, log in to the Customer Portal and search for "KCD Solution Snapshot."

Make sure to run the script and send the results to support@kcure.com for analysis several weeks before your planned upgrade.

3 Upgrading from Relativity 7.x to 8

Use these instructions when upgrading from Relativity 7.x to 8. Before you begin this process, complete the steps in Required upgrade steps for all Relativity versions on page 4.

3.1 Upgrading Analytics

After you upgrade to Relativity 8, you can use the following instructions to install Structured Analytics through the Relativity Applications library tab and add Structured Analytics worker agents to your environment. You should also review the guidelines for working with Analytics in your Relativity environment provided in this section.

Note: Content Analyst 3.13.4 is required to use Analytics in Relativity 8. See Upgrading/installing Content Analyst 3.13.4 on page 8

3.1.1 Installing Structured Analytics and its required agents

Complete these steps to install Structured Analytics and its required agents:

1. In Relativity, click Admin in the mode menu.
2. Click the Servers tab.
3. Locate your Analytics server in the list and click **Edit**.

4. In the Resource Server Information section, select the **Structured Data Analytics** check box. By enabling this setting, you can use this server for any structured analytics operations, such as email threading and language identification.

5. Open a workspace where you want to use Structured Analytics.

6. Click the **Relativity Applications** tab. (In the following illustration, the parent tab called **Application Admin** contains the subtab **Relativity Applications**.)

7. In the Application Type section, choose **Select from Application Library**.

8. Click **...** and select **Analytics**. Click **OK**.

9. Click **Import**. For more information, see the Application Deployment System guide.

10. To add Structured Analytics agents, click **Admin** in the mode menu.

11. Click the **Agents** tab and click **New Agent**. For detailed instructions for working with agents, see the Agents Guide.

**Note:** You can see agents only after you install the Analytics application to at least one workspace.
12. Add the **Structured Analytics Manager** and **Structured Analytics Worker** agents to your environment.

**Note:** We recommend adding at least four Structured Analytics worker agents.

### 3.1.2 Analytics upgrade guidelines

Review the following guidelines for upgrading Analytics:

- Analytics is now an application available through the Relativity Applications library, and Analytics tabs only appear after installing the application. The Analytics parent tab is now called Indexing & Analytics.
- On upgrade, the Structured Analytics Set, Analytics Profiles, Repeated Content Filters, Search Indexes, and Analytics Categorization Set tabs appear as child tabs of the Indexing & Analytics tab by default. This default tab structure replaces any existing custom tab organization.
- Beginning in Relativity 8, Primary Language Identification (PLI) is no longer supported. As a result, you don't have to import PLI data into Relativity or set up a search index or categorization set to use PLI anymore. Instead, you can use the language identification operation when creating a Structured Data Analytics set. See the Analytics Guide for more information on Language Identification.

### 3.2 Upgrading/installing Content Analyst 3.13.4

To install or upgrade to Content Analyst 3.13.4, perform the following steps locally on your Analytics/searching server. Start with step 3 if you are installing Content Analyst for the first time.

**Note:** Attempting to upgrade to CAAT 3.13.4 from a version older than 3.11 is not recommended. If you are currently using CAAT 3.11 or 3.12, you can upgrade to CAAT 3.13.4 rather than perform a full installation.

1. Open **Services** and Stop the **Content Analyst** service.
2. Open **Task Manager**, check **Show Processes from all users**, and verify that **java.exe** is not listed under the **Processes** tab.
3. If **java.exe** appears, right-click and select **End Process Tree**.
4. Extract the compressed installation files from Content Analyst 3.13.4 zip file locally on the server machine.
5. Open the root folder containing the extracted files. Locate and double-click **Install.cmd**.

**Note:** On Windows Server 2008, right-click **Install.cmd** and select **Run as Administrator**.

6. Click **Enter** when the installation welcome message comes up in the command prompt window.
7. When Step 2 of the CAAT installation comes up, enter the path to your current **ContentAnalyst** installation directory and click **Enter**.
   a. For a new installation, the default location is **C:\CAAT**. Click **Enter**.
   b. Click **Enter** again to create the ContentAnalyst directory for your new installation when the following prompt appears.

```
The directory: D:\ContentAnalyst
does not exist. Would you like it to have it created? (y/n)
```

   c. For upgrades only, if this prompt appears, verify your current install location and rerun **Install.cmd** to try again.
8. During a new installation, the installer prompts you for a required HTTP port. Click Enter to confirm the default HTTP port value of 8080.

9. The installer prompts for the license key file. Verify the directory path for the required license key file kCura-2016.jar is correct.
   - Set the correct license key file path if the default value is incorrect.

   Note: The installation zip file extracts the license key file kCura-2016.jar to the same directory as Install.cmd by default.

10. Click Enter.

11. The installer prompts you to upgrade saved data now instead of at run time. Click Enter.

12. During a new installation, the installer prompts you to register a new Windows service. Click Enter with the default value of [y] selected.

13. The installation prompts you for the name of the new Windows service. Click Enter to use the default: Content Analyst CAAT.

14. For upgrades only, the installer prompts with the option to upgrade saved data. Click Enter with the default value of [y] selected.

15. The installer lists the settings for each installation step. Click Enter to begin installation.

16. When installation completes, click Enter to close the command prompt.

17. The upgrade to 3.13 resets the value for the Java heap size (JVM) to the default value. Before starting up the Content Analyst service, change this value to the optimized value for your server. See Configuring Java heap size (JVM) on the next page for details.

18. Navigate to the folder: <install-dir>/webapps/nexus/WEB-INF/ (a.k.a.: C:\CAAT\webapps\nexus\WEB-INF)

19. Open the web.xml file in a text editor such as Visual Studio or Notepad++.

20. Comment out the following section:

   After making the changes, the section should look like this:

   ```
   <!-
   <servlet-mapping>
      <servlet-name>Jersey1</servlet-name>
      <url-pattern>/r1/*</url-pattern>
   </servlet-mapping>
   -->
   ```

21. Save the file.

   Note: You need to manually disable CAAT's API during installation because Relativity does not support it and keeping it enabled could pose security issues.

22. Open Services and select the Content Analyst service (Content Analyst for existing installation, or Content Analyst CAAT for new installation).

23. Right-click the service, and click Start.
3.2.1 Configuring Java heap size (JVM)

After upgrading, ensure that your Java heap size is set up correctly in accordance with your available RAM. One Java process will be running on your Analytics server. The Java process is mostly responsible for index population, but is also used for other functions such as Similar Documents. By default, Java is configured to utilize 4 GB of RAM. In most instances, you should increase this amount. kCura recommends increasing this value to one-third of your total available RAM.

You need to leave RAM available for the LSIAPP process (which builds indexes after they are populated), for the indexes that are enabled for querying, and for the OS.

1. To increase the Java Heap Size, navigate to: `<CAAT install drive>\ContentAnalyst\bin`
2. Edit the file `startup.cmd`.
3. You will see a line similar to the following: `%JAVA_HOME%\bin\java.exe" %JAVA_OPTS% -server -Xmx4096m -XX
4. The 4096 here indicates 4096 MB, or 4 GB. Set this to the appropriate amount, in MB. For example, set this value to 10240 for a 32 GB server.
5. This change won’t take effect until you stop and start the Content Analyst service.

**Note:** If the Analytics server is being used for Structured Analytics features (such as Email Threading), it is required to set the JVM to at least 16 GB, or half of the total RAM on the server.

3.3 License Relativity and Processing

As part of the upgrade to Relativity 8, you need to apply a new Relativity and optional Processing license to your installation.

3.3.1 Relativity installations only

If you aren't using Processing in your Relativity installation, run Procuro on all databases, then request a new Relativity license key from kCura Client Services, and apply the activation key. For more information, see the Relativity Licensing guide.

3.3.2 Relativity installations with Processing

If you are running Processing as part of your Relativity installation, complete the following steps to upgrade your licenses:

1. Run the Relativity installer on the Primary SQL server as described in Running the Relativity installer on page 16.
2. Run Procuro only on the master (EDDS) database. See Upgrading with Procuro on page 19.
3. Request a new Relativity license key from kCura Client Services, and apply the activation key. For more information, see the Relativity Licensing guide.
4. Request a new Processing license key from kCura Client Services, and apply the activation key.

**Note:** You must apply the new Processing license before running Procuro. If you don't complete this step, Procuro can't upgrade your Processing application.

5. Run Procuro on your workspace databases.
3.4 Processing upgrade notes

When upgrading the Processing application from 7.5 to Relativity 8, we strongly recommend that you first complete any outstanding processing sets in 7.5 before upgrading. However, note the following if you perform an upgrade and outstanding processing sets exist in 7.5:

- All documents published in 7.5 will retain the 7.5 document numbering format of nine digits.
- All documents published or republished in Relativity 8 will have the new 10 digit document numbering format. This new format extends to the Attachment Document ID, Parent Document ID, and Group ID fields.
- Documents republished in Relativity 8 could potentially be duplicated with the new document numbering format.
- Reference fields such as the Attachment Document ID, Parent Document ID, and Group ID on documents republished in Relativity 8 may not accurately reference the correct documents.

3.5 RAR upgrade notes

You can upgrade a RAR project while review is in progress for a round or between rounds. No work is required to ensure that RAR operates properly in Relativity 8 before or after you upgrade RAR from Relativity 7.5; however, it may be helpful to note the following tasks that Relativity automatically completes when you upgrade RAR. Relativity:

- Gives old rounds a round type value of 7.5.
- Creates a RAR saved searches folder if it didn't already exist.
- Creates a project-specific saved searches folder.
- Copies the project saved search to the new folder and creates four saved searches if categorization has already occurred.
- Sets all issues to a Medium Importance level.
- Replaces the Net Change graph in the Round Summary with Volatility. Note that it will take several rounds to generate volatility information; for example, if you upgrade prior to starting the fourth round, volatility displays in the report after you finish the fifth round.

3.6 Upgrade the viewer

Relativity 8 uses Oracle Outside In version 8.4.0. When you upgrade to Relativity 8, you can install the new version of the viewer using the steps described in the Workspace Configuration guide. Previous versions of the viewer aren't upgraded, but you can run two versions of the viewer concurrently, so there's no need to uninstall previous versions.

3.6.1 Configure the viewer drawing delay

If you anticipate multiple users using the same machine at the same time to perform a review, you can use a registry value to establish a drawing delay in the image viewer. This is only recommended when the standard refresh rate causes CPU utilization issues, which should only occur in a Citrix environment.

This value represents the number of milliseconds between calls to redraw the screen. In previous versions of Relativity, the image viewer behaved as though this value were set to 250. Increasing this value will reduce
CPU usage when creating and/or modifying redactions and highlights, but it will also result in a choppier experience.

Changes to this value are not reflected in real-time, so you'll have to reload the image viewer for changes to take effect.

To configure the drawing delay, perform the following steps:

1. Click the Start button and type `regedit` in the search box, then click Enter.
2. Navigate to the appropriate location:
   - If you're using a 64-bit OS, navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\kCura\ImageViewer`
   - If you're using a 32-bit OS, navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\kCura\ImageViewer`

   **Note:** If this is your first time using this feature, the Image Viewer registry key won't exist and you'll have to create it. To create this new key, right-click the kCura folder and hover over New, then click Key.

3. Right-click the Image Viewer folder and hover over New, then click DWORD (32-bit) Value.
4. Double-click the new value to open the Edit DWORD (32-bit) Value popup.
5. In the Value name field, enter `DrawingDelay`.
6. In the Value data field, enter the appropriate value for your environment.

### 3.7 Configure the DTC on installation to enable Assisted Review

If you're upgrading from a version lower than Relativity 7.5 and you plan to use Assisted Review in Relativity 8, you must enable the Distributed Transaction Coordinator (DTC) on all Relativity Agent and SQL servers, both primary and distributed.

If you're not using a firewall, the Relativity installer completes all necessary work, and you are not required to configure the DTC.

If you have a firewall set up between Agent and SQL servers, you must configure that firewall to open certain ports and you must configure the DTC.

#### 3.7.1 Configuring the firewall to open ports

1. Run the Relativity 8 installer on all servers. Any error relating to the DTC will not halt the Installation.
   Click OK and installation will continue. If an error displays regarding the DTC, you can perform the steps for manually configuring the DTC at any time. See Manually configuring DTC if error occurs during installation on the next page.
2. If a firewall is present between the Agent and SQL servers, perform the following:
   a. Configure an inbound exception to the firewall for port 135.
   b. Configure an inbound exception to the firewall for a range of ports above port 5000 and lower than port 65535. For example, 5000-5200.

   **Note:** We recommend that you open a range of 200 ports. You can configure your firewall to only allow those ports to be open to specific Agent and SQL server IPs. You can limit this dynamic range to be equal to the number of Assisted Review agents you expect to use, with a minimum lower bound of 20 ports. Microsoft does not recommend using fewer than 15 ports.
3. If a firewall is present, configure the Distributed Component Model (DCOM) on Agent and SQL servers. After opening ports in step 2, you must configure the DTC on each Agent and SQL server to use only that specific range of ports. Do this by configuring DCOM on each server through the following steps:

   a. Run `Dcomcnfg.exe`
   b. Expand `Component Services` and expand `Computers`.
   c. Right click `My Computer` and select `Properties`.
   d. Click the `Default protocols` tab and select `Properties`.
   e. Select `Internet range` for both `Port range assignment` and `Default dynamic port allocation` and click `Add`.
   f. Enter the port range you used in step 2 and click `OK`. Doing this directs all DCOM communication, not just the DTC, to use this range of ports. Any applications on the machine using DCOM will now communicate via these ports.
   g. Close all windows.
   h. Restart the Agent and SQL server
   i. Repeat for every applicable Agent and SQL server.

3.8 DTC failure scenarios

Installation of the DTC during Relativity installation or upgrade may fail in the following scenarios. In each of these, you will receive a warning; however, the installer will be able to continue installing Relativity.

3.8.1 DTC kick-off time out

If it takes longer than five seconds for the DTC service to start, you will get a time out warning. To resolve this time out:

   1. Let the rest of the installer complete.
   2. Open the `Services` window and locate the Distributed Transaction Coordinator.
   3. If the status is Started, the time out is inconsequential and no further action is required.
   4. If it hasn’t started yet, click `Start`.

3.8.2 DTC uninstalled or disabled

If the DTC has been uninstalled or disabled, you will get an error message stating that it can't be started. To resolve this issue:

   1. Let the installer complete.
   2. In the Windows Start menu, navigate to the cmd.
   3. Type "MSDT--install" and press Enter.
   4. Start the DTC from the Services window.

3.8.3 Manually configuring DTC if error occurs during installation

   1. Run `Dcomcnfg.exe`.
   2. Expand `Component Services` and expand `Computers`.
   3. Expand `My Computer` and expand `Distributed Transaction Coordinator`.
   4. Right click `Local DTC` and select `Properties`.
5. Click the **Security Tab** and check the following boxes:
   - Network DTC Access
   - Allow Remote Clients
   - Allow Remote Administration
   - Allow Inbound
   - Allow Outbound

6. Select **No Authentication Required**.
   - Open **Windows Services** and select **Distributed Transaction Coordinator**.
   - Enable the Distributed Transaction Coordinator if it is disabled and start it.
   - Change the Startup Type to **Automatic (Delayed Start)**. It will start whenever the machine is rebooted.

### 3.9 Upgrade custom applications or code

If your environment uses custom applications or code, you may also need to upgrade event handlers, and other components. For additional upgrade information, see the Relativity Developers site.

### 4 Upgrading from Relativity 6.x to 8

Use these instructions when upgrading from Relativity 6.x to 8. Before you begin this process, complete the steps in Required upgrade steps for all Relativity versions on page 4.

#### 4.1 License Relativity

As part of the upgrade to Relativity 8, you need to apply a new Relativity license to your installation. Run Procuro on all databases, and then request a new Relativity license key from kCura Client Services, and apply the activation key. For more information, see the Relativity Licensing guide.

#### 4.2 Pre-installation steps for web servers

This section describes pre-installation steps that are required for upgrading Relativity 6.x installations. They must be completed on all web servers before installing Relativity 8.

##### 4.2.1 Setting IIS options

Use these instructions to update IIS settings and other configuration options for environments running Windows Server 2008 or higher with IIS 7.5. These updates must be made on all web servers in your Relativity installation.

1. Install .NET Framework 4.0 on all web servers.
2. Configure the Legacy Unhandled Exception Policy on all web servers.
   a. Browse to the following directory on your web server: C:\Windows\Microsoft.NET\Framework64\v4.0.30319\n   b. Open the `Aspnet.config` file in a text editor.
c. Locate the tag `<legacyUnhandledExceptionPolicy>`. Set the enabled attribute to true.
d. Save the changes to the file.

4.2.2 Setting role services on web server

Relativity 8 requires that you enable IIS 6 Metabase compatibility on all web servers.

1. Open the Server Manager.
2. Right click on the Roles node, and select Role Services.
3. On the Add Role Services window, highlight Role Services. Confirm that IIS 6 Metabase Compatibility is select as illustrated below. If necessary, enable or install this role service on your server.

4.3 Upgrade the viewer

Relativity 8 uses Oracle Outside In version 8.4.0. When you upgrade to Relativity 8, you can install the new version of the viewer using the steps described in the Workspace Configuration guide. Any previous versions of the viewer aren't upgraded, but you can run two versions of the viewer concurrently, so there's no need to uninstall previous versions.

4.4 Upgrade agents and other components

Confirm that your environment has all the required agents and other software components added in prior versions. For more information, see the Relativity Upgrade Guide v6.10 on the Customer Portal.

If your environment uses custom applications, you may also need to upgrade event handlers, and other components. For more upgrade information, see the Relativity Developers site.

**Note:** For information about recompiling syncs, contact the Client Services team (support@kcura.com).
5 Running the Relativity installer

You can run the Relativity installer to upgrade your application-dependent servers. Begin the upgrade during your scheduled downtime to ensure that you can complete the entire process. Interrupting the upgrade process results in a system failure.

kCura recommends that you upgrade your servers in the following order: primary SQL server, web server, agent server, distributed SQL server, and then passive SQL cluster nodes. These instructions follow this upgrade order.

5.1 Primary SQL server upgrade

Complete the following steps to upgrade the primary SQL server:

1. Navigate to the location of the Relativity.exe file.
2. Right-click the Relativity.exe file and select Run as Administrator. Execute the file to run the setup.
3. Click Next on the Welcome dialog. The installer displays the features of Relativity that already exist on the server.

   Note: The Automatically upgrade config files option provides functionality available only to web servers.
4. Click **Next** to display the Primary Database Server Configuration dialog box.

![Image of Primary Database Server Configuration dialog box]

5. Enter the following information:
   - Server\instance name of the Primary SQL Server
   - EDDSDBO account password
6. Click **Next**.

![Image of SQL Login dialog box]

7. Enter or select the server\instance name of the **Primary SQL Server**. kCura recommends using **Windows Authentication**. Click **Next**.

   **Note:** Don’t enter localhost. Instead, enter the name of the server\instance.
8. Verify that the Search Provider file location is correct. Click **Next**.

9. Click **Install** to run the upgrade installation process.
10. Click **Finish**. After completing the installation, you can upgrade the database by running the Database Upgrade Tool (Procuro).
11. Click **Go** on database upgrade dialog. See **Upgrading with Procuro on the next page**.
12. Click **OK** on the Upgrade Complete dialog box.

![Upgrade Complete dialog box](image)

5.1.1 Upgrading with Procuro

Procuro is a tool used to upgrade the system databases and maintain the Relativity Script Library. It is launched as the last step of an SQL Server upgrade. You can also access Procuro by launching a standalone application. Since Procuro maintains the Relativity Script Library, you must enter credentials for a Script Administrator account when prompted for login information.

You must use a version of Procuro that matches or exceeds your Relativity version. If you are running an outdated version of Procuro, an error message is displayed when you upgrade. Resolve the error by updating Procuro to match your Relativity version.

**Note:** If you are upgrading a Relativity installation that uses Processing, run Procuro only on the master (EDDS) database, request a new license, and then run Procuro on your workspaces. For more information, see Upgrading from Relativity 7.x to 8 on page 6 or Upgrading from Relativity 6.x to 8 on page 14.

5.1.1.1 Upgrading databases

You can use the filtering or searching functionality provided by Procuro to select only those databases that you want to upgrade. The Database Upgrade Tool window displays the metadata columns that contain information about each database as described in the following table.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ArtifactID</td>
<td>ArtifactID of the database</td>
</tr>
<tr>
<td>Name</td>
<td>Name of the database</td>
</tr>
<tr>
<td>Database Location</td>
<td>The name of the machine where the database exists</td>
</tr>
<tr>
<td>Case Status</td>
<td>Status of the case</td>
</tr>
<tr>
<td>Procuro Location</td>
<td>The name of the machine on which the database is upgraded; this column is populated once an instance of Procuro starts upgrading the database</td>
</tr>
<tr>
<td>Upgrade Status</td>
<td>Current upgrade status for the database The following statuses are available:</td>
</tr>
<tr>
<td></td>
<td>▪ [blank] - Database is not being upgraded locally or by another machine</td>
</tr>
<tr>
<td></td>
<td>▪ <strong>Pending</strong> - Database is queued up for upgrading by any instance of Procuro</td>
</tr>
<tr>
<td></td>
<td>▪ <strong>Upgrading</strong> - Database is currently being upgraded by an instance of Procuro</td>
</tr>
</tbody>
</table>
Complete these steps to upgrade your databases:

1. Create a search or filter for the databases that you want to upgrade:
   - To search all columns in the view, select **All Columns** in the Columns drop-down and enter text in the Search bar.
   - To search on a specific column, select a column name from the drop-down and enter text used to search only that column.

2. Click **Search** to return all databases that match your search criteria. (Click **Clear** to remove any column filter or search text and display the original set of databases.)

3. Select the check box for database that you want to upgrade. Click **Upgrade**.

   **Note:** By default, the EDDS database is checked. You must upgrade the EDDS database on the primary server before upgrading any other databases. An error message appears when you attempt to upgrade a workspace database before the EDDS database. Concurrent custom SQL updates are not supported.

The UpgradeStatus column displays a status of **Pending** for the selected databases. Procuro changes the status to **Upgrading** when it begins updating a database, and then to **Upgraded** when it is finished. A status message indicates the number of upgraded databases.
5.1.1.2 Running Procurro on a distributed server

Performance can be impacted by simultaneously upgrading multiple Relativity databases on the same server. To improve performance, it is possible to install Relativity and Procurro on a distributed server and perform database upgrades from this secondary server. This multi-server approach allows concurrent database upgrades to run more quickly.

1. Install Relativity on your distributed server.
2. Run the kCura.EDDS.ProcuroPackager.exe file on your primary server. This executable is stored in the same directory as Procurro. The kCura.EDDS.ProcuroPackager.exe file backs up the Procurro directory, enables the configuration file to run on the distributed server, and packages the necessary Procurro files into a .zip file.
3. Navigate to the Relativity installation path (%kCuraCorporation\Relativity) on the distributed server after step 2 finishes.
4. Unzip the contents of the .zip file to the Procurro subfolder in this directory.

**Note:** If no Procurro subfolder exists in the Relativity directory, create a new one.

5. Launch Procurro.
6. Select the databases to be upgraded on the distributed server and follow the standard upgrade process.

**Note:** You can select particular databases for each separate instance of Procurro to upgrade individually, or you can select a set of databases and allow all instances of Procurro to run across the full set.

If you select the same database to be upgraded on both servers (primary and distributed), the first server to receive the request runs the upgrade. The second server ignores the request and proceeds to the next database.

5.1.1.3 Troubleshooting distributed server upgrades

Complete the following tasks to troubleshoot your environment when running Procurro on a distributed server:
In the EDDS Master Database, confirm that the Resource Server table is set to the correct machine name instead of localhost.

- Confirm that @@SERVERNAME is set to the primary SQL Server instance name instead of localhost.
- In the EDDS Master Database, on the Procuro Status table, clear the Status and Machine Name columns and restart Procuro.
- Confirm that the following paths in the database exist on the distributed server:
  - BaseApplicationPath - Root path where Procuro looks for required Relativity Applications
  - BaseRelativityScriptPath - Root path where Procuro looks for SQL scripts
  - BaseUpgradePath - Base path to the upgrade scripts used by Procuro; this should be local to the installation of Procuro

### 5.2 Web server upgrade

Complete the following steps to upgrade the Web Server.

**Note:** The Relativity Services Account is required for Web Server upgrades. Enter credentials as necessary during the upgrade.

1. Stop IIS.
2. Open the folder where Relativity.exe is located and move this file to the root of the C:\ drive.
3. Right-click the Relativity.exe file and select Run as Administrator. Execute the file to run the setup.
4. Click Next on the Welcome dialog. The installer displays the features of Relativity that already exist on the server.
**Note:** During upgrade, the installer automatically installs the Web and Services APIs, as well as the REST API Preview. kCura has released the REST API as a Community Technology Preview. For more information, see REST API on the Developers site.

5. Verify the **Automatically upgrade config files** checkbox is selected. When this option is selected on the web server, the installer creates backup copies of the configuration files. It adds them to the following location on your server:

```
<InstallationDirectory>\kcura corporation\Relativity
```

Each backup file name consists of its original folder name, appended with the configuration file name, and tick count indicating the creation time. The following examples illustrate how the files are named:

- `relativitieservices.Web.634381274220793739.configOLD`
- `web.Web.634381274227299893.configOLD`
- `webapi.Web.634381274226479297.configOLD`
- `webdistributed.Web.634383046503301373.configOLD`

If you do not select Automatically upgrade config files, you must modify the web.config file manually. See [Manually modify web.config file on page 26](#).

6. Click **Next**.

7. Enter the following information:
   - Server\instance name of the **Primary SQL Server**
   - EDDSDBO account password and confirmation of the password
8. Click **Next** to display the SQL Login window.
9. Verify the database server and authentication method settings. Modify the SQL instance name and authentication configuration if necessary. Click **Next**.

10. Verify the Search Provider files installation path. Click **Browse** to select the Search Provider files installation path if necessary. Click **Next**.
11. Enter the Relativity Service Account login credentials:
   - Relativity Service Account User Name
   - Relativity Service Account Password

12. Click **Next**.
13. Click **Install** to start the upgrade.

**Note**: If the following error message is displayed, contact the Client Services team (support@kcura.com) to obtain detailed instructions for manually updating your config files.
14. Click Finish when the Web Server upgrade is complete.
15. Restart IIS. When you finish the upgrade, ensure that all users clear their browser cache. See this procedure on Internet Explorer's help site.

5.2.1 Manually modify web.config file

If you do not select the Automatically upgrade config files check box, you must manually modify the web.config file. Locate the following section in the web.config file and add the bolded entries.

```xml
<?xml version="1.0"?>
<configuration>
    <system.webServer>
        <modules>
            <add type="DevExpress.Web.ASPxClasses.ASPxHttpHandlerModule,
                DevExpress.Web.v9.3, Version=9.3.2.0, Culture=neutral,
                PublicKeyToken=b88d1754d700e49a" name="ASPxHttpHandlerModule"/>
            <remove name="AnonymousIdentification"/>
            <remove name="FileAuthorization"/>
            <remove name="FormsAuthentication"/>
            <remove name="OutputCache"/>
            <remove name="Profile"/>
            <add name="Profile" type="System.Web.Profile.ProfileModule" preCondition=""/>
            <remove name="RoleManager"/>
            <add name="RoleManager" type="System.Web.Security.RoleManagerModule" preCondition=""/>
            <remove name="Session"/>
            <add name="Session" type="System.Web.SessionState.SessionStateModule" preCondition=""/>
        </modules>
    </system.webServer>
</configuration>
```
5.2.2 Upgrading mixed-mode authentication web servers

Relativity supports both forms and Active Directory authentication in a single instance. This is done by creating an additional website that enforces Windows AD authentication. External users are authenticated via a username and password over SSL while internal users do not need to login (using AD authentication).

If your Relativity instance has been configured for Mixed-Mode Authentication, you need to complete the additional steps to update the AD authenticated website manually. Before starting the update, disable IIS and copy the entire kCura directory on the Web Server as a backup copy.

1. Copy the following content, including each web.config file, from the original install (Forms Authentication) location into the Active Directory folder to overwrite the current files:

   - [Installed drive]:\Program Files (x86)\kCura Corporation\Relativity\EDDS - Copy contents and replace the Active Directory files, i.e., [Installed drive]:\Program Files (x86)\kCura Corporation\RelativityAD\EDDS
   - [Installed drive]:\Program Files (x86)\kCura Corporation\Relativity\EDDS.Distributed - Copy contents and replace the Active Directory files, i.e., [Installed drive]:\Program Files (x86)\kCura Corporation\RelativityAD\EDDS.Distributed
   - [Installed drive]:\Program Files (x86)\kCura Corporation\Relativity\Relativity.Services - Copy contents and replace the Active Directory files, i.e., [Installed drive]:\Program Files (x86)\kCura Corporation\RelativityAD\Relativity.Services
   - [Installed drive]:\Program Files (x86)\kCura Corporation\Relativity\HTML Area - Copy contents and replace the Active Directory files i.e., Installed drive]:\Program Files (x86)\kCura Corporation\RelativityAD\HTML Area (there is no web.config for this virtual directory)

   **Note:** Don’t save your old web config files. The new files contain references to .NET 4 framework that don’t exist in the Relativity 6.x web.configs.

   - [Installed drive]:\Program Files\kCura Corporation\Relativity\WebAPI - Copy contents and replace the Active Directory files, i.e., [Installed drive]:\Program Files\kCura Corporation\RelativityAD\WebAPI

2. Update the authentication and authorization sections in all web.config files except Relativity.Services to match the following format:

   `<remove name="UrlAuthorization"/>
   <add name="UrlAuthorization"
   <remove name="WindowsAuthentication"/>
   <add name="WindowsAuthentication"
       preCondition=""/>
   <remove name="UrlRoutingModule-4.0"/>
   <add name="UrlRoutingModule-4.0"
   </modules>`
<authentication mode="Windows">
  <authorization><deny users="?" /></authorization>
</authentication>

The following folders contain a web.config file:
- C:\Program Files\kCura Corporation\RelativityAD\EDDS
- C:\Program Files\kCura Corporation\RelativityAD\EDDS.Distributed
- C:\Program Files\kCura Corporation\RelativityAD\WebAPI

**Note:** The web.config file in the Relativity.Services folder only needs to be updated for 7.4 or lower.

Contact the Client Services team with any questions about the mixed authentication upgrade.

### 5.2.3 Verifying application pool modes

For an upgrade from Relativity 6.x to versions 7.x or 8, you need to verify that all application pools with an identity of (local machine)\RelativityServiceAccount are set to Integrated mode. (If you are upgrading from Relativity 7.x, your application pools are already set to Integrated mode.)

Use the following steps to verify or update this setting for your application pools:

1. Open the IIS Manager.
2. Expand the website where Relativity is installed, and click on the Application Pools directory.

**Note:** Don't complete the following steps if the Managed Pipeline Mode is set to Integrated Mode for your application pools.

3. Right-click on your application pool node. (For example, you may see a node called Relativity.)
4. Select **Advanced Settings**.
5. Select **Integrated Mode** for Managed Pipeline Mode.
6. Repeat this process for each of the following application pools:
   - Default AppPool
   - Relativity
5.2.4 Specifying the length for content requests

During an upgrade, the Relativity installer automatically updates the value for the maximum length of a content request. In the web.config file, it sets the `maxAllowedContentLength` attribute to 1073741824 bytes (that is 1 GB). kCura has identified this value as optimum for supporting HTTP requests sent by large applications in Relativity.

If you need to modify this value, open the **Configuration Editor** in the IIS Manager. Select the section called `system.webServer/security/requestFiltering`. Expand the `requestLimits` node to update the value in the `maxAllowedContentLength` attribute.
5.3 Agent server upgrade

Before upgrading the agent server, confirm that you upgrade the SQL server and start the SQL service.

1. Open folder where `Relativity.exe` is located.
2. Right-click the `Relativity.exe` file and select Run as Administrator. Execute the file to run the setup.
3. Click **Next** to display the features of Relativity that already exist on the server.

**Note:** The **Automatically upgrade config files** option provides functionality available only to web servers.
4. Click **Next** to display the Primary Database Server Configuration dialog box.

5. Enter the following information:
   - Server\instance name of the **Primary SQL Server**
   - EDDSDBO account password and confirmation of the password

6. Click **Next**.

7. Enter the Relativity Service Account username and password. The format is **Domain\username** for domains and **Machinename\username** for workgroups.

8. Click **Next**.

9. Click **Install** to begin the upgrade installation process.

10. Click **Finish** when the Agent Server upgrade is complete.
11. Verify that your agents are started by looking in the Event Viewer.

Note: The Relativity Compare functionality runs through the WebAPI of one of your web servers. The web server requires internet access for Relativity Compare to work properly in Relativity 5.09.587.1 as well as versions 7.0 and higher.

5.4 Distributed SQL server upgrade

The following instructions only apply to Distributed setups. If this is not applicable to your environment, complete the instructions in the section Web Server Upgrade.

1. Begin your Relativity installation. The installer automatically selects the Distributed Database checkbox.
2. Click Next after launching the installer. Only the Distributed Server should be checked.

![Feature Selection](image)

Note: The Automatically upgrade config files option provides functionality available only to web servers.

3. Click Next.
4. Enter the server\instance name of this Distributed SQL Server (or select it from the list). kCura recommends using Windows Authentication.

Note: Do not attempt to use localhost. You must enter the proper name of the server\instance.
5. Click **Next**.
6. Verify the **Search Provider** file path is correct. Click **Next**.

7. Click **Install** to begin the upgrade installation process.
8. Click **Finish** when the SQL Server upgrade is complete.

### 5.5 Upgrade for passive SQL cluster nodes

When using an Active/Passive SQL environment, you need only run the Relativity installer on the Active node. To upgrade the Passive node as well, copy the following directory to the Passive node:
- [Installed drive]\Program Files\kCura Corporation\Relativity
If this path does not exist on the Passive node, create the necessary folder structure, as shown below:
- [Installed drive]\Program Files\kCura Corporation\nThis directory path **must** be identical across the Active and Passive nodes.
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