Potential Critical Defect: dtSearch Inconsistencies with Missing Alphabet File - Communication Draft for Server

Server Communication
From: The Relativity Team
Reply-to: noreply@relativity.com

Subject: Relativity Server Critical Defect Notification | Action Required

Hi [name],

We identified an issue related to missing alphabet and noise word files in dtSearch that has impacted your Relativity Server environment. Please see below for further details and feel free to contact Support with questions.

What is the nature of the issue?

A defect in the **dtSearch Index Settings page** intermittently removed the alphabet and/or noise word files from the file share. This resulted in dtSearch index builds using the last used alphabet and/or noise word files located on the same file share, or if not available, the default *dtSearch* engine's alphabet and/or noise word files. Please note that the dtSearch engine's default settings slightly differ from Relativity's default settings. This defect could have produced underinclusive or overinclusive search results. The fix for this defect is now available. See remediation guidance below.

To get more detail on the behavior of the defect and its potential impact on search results, review this Relativity Community Article. Note: You must be logged in to the Community site to view this information.

When will the issue be fixed?

A RAP containing this fix can be found on the community page. The fix ensures the correct alphabet and/or noise files are used by changing the storage mechanism to avoid their deletion by Relativity processes. To provide additional support to the user, if an alphabet or noise word file is missing for reasons unrelated to this defect (e.g., a user accidentally deletes the file in the UI), the UI provides a warning that the alphabet file or noise word is missing.

What data was impacted and what remediation steps are needed?

This defect was introduced in 2009. To identify the impacted indexes and remediate them, please view this Relativity Community Article for details.

Locate the appropriate hotfix package for your Relativity Server version via the Community article for Server 2021 or Server 2022 (below).

- The hotfix package will be attached as zip folders containing RAP files on each of the following hotfix articles.

- o [Relativity Server 2021 Hotfix](#)
  - o [Relativity Server 2021 Service Pack Hotfix](#)
  - o [Relativity Server 2022 Hotfix](#)

- All other versions that have not been hotfixed will require an upgrade.
- Extract the hotfix packages and follow the steps outlined under the RAP installation section on the hotfix article.

Thanks,
The Relativity Support Team
support@relativity.com