

Cohesity Alta SaaS Protection Release Notes

Cohesity Preface

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Cohesity Support

Reach Cohesity Support

There are several ways to create a Cohesity support case.

- Go to [Cohesity Support](#), to search in our knowledge base; or contact us by phone - United States and Canada: 1-855-9CO-HESI (926-4374), option 2.
- Log in to the [Cohesity Support Portal](#) to create a new case.
- Click the (?) icon on the Cohesity UI and select Support Portal.

Support/Service Assistance

First, contact the Service Provider that you have contracted for service and support. If you work directly with Cohesity and have a product warranty/entitlement, repair pricing, or technical support-related question, see your options below:

- To find solutions to your product issues or for suggestions or best practices, visit the [Cohesity Knowledge Base](#).
- Log in to the [Cohesity Support Portal](#) to create a new case.
- To monitor your open cases, log in to the portal and click the **Cases** tab on the home page. This page should have all the case statuses and updates. You can also view individual case status.

Cohesity Software Running on Partner Hardware

For Cohesity software running on qualified third-party hardware, the following support workflow applies:

1. The customer may contact Cohesity Support first if the issue cannot be determined as a hardware issue.

Note: Cohesity cannot process hardware replacement requests for partner hardware.

2. Cohesity Support triages the issue. If it is a software issue, Cohesity Support continues to work on it.
3. If it is a hardware/firmware issue or is suspected to be a hardware/firmware issue, Cohesity provides information about the issue to the customer and requests that the customer open a support ticket with the appropriate partner.
4. If needed, Cohesity Support can join a three-way call with the partner and the customer.
5. The customer informs Cohesity Support on the progress of the partner's case.

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Enhancements and fixes

This chapter includes the following topics:

- [Enhancements and fixes](#)

Enhancements and fixes

The enhancements and fixes that are completed in Cohesity Alta SaaS Protection 3.13.1 release:

Table 1-1 Enhancements and fixes

Sr. No.	Description
1.	Improved Entra ID backup processing by automatically identifying group types that do not support lifecycle policies. This prevents "Bad Request" errors and ensures backups complete successfully with appropriate warnings instead of failures.
2.	Enhanced the stability of the Administration portal by adding robust error handling for background tasks. The application will now handle requests for missing or deleted storage resources without causing service restarts or HTTP 502 errors.
3.	Fixed an issue in sharded storage environments where clicking folders in the tree view caused the active deletion policy filter to reset. The selected policy and URL context are now preserved correctly during folder navigation.
4.	Fixed a caching issue in the Search Export tool where the Export dialog displayed an incorrect item count after a refined search returned no results. The dialog now correctly shows a zero count.

Table 1-1 Enhancements and fixes (*continued*)

Sr. No.	Description
5.	Updated email notifications to provide a clearer breakdown of errors. Alerts now distinguish between transient (temporary) and persistent errors, and notifications are only triggered when persistent errors exceed the defined threshold.
6.	Fixed an issue where large data exports could fail or lead to PST corruption. Exports are now automatically split into multiple PST files (default 20 GB) to ensure compatibility with Microsoft Purview.
7.	Optimized the search indexing process to better handle filenames containing special characters (like underscores). Users can now find files using their original names without being required to include version-specific suffixes or wildcards.
8.	Added a new configuration toggle for Exchange Online connectors, allowing administrators to transition from EWS-based backups to the Microsoft Graph API as part of the long-term migration path supported by Microsoft.
9.	Optimized the Export service to handle large-scale compliance transformations more reliably.

Related documents

This chapter includes the following topics:

- [Related documents](#)

Related documents

You can download the Administrator's guide from the following link:

[Related documents](#)