

# Metalogix® StoragePoint 5.7

## Known Issues



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Metalogix® StoragePoint

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# Known Issues

## Introduction

Metalogix continues to refine StoragePoint by incorporating additional features/enhancements that were requested as well as addressing issues experienced by our customers in implementing and maintaining Metalogix StoragePoint. Despite these best efforts some known issues still remain that are useful to be aware of before installing or upgrading the StoragePoint implementation.

## Installer May Not Always Rollback on Abort

Depending on how far into the process, the installer may not be able to rollback all performed operations. It is recommended that verification is performed in Central Administration that the solution was successfully deployed if installing/repairing/upgrading or successfully retracted if removing. Look under Solution Management on the Operations page to check the state of the `bluethread.storagepoint.feature.wsp` feature.

## Installer May Fail if Critical Updates Are Missing

Although this may apply to other updates, the StoragePoint installer may fail if the update for Visual C++ is not installed. Please see this link: <http://support.microsoft.com/kb/2538242>.

## Uninstalling other Metalogix Products

If other Metalogix products are used on the SharePoint farm, i.e. Content Matrix Organizer, and the other product is uninstalled, StoragePoint links may not work. To resolve this, run the StoragePoint Installer with the Repair option.

## Applying CU or Updates

Applying a Microsoft SharePoint Cumulative Update/StoragePoint Update or upgrade will require an `iisreset` and a reboot of the timer service on all servers in the farm. Full database backup before the upgrade is strongly recommended.

## Large File Support

- StoragePoint has always been a tool to be used at the Site Collection Administrator and Farm Administrator level. When large file support is enabled by the administrator, the new user interface for Large File Uploads will be visible to anyone with contribute level or higher access, or with the Add Item security setting for a custom security level. These users may need some instruction on how to use the interface.

Alternatively, it can be disabled farm-wide on the General Settings page. Please see the 'Administrators Should Know' section of the Metalogix StoragePoint Reference Guide for more information.

- If Large File Support is enabled, the Unused BLOB Cleanup job scans all content for orphaned BLOBs. If a Site Collection has recently been deleted, SharePoint doesn't delete it until the Gradual Site Delete timer job has been run. The Unused BLOB Cleanup job may return errors until the deleted site collection is removed by SharePoint. It is recommended that the Gradual Site Delete timer job be manually run, after deleting a Site Collection.
- Archiving and Records and Holds Management are not compatible with Large File Uploads. Only the aspx file is moved. In the case of Records management, declaring and/or undeclaring a record causes the aspx file to stay in the system cache.
- In some cases, the open action for a large file will not work. In this case, open the Large File Details window and use the download link. Using the download link from SharePoint will download the aspx file.
- Large File Support is not compatible with Microsoft Edge browser.

## Large File Content Type

When saving a storage profile, if a storage profile ever existed for the scope of the new profile, and Large File Support was enabled and used, a message about a duplicate content type might be displayed. The new profile is saved, however, and the message can be ignored.

The content type is called StoragePoint Document Link.

## FIPS Compliance

Enabling Federal Information Processing Standards can cause errors across the SharePoint farm and is not compatible with StoragePoint.

## Incorrect Endpoint Size and BLOB Count on Dashboard

After running the unused blob cleanup to confirm dashboard metrics have been collected recently, there may still be a discrepancy between the data reported on the dashboard, and the actual number/size of data on the endpoints. If there seems to be a discrepancy, use the values directly from the endpoint.

If the endpoint has a retention period enabled over and above any retention periods configured in SharePoint (recycle bins) or StoragePoint (retention period), BLOBS on these endpoints may be counted as 'Unused BLOB Files Removed' in the Unused BLOB Cleanup Job Summary.

## EBS and RBS

If the SharePoint farm is configured to use both EBS and RBS, StoragePoint will only use RBS. For example, if there is Site Collection scoped profile that is using EBS, but also a broader scoped Content Database profile that is using RBS and covers the scope of the EBS profile, content will be externalized using the RBS Content Database profile.

Using the StoragePoint EBS to RBS Conversion timer job, warnings may be occasionally experienced if Records and Holds Management are enabled on the profile(s) affected. These errors are not harmful and can be ignored.

## Using the Previous Version of SharePoint for the Look and Feel

If sites are being created with a user interface from a previous version, i.e. creating a site in SharePoint 2013 with a SharePoint 2010 look, the StoragePoint controls will not be available. Please contact support with the SharePoint version and the exact version of StoragePoint. A solution can be made available.

## SharePoint 2013 Eval Sites

When upgrading to SharePoint 2013, there is an option to view the SharePoint 2010 sites as an evaluation copy in order to correct layout and format. The url of this site will be different than the copied site, and this may break the link to externalized BLOBs if content is copied.

## Metalogix Archive Adapter

The Metalogix Archive Adapter is not compatible with Endpoint Start Folder, when configuring the storage profile.

## Loading Files Outside of the UI

Content that is uploaded using PowerShell or some other third party tool will create extra BLOBs in the system cache. If this method is used, running the Unused BLOB cleanup will take care of the extra BLOBs.

## Bulk Recall and Unused BLOB Cleanup

After performing a Bulk Recall, it may be necessary to run the Unused BLOB Cleanup job to remove BLOBs from the endpoint. The Bulk Recall no longer removes blobs if they have not passed the BLOB retention period.

# Selecting Scope for a Profile goes to Central Admin

The issue occurs when selecting the scope of a profile. The change button is clicked which opens a window to show the SharePoint Farm structure. If a different Web Application is selected in the upper right corner, the new window that opens shows the Central Admin page instead of the list of Web Applications.

The root cause was that the Central Admin session that was opened to access StoragePoint was not using the default internal Alternate Access Mapping.

For example, to access Central Admin someone was using `http://servername.fullyqualified:100` and not `http://servername:100`. The default internal AAM should be used.

## Dashboard Endpoint Measurements

The endpoint measurements on dashboard may not reflect the same item count or size of the files shares that the endpoint uses. The data for dashboard is gathered from a profile perspective, not the system properties.

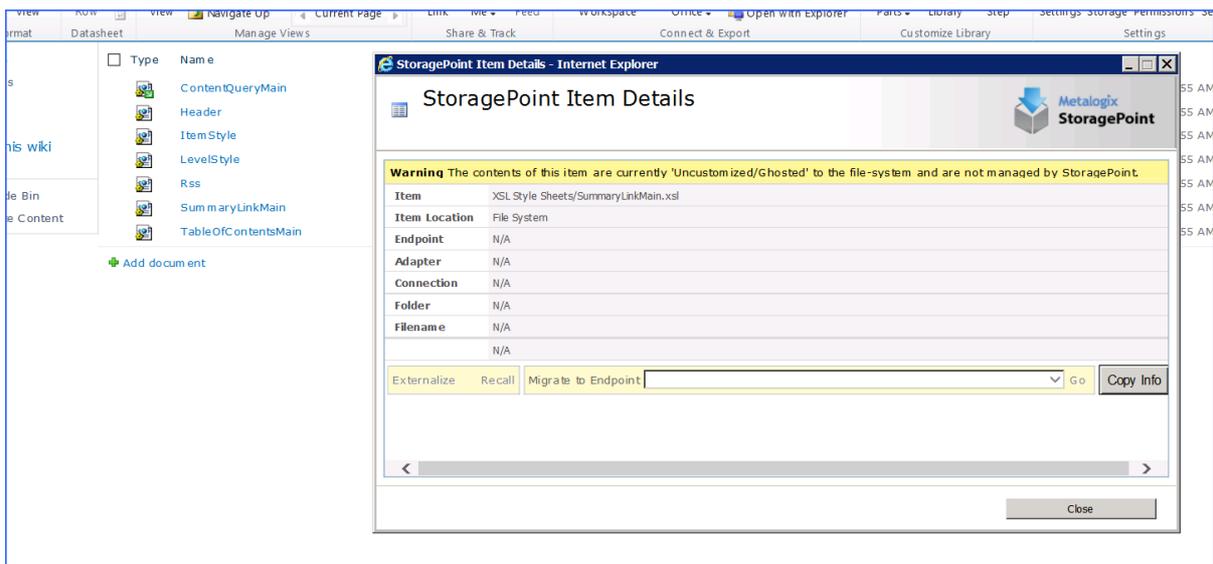
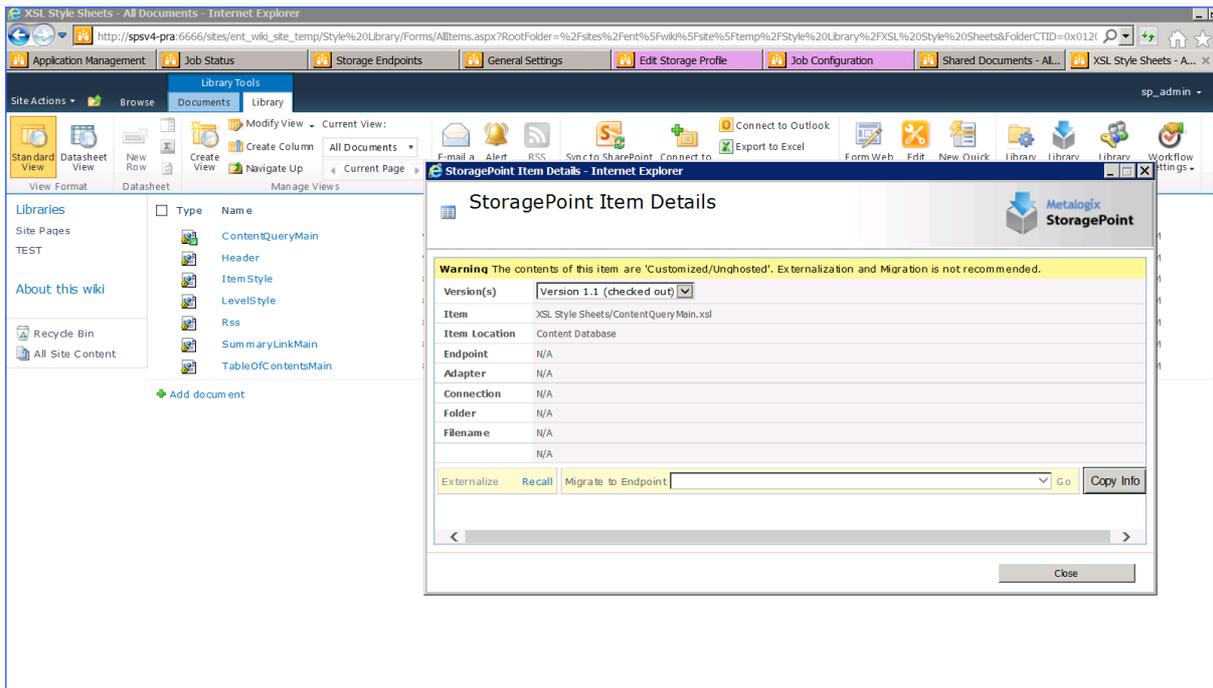
## Scheduling the Process Existing Jobs

When Archiving, Records or Holds are enabled on a profile, the Process Existing dialog is displayed when saving the profile. This allows those newly created rules to be applied to existing content, and categorically migrate the content to the correct endpoint.

If the job is to be scheduled for a later time (process existing content at a later time, such as when most users are not online) rather than immediately, the date and time pickers are displayed below, and scrolling down may be necessary.

## Customized or Unhosted Files

Customized or unhosted files will not be excluded from externalization unless the profile endpoint selection mode is asynchronous. See Synchronous versus Asynchronous in the Metalogix StoragePoint Reference Guide for more information.



## RestorePoint for StoragePoint

- If installing RestorePoint on a server that was not part of StoragePoint deployment, run the AppServer Install. Steps can be found in the Advanced Installation Guide.
- If items are restored by RestorePoint for StoragePoint, and that destination has a StoragePoint profile, steps should be taken to sync the change. When the restoration is complete, perform the following on the profile covering the restored content:
  1. Run the BLOB Health Analyzer timer Job
  2. Perform a Content Database Backup
  3. Perform a BLOB Backup
  4. Run the Unused BLOB Cleanup timer job

- Large File Uploads will not always copy correctly to the destination. There must be a StoragePoint profile covering the scope of the destination and the stub will copy, but the BLOB that it is linked to, will not. Therefore the endpoint must have permissions set up correctly to allow access, if necessary, from another Web App ID.
- When taking Content Database Backups with StoragePoint, the default path for backups on the SQL Server may update to reflect the Staging Path location in StoragePoint General Settings. This will need to be corrected if backups are also being created manually on SQL Server and the path is not accessible from the SQL server.
- Restoring single items for a task or calendar entry may throw an exception.
- Use caution when pasting items as sometimes the RestorePoint for StoragePoint page may allow list items to be pasted into libraries, and vice versa.
- SQL Backups that use passwords are not supported on RestorePoint for StoragePoint. This option was discontinued in SQL 2012.
- It is not possible to mount database backups on a SQL instance that is using AlwaysOn configuration.
- The Capacity Monitor Timer Job does not currently include the Content Database Backup Endpoint.
- Occasionally, RestorePoint for StoragePoint may not be able to detect valid licenses. To remedy this, perform an iisreset and start and stop SPTimer Service.
- If uninstalling StoragePoint is required, and Content Matrix Organizer is installed, Organizer may have issues loading the page. Please contact support for steps on resolving this issue.

## Content Database Backup Endpoint Change

If a StoragePoint profile is currently configured to perform content database backups with StoragePoint, there is a Backup endpoint on the profile. This Backup endpoint will still be used for storing blob backups, but no longer for content database backups.

- As of the 5.7 release, all content database backups performed by StoragePoint will be created in the Content Database Backup Endpoint. This same endpoint, along with the Staging Path, will be used with the RestorePoint for StoragePoint interface. Both the Content Database Backup Endpoint and Staging Path are configured on General Settings in StoragePoint. Neither RestorePoint for StoragePoint nor content database backups will work without these two locations defined.
- The first thing to do is create the new Content Database Backup Endpoint on General Settings. This location has to be a fileshare and uses the fileshare adapter.
- Old content database backups on the Backup Endpoint are no longer supported and can be deleted. They will not be deleted by the Unused BLOB Cleanup job, but can be manually deleted. They can no longer be used with StoragePoint backup and restore operations.

# Move-SPSite

Until further updates are tested, Metalogix does not recommend the use of Move-SPSite for any content that is externalized using RBS.

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### We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

### Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

### Contacting Quest

For sales or other inquiries, visit [www.quest.com/contact](http://www.quest.com/contact).

### Technical Support Resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

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- View Knowledge Base articles

- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
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