



# StoragePoint

## Known Issues

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## Technical Support

For information about Metalogix Technical support visit <http://metalogix.com/support>.

Technical support specialists can be reached by phone at 1.202.609.9100.

The level of technical support provided depends upon the support package that you have purchased. Contact us to discuss your support requirements.

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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 or upgrade will require an `iisreset` and a reboot of the timer service on all servers in the farm.

## Copying a Profile

In some instances, after copying a profile, the StoragePoint links are not displayed within the scope of the newly created profile. To remedy this, a profile reboot may be needed. A profile reboot is when you open the profile, disable externalization, save the profile, open and enable externalization on the profile, and save.

## StoragePoint and Microsoft Distributed File System Technology

Per recommendation from Microsoft, Distributed File System was designed for static data sets. Because of this, it is not recommended for use with Metalogix StoragePoint or any application using dynamic files.

Please see the following for Microsoft recommendations:

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Information about Microsoft support policy for a DFS-R and DFS-N deployment scenario

<http://support.microsoft.com/kb/2533009>

Understanding (the Lack of) Distributed File Locking in DFSR

<http://blogs.technet.com/b/askds/archive/2009/02/20/understanding-the-lack-of-distributed-file-locking-in-dfsr.aspx>

Common DFSR Configuration Mistakes and Oversights

<http://blogs.technet.com/b/askds/archive/2010/11/01/common-dfsr-configuration-mistakes-and-oversights.aspx>

## 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.

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## 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.

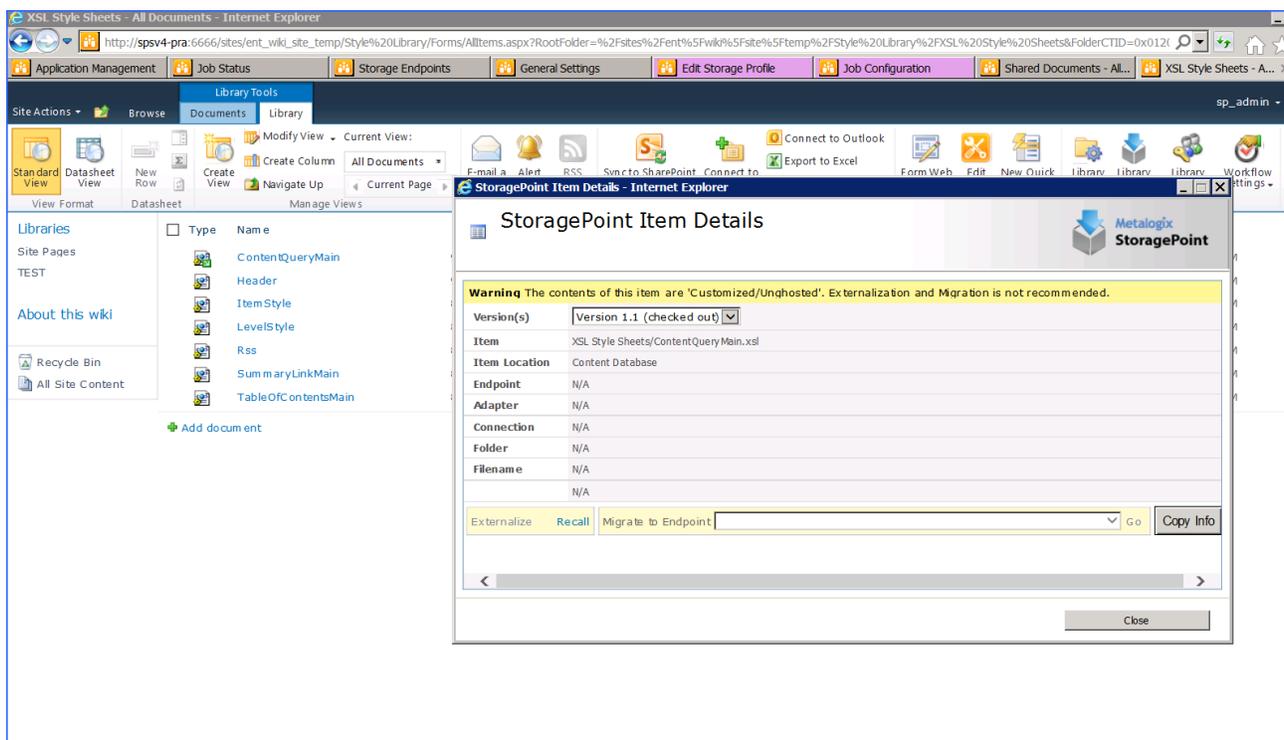
## Scheduling the Process Existing Jobs

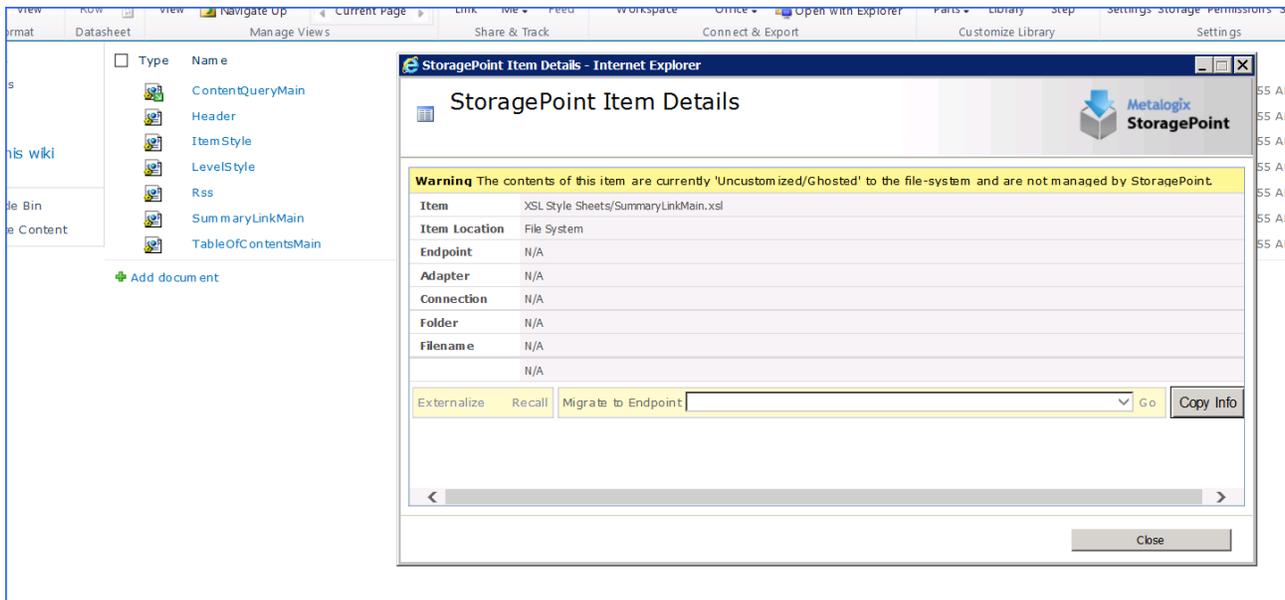
When Archiving, Records or Holds are enabled on a profile, the Process Existing dialog is displayed when saving the profile. This allows those newly created rules to be applied to existing content, and categorically migrate the content to the correct endpoint.

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 Unghosted Files

Customized or unghosted 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.





## PowerShell

When creating profiles with PowerShell, be specific with the use of the -UserBBS flag. EBS is the default in SharePoint 2010, so if this flag is left off, the profile will be configured to use EBS. This can present problems if EBS hasn't been activated on the SharePoint 2010 farm. It is also still needed for SharePoint 2013, but needs to be set to false.

## SharePoint 2016 Support

With the release of SharePoint 2016, StoragePoint continues to refine capabilities and requirements. There are a few limitations with this new release.

- Metalogix Archive Adapter is not supported in SharePoint 2016.
- Sometimes, the SharePoint Timer Service isn't recognized as running in some roles. On a multi-server SharePoint 2016 configuration, if this is detected, it will be noted in the ULS logs if they are set to verbose.