

StoragePoint 6.4

# Advanced Installation Guide



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## Legend



**CAUTION:** A caution icon indicates potential damage to hardware or loss of data if instructions are not followed.



**IMPORTANT, NOTE, TIP, MOBILE OR VIDEO:** An information icon indicates supporting information.

Quest® StoragePoint

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# Planning the StoragePoint Implementation

**i** | **NOTE:** Support for SharePoint 2013 will end from release of StoragePoint 6.4.1.

## Preparation

StoragePoint is installed as a SharePoint solution on a single SharePoint web front-end (WFE), making for simple installation and deployment to the SharePoint farm. This section will outline the necessary software and security prerequisites needed to install StoragePoint.

Before configuring StoragePoint there are few things to consider and understand. This section will touch on each of these and provide some guidance and best practices.

## Minimum Server Software Requirements

### SharePoint (pick one)

<a href="#">SharePoint Server Subscription Edition</a>	
Operating System	Windows Server 2019 Standard or Datacenter Windows Server 2022 Standard or Datacenter
SharePoint Server	SharePoint Server Subscription Edition
Other Server Software	SQL Server 2019 Enterprise Edition with Cumulative Update (CU5) or later

<a href="#">SharePoint Server 2019</a>	
Operating System	Windows Server 2016 Standard or Datacenter Windows Server 2019 Standard or Datacenter
SharePoint Server	SharePoint Server 2019

Other Server Software	Microsoft SQL Server 2016 Enterprise Editions, Microsoft SQL Server 2017 Enterprise Editions for Windows
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#### [SharePoint Server 2016](#)

Operating System	Windows Server 2012 R2 or Windows Server 2016
SharePoint Server	SharePoint Server 2016
Other Server Software	SQL Server 2014 SP1, 64 bit Enterprise Edition, SQL Server 2016 RTM Enterprise Edition or SQL Server 2017

#### [SharePoint Server 2013](#) and SharePoint Foundation 2013

Operating System	Windows 2012 Server
SharePoint Server	SharePoint Server 2013 or SharePoint Foundation 2013
Other Server Software	SQL Server 2012 Enterprise Edition, or SQL Server 2014 Enterprise Edition

## Server Hardware Requirements

StoragePoint does not have any hardware requirements beyond what is prescribed by Microsoft SharePoint. For reference, those can be reviewed here:

Subscription Edition - <https://learn.microsoft.com/en-us/sharepoint/install/system-requirements-for-sharepoint-subscription-edition>

2019 - <https://docs.microsoft.com/en-us/sharepoint/install/hardware-and-software-requirements-2019>

2016 - [https://technet.microsoft.com/en-us/library/cc262485\(v=office.16\).aspx](https://technet.microsoft.com/en-us/library/cc262485(v=office.16).aspx)

2013 - <https://docs.microsoft.com/en-us/sharepoint/install/hardware-software-requirements-2013>

## Security Requirements

The User Account used to perform the install must be a SharePoint Farm Administrator.

Also review FileShare and Content Database Rights in the StoragePoint Reference Guide>Managing Storage Profiles, when a profile is created.

## Screen Resolution Requirements

StoragePoint requires a minimum screen resolution of 1024 x 768 for optimizing the user interface on the StoragePoint pages that are linked from the main menu on Application Administration in Central Administration.

## Internet Browser Requirements

Microsoft Edge is the recommended browser for use with StoragePoint interface. Other browsers may work, but are not verified as supported for all functions.

## .NET Framework Requirements

StoragePoint for SharePoint 2013, 2016, 2019, and Subscription Edition requires .NET Framework 4.8.

## Temporary Storage Requirements

The amount of temporary storage needed to support the timer jobs depends on the number of threads being used for the timer job. It is recommended that 10GB per thread, for each timer job running concurrently, be available on the server running the timer job. Most timer jobs can use a Controller/Worker configuration to spread this over multiple servers. The temporary storage location can be configured on General Settings or during installation to use something other than the default (AppData/Local/Temp).

## SharePoint 2019/SharePoint SE Modern UI considerations

SharePoint 2019 and SharePoint Server Subscription Edition (SharePoint SE) have an updated look and feel for the user interface. StoragePoint links will work on this new user interface, but some additional configuration is necessary.

A Site Collection Feature will be deployed to SharePoint 2019 farms as of the 5.9.1 release, and for SharePoint SE as of the 6.2 release. This feature should be enabled on the site collection for full StoragePoint user interface functionality.

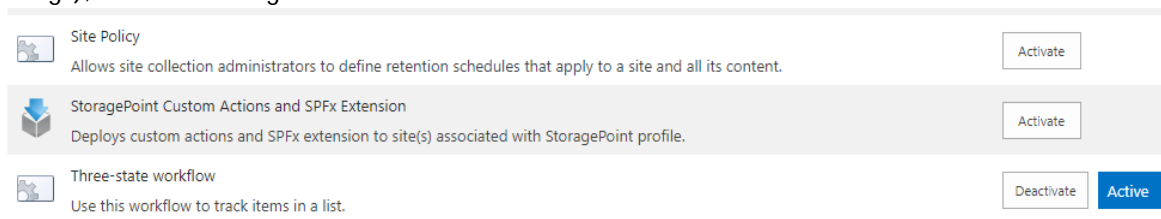
Before activating the Site Collection Feature, an App Catalog must be configured for the web application, as well as an App Management service application.

Please reference the following articles for provisioning these resources.

<https://docs.microsoft.com/en-us/sharepoint/administration/configure-an-environment-for-apps-for-sharepoint#configure-the-subscription-settings-and-app-management-service-applications>  
<https://docs.microsoft.com/en-us/sharepoint/administration/manage-the-app-catalog>

There are some PowerShell script examples in the PowerShell and API Guide for provisioning these resources.

When these steps are done, open the Site Collection Features (Gear Icon>Site Info>View All Site Settings), scroll to StoragePoint Custom Actions and SPFx Extension and click Activate.



## StoragePoint Database Sizing

StoragePoint database is used to track RBS provider activities in a SharePoint farm. This means that StoragePoint database will grow at a rate proportional to the number of documents added to the content databases. The Unused BLOB Cleanup timer job (found on the Profile Timer job page) is critical for keeping StoragePoint database size to a minimum.

Sizing the StoragePoint database can be based on the following estimations:

- Synchronous profiles: average increase on the StoragePoint database size is approximately 16 MB per 1 GB in the RBS store.
- Asynchronous profiles: average increase on the StoragePoint database size is approximately 26 MB per 1 GB in the RBS store.



**NOTE:** The estimation was tested and carried out under the following conditions:

- StoragePoint database on SQL 2019 instance (cumulative update 20), operating in compatibility mode with SQL Server 2019 (150)
- Autogrow/MaxSize: 64 MB/Unlimited
- FileSystem adapter: no encryption and no compression used
- Used files: .txt, .zip, .pdf, Office (.docx, .xlsx, .pptx)

Additionally, Microsoft has restrictions on content database sizing that must be [followed](#).

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# Advanced Installation

**i** | **NOTE:** Support for SharePoint 2013 will end from release of StoragePoint 6.4.1.

## Install or Upgrade StoragePoint

### Install or Upgrade StoragePoint

This section will walk through the process of installing StoragePoint for the first time in the SharePoint farm or upgrading an existing installation.

**!** | **CAUTION:** An upgrade is irreversible. Before proceeding with any install, make sure proper preparation has been completed. As an added precaution it is advisable to back-up the StoragePoint configuration database prior to performing any upgrade.

**i** | **NOTE:** To install bits on an app server outside of the farm, please see Advanced Options, Install AppServer.

1. Refer to the welcome e-mail with instructions on how to download the StoragePoint software. This e-mail will be sent after registering for a trial or making a software purchase. Follow the instructions and download the software to one of the SharePoint WFEs or download it to another location and copy it to one of the WFEs.
2. Once downloaded or copied to a WFE within the farm or single-server environment, right click on the executable and click Run as Administrator to launch the StoragePoint Install Wizard.
3. Click Install StoragePoint. The Evaluation Guide or this Quick Start Guide can also be loaded. Please note that both of these documents are PDFs, so please have Adobe Acrobat Reader or some other PDF viewer installed.



## WELCOME TO THE STORAGEPOINT INSTALL WIZARD.

The installation wizard will install StoragePoint.

### 1 Save time, know how to install and evaluate.



Read the Evaluation Guide



Read the Quick Start Guide

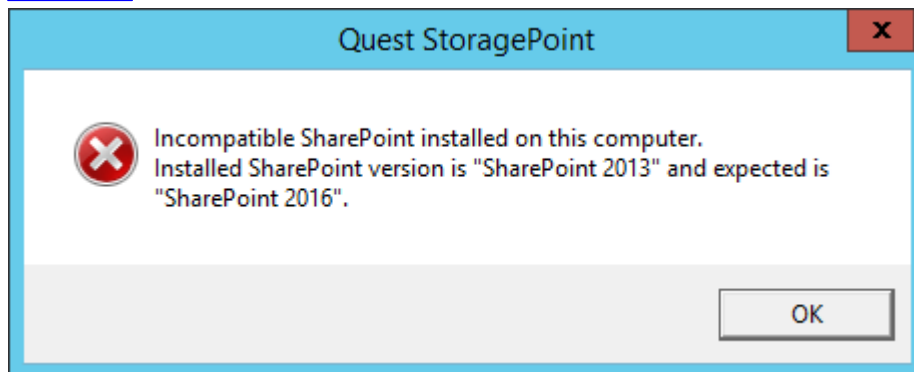
### 2 Start installing.



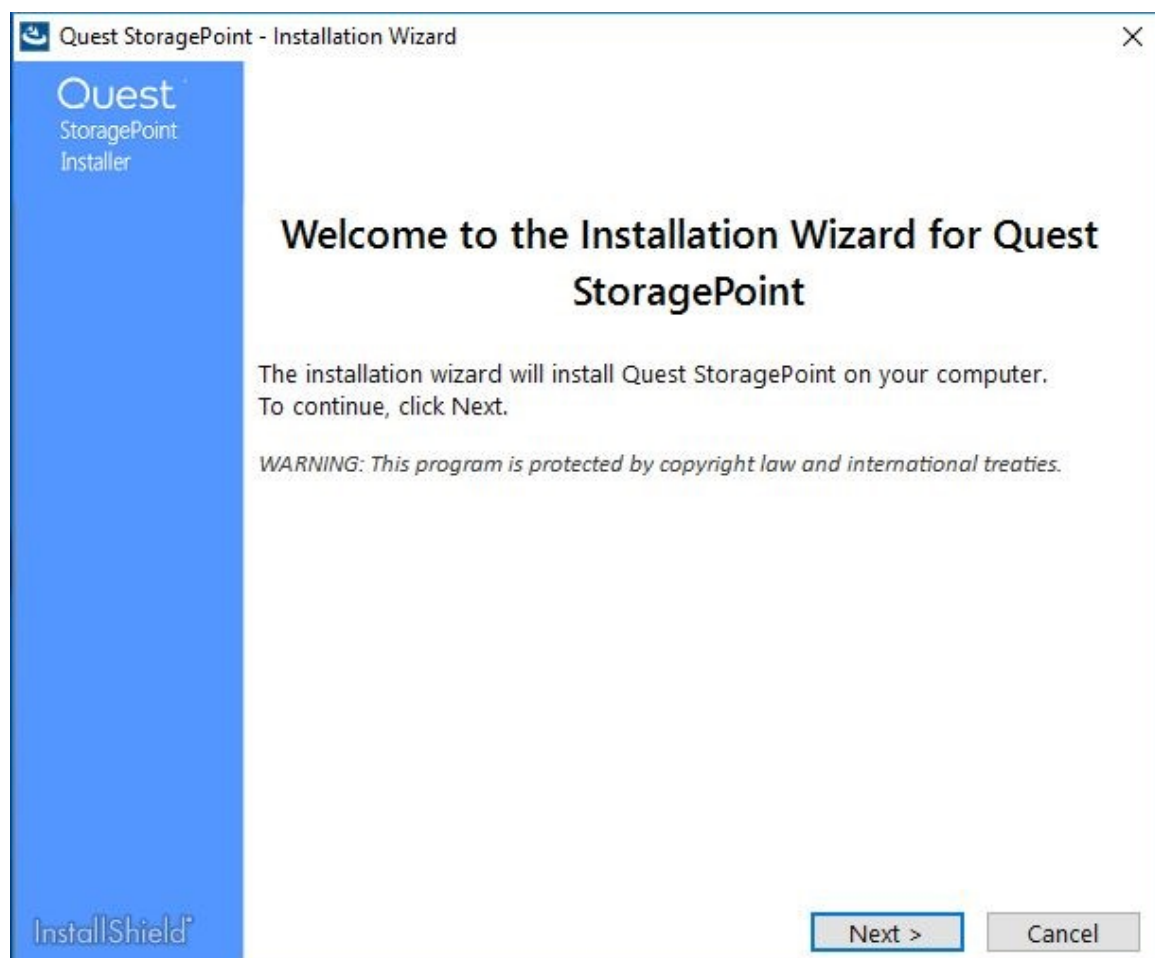
Install StoragePoint

This program is protected by copyright law and international treaties.

If SharePoint has been upgraded, and software for a previous version is being installed, a message similar to the one below will be displayed. StoragePoint installers are unique to each SharePoint version. Visit the Quest Support site for the latest StoragePoint version [download](#).



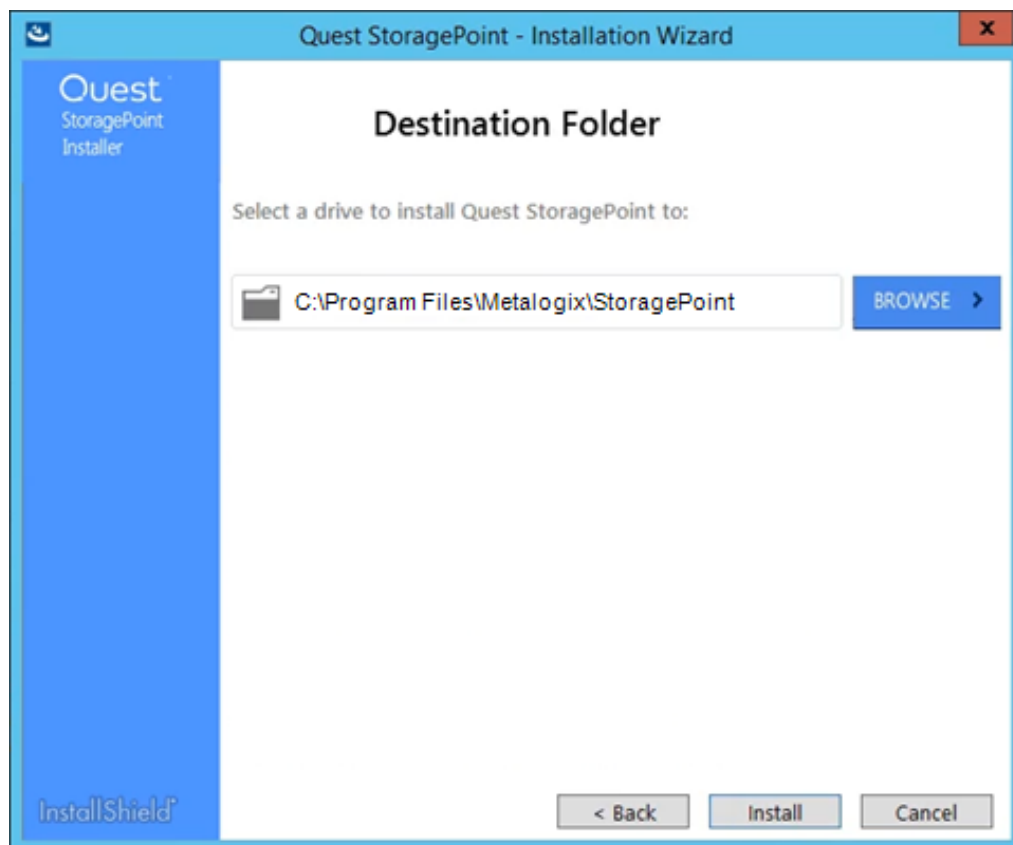
4. A welcome screen is displayed. Click Next.



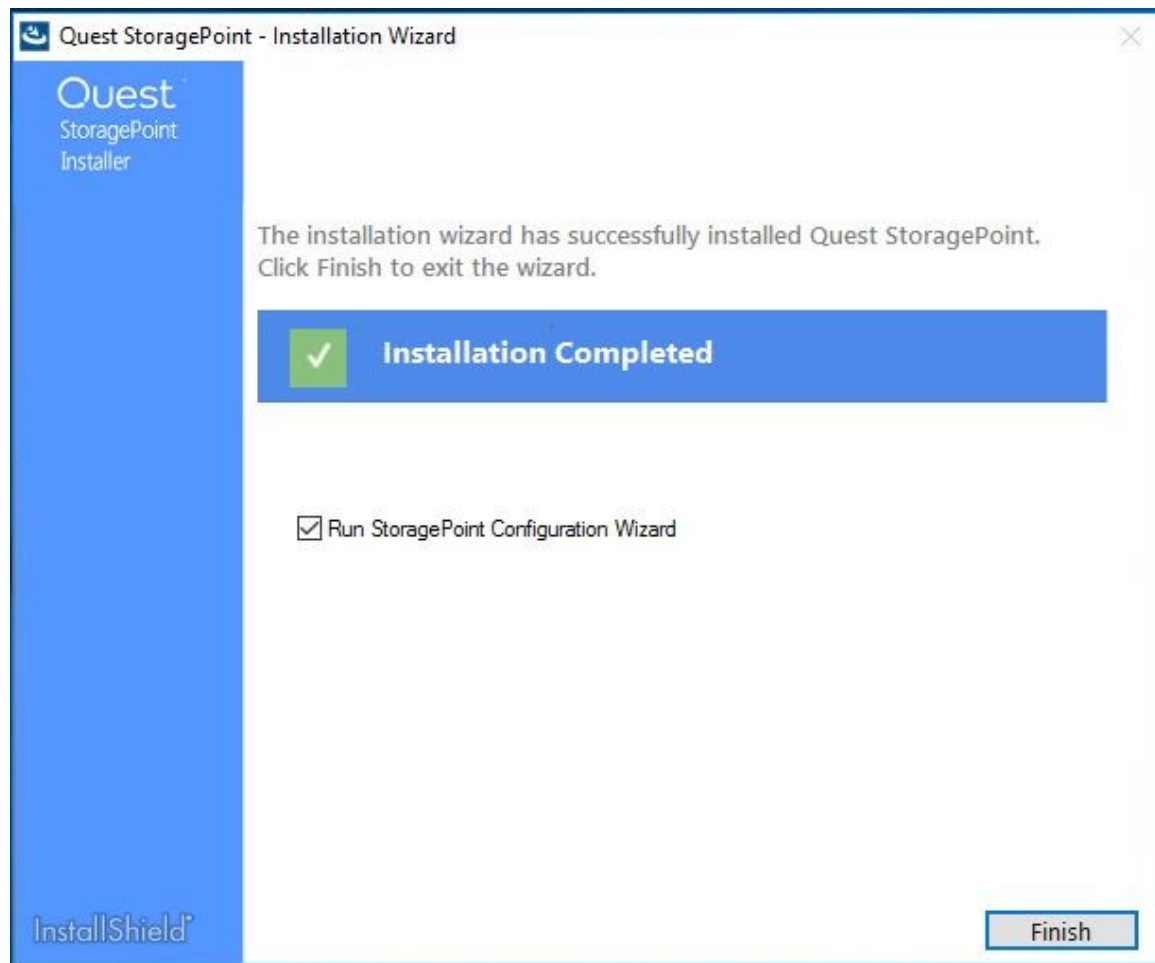
5. (Install only) Select the I Accept radio button, and click Next.  
(Optional) To save a copy of the License Agreement, click the Print button and follow the prompts to save the file locally.



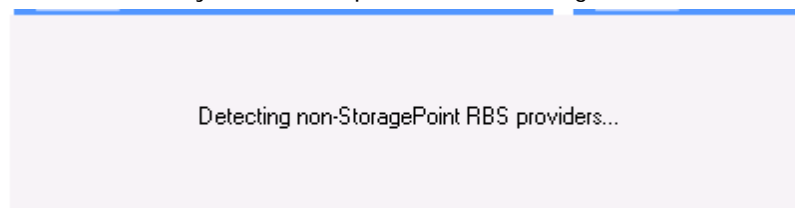
6. Enter the destination for installing the StoragePoint. Click Browse to select something other than the default location. Click Install.



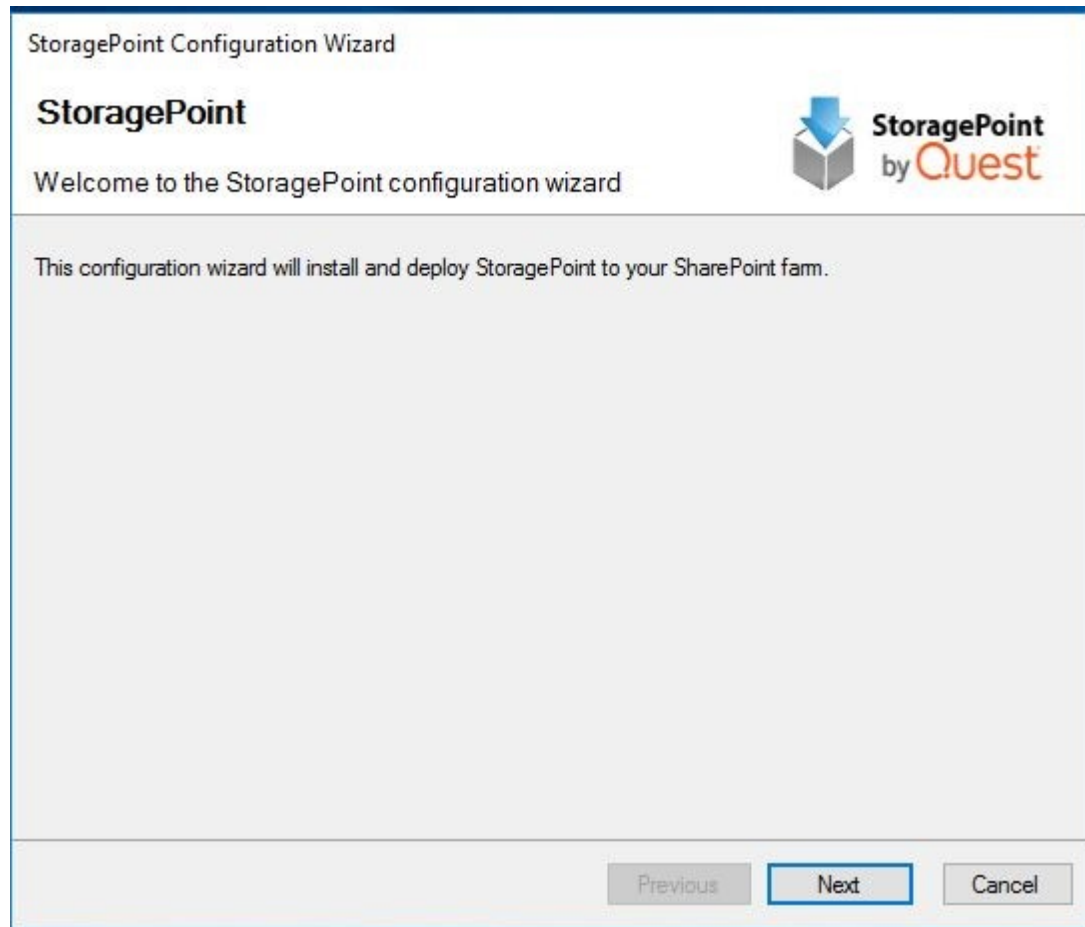
7. After the files are placed in the drive, make sure the Run StoragePoint Configuration Wizard checkbox is selected. Click Finish.



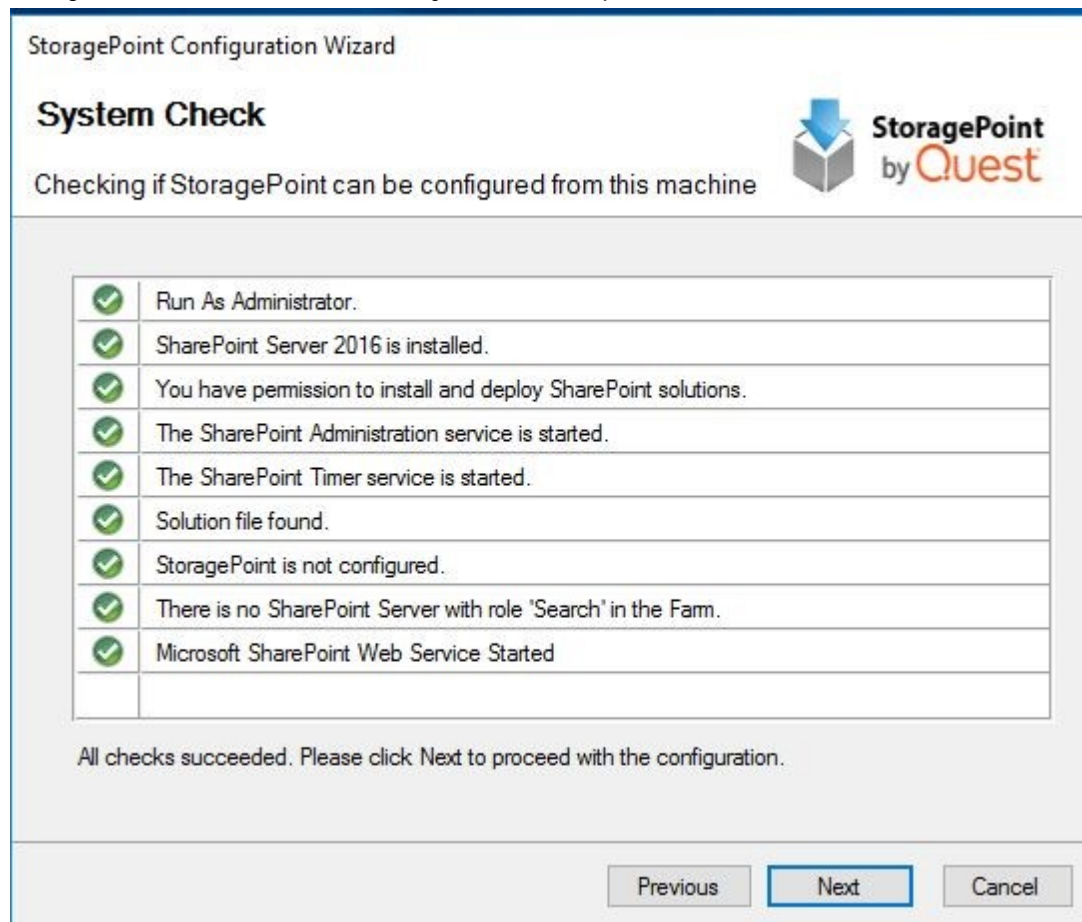
This message may display briefly to indicate that StoragePoint is looking for other installed software that may not be compatible with StoragePoint externalization.



8. The StoragePoint Configuration Wizard will launch. Click Next.

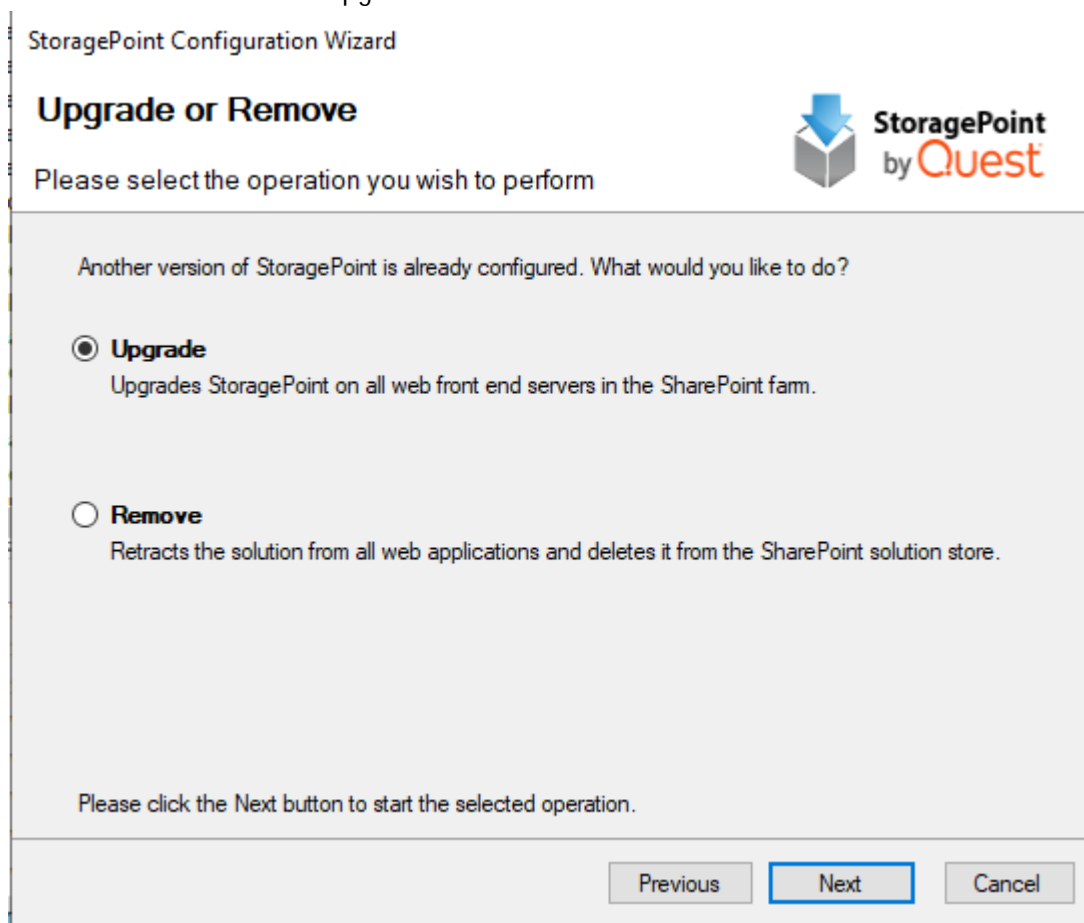


9. The installer will now perform a series of system checks to make sure the system is ready for StoragePoint to be installed. If all system checks pass then click Next.



- i** **NOTE:** If a system check fails it will be denoted with a red X and the install will not be able to continue until the issue(s) are resolved. The installer will also check whether the most recent supported SharePoint CU is installed.
- i** **NOTE:** Unless a server is running only in a web server role, it will be detected as an app server. The bits will most likely deploy successfully, but use the [AppServer Install](#) if needed. If unsure, run the following PowerShell script to see the servers in the farm:  
`Get-SPServer | Select Name, Role`
- i** **NOTE:** 'App Management service application is created.' and 'Some SP web application(s) are not provided with App Calatog Site' options are only displayed for SharePoint 2019 and Subscription Edition.

10. UPGRADE ONLY: Choose Upgrade and Click Next.

The image shows a screenshot of the 'StoragePoint Configuration Wizard' window. The title bar says 'StoragePoint Configuration Wizard'. The main heading is 'Upgrade or Remove'. Below the heading, it says 'Please select the operation you wish to perform'. In the top right corner, there is a logo for 'StoragePoint by Quest' which includes a blue downward arrow icon. The main content area has a light gray background and contains the text 'Another version of StoragePoint is already configured. What would you like to do?'. There are two radio button options: 'Upgrade' (which is selected) and 'Remove'. Under 'Upgrade', it says 'Upgrades StoragePoint on all web front end servers in the SharePoint farm.' Under 'Remove', it says 'Retracts the solution from all web applications and deletes it from the SharePoint solution store.' At the bottom of the main content area, it says 'Please click the Next button to start the selected operation.' At the bottom of the window, there are three buttons: 'Previous', 'Next' (which is highlighted with a blue border), and 'Cancel'.

11. Enter the license key.

**i** **NOTE:** There may be more than one registration key depending on what licenses are installed. Please make sure to use the correct key. There are different keys for production and non-production licenses.

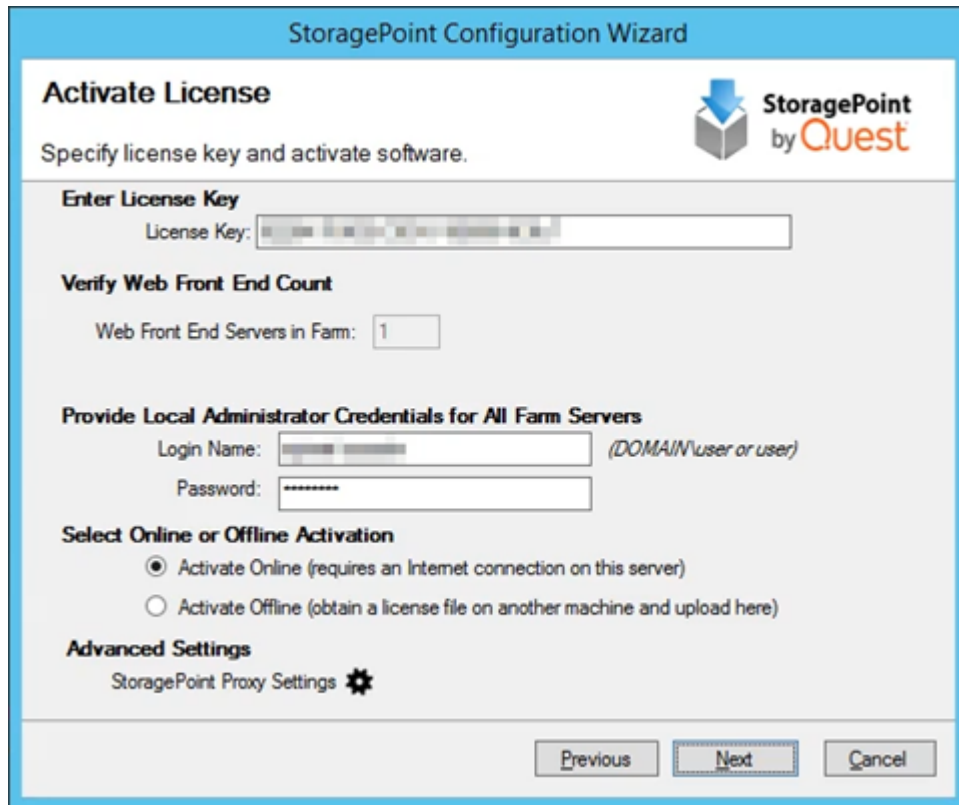
**i** **NOTE:** If a Trial license key is being activated, all StoragePoint features except deleting storage profiles and the Recall timer job will stop working at the end of the trial period.

Verify the number of WFE servers in the farm. This can be less than the number requested with the license. An explanation in the Reason for Override field must be entered if the Override box is checked.

Provide the credentials for an account that has local administrator rights on the WFE(s). The activation and provisioning job that runs requires this access to register certain components



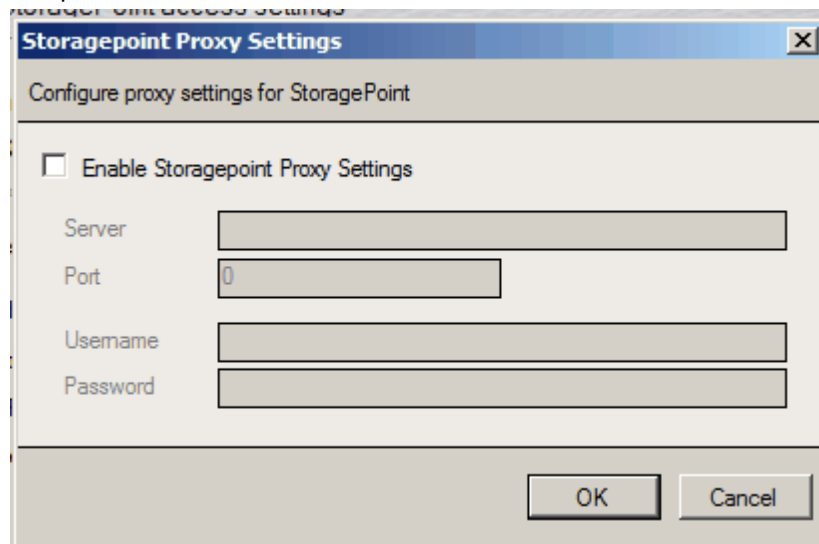
on each WFE.



The image shows the 'StoragePoint Configuration Wizard' window, specifically the 'Activate License' step. The window has a blue title bar and a light gray background. At the top, it says 'StoragePoint Configuration Wizard' and 'Activate License'. Below this, it says 'Specify license key and activate software.' and shows the 'StoragePoint by Quest' logo. The main area contains several sections: 'Enter License Key' with a text box for the license key; 'Verify Web Front End Count' with a text box for the number of servers (set to 1); 'Provide Local Administrator Credentials for All Farm Servers' with text boxes for 'Login Name' (with a hint '(DOMAIN\user or user)') and 'Password'; 'Select Online or Offline Activation' with two radio buttons, 'Activate Online (requires an Internet connection on this server)' (selected) and 'Activate Offline (obtain a license file on another machine and upload here)'; and 'Advanced Settings' with a link to 'StoragePoint Proxy Settings' and a gear icon. At the bottom, there are 'Previous', 'Next', and 'Cancel' buttons.

### *StoragePoint Proxy Settings*

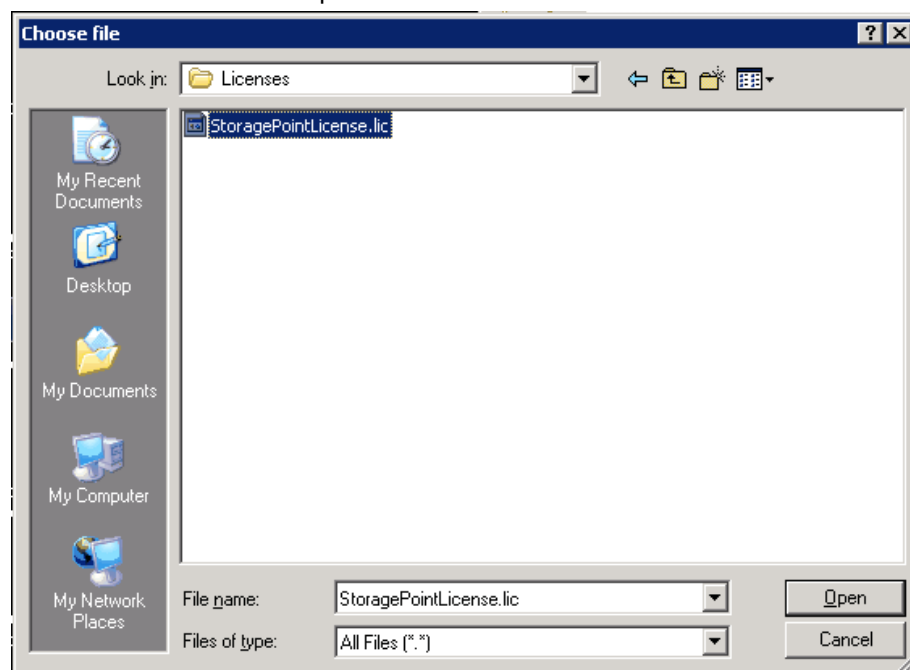
Use the optional StoragePoint Proxy Settings dialog to configure proxy settings for connecting to the license server. This setting can be edited on General Settings after the installation is complete.



The image shows the 'Storagepoint Proxy Settings' dialog box. It has a blue title bar with the text 'Storagepoint Proxy Settings' and a close button. The main area is titled 'Configure proxy settings for StoragePoint'. It contains a checkbox labeled 'Enable Storagepoint Proxy Settings'. Below this, there are four text boxes: 'Server', 'Port' (with the value '0'), 'Username', and 'Password'. At the bottom, there are 'OK' and 'Cancel' buttons.

12. Select the Activate Online option and click Next (go to Step 19) or if the server does not have an Internet connection, click Activate Offline and go to the next step.
13. (OPTIONAL) If the Active Offline option was selected, there will be a screen with Activation Data generated. The data is already selected; copy the data.

14. Click the link or open a browser on a computer with access to the internet and navigate to <https://support.quest.com/offline-activation>
15. Paste the Activation Data in the top field and click Activate.
16. There will be an error if an invalid registration key is entered. If all values entered are valid there will be a file download dialog. Save the file to a location that is accessible by the server where the license activation is being performed.
17. Back on the Offline Activation window, upload the license key file by clicking on the Browse... button.
  - a. Navigate to the location where the file was saved.
  - b. Select the file and click Open.



See Automatic (Internet) Activation or Manual Activation in the Administration Guide for more information on this process.

18. Click Next on the Offline Activation window.

19. Provide the name of the database server where the StoragePoint configuration database will be installed. The database name and SA credentials can be modified if the currently logged on user does not have database and object create privileges on the specified SQL Server instance.

**i** | **NOTE:** If SQL AlwaysON is being used, On Database Creation Login Credentials dialog, enter the name of the Listener in the Database Server field.

Click Test Connection to make sure the supplied values are valid.

Click Next.

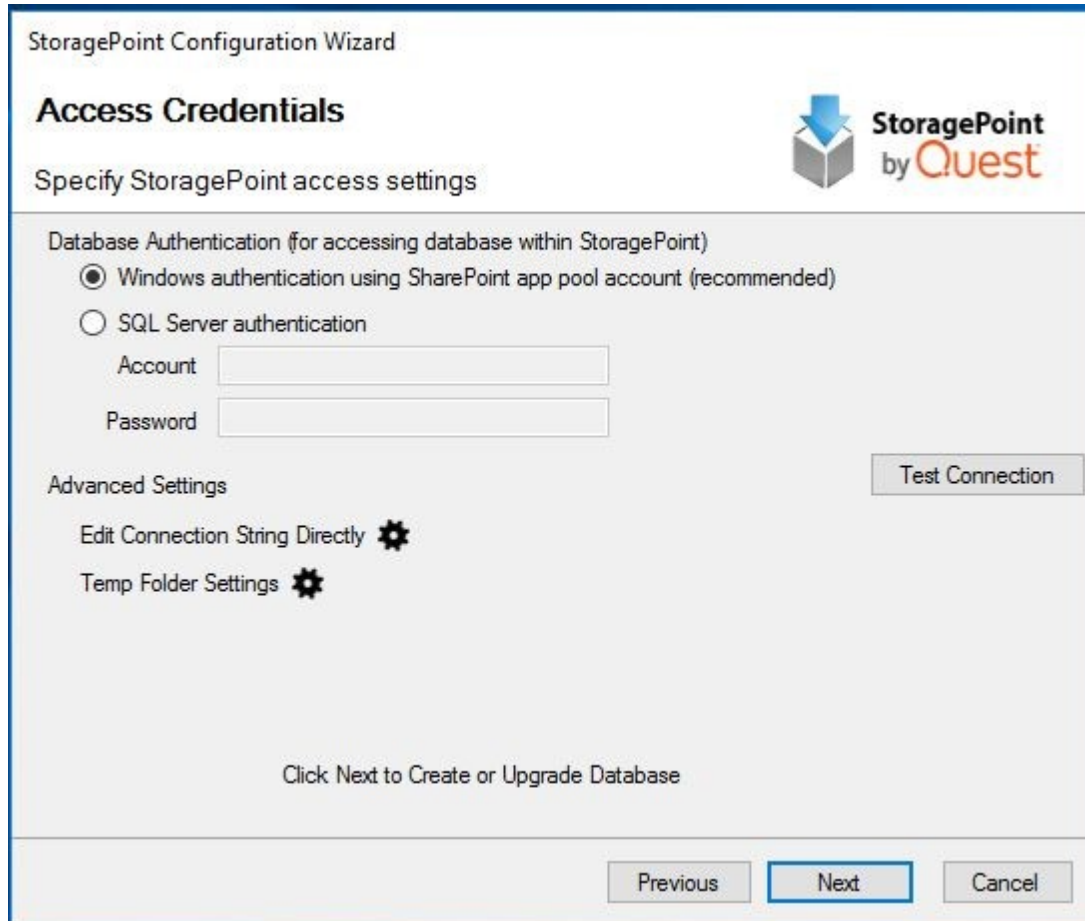
The image shows a screenshot of the 'StoragePoint Configuration Wizard' dialog box, specifically the 'Database Creation Login Credentials' step. The title bar reads 'StoragePoint Configuration Wizard'. The main title is 'Database Creation Login Credentials' with the StoragePoint by Quest logo to the right. Below the title is the instruction 'Specify credentials to use to create the database'. The form contains the following fields and options:

- Database Server:** A text box containing 'STP-DT-SQL16A'.
- Database Name:** A text box containing 'StoragePoint'.
- Database Authentication (for creating database):**
  - ☒ Windows authentication (using Windows account running this utility)
  - ☐ SQL Server authentication
- Account:** A text box (empty) next to the SQL Server authentication option.
- Password:** A text box (empty) next to the SQL Server authentication option.
- ☐ (Advanced) Edit Connection String Directly
- Test Connection:** A button located to the right of the 'Edit Connection String Directly' checkbox.
- Navigation buttons:** 'Previous', 'Next' (highlighted with a blue border), and 'Cancel' buttons at the bottom right.

20. Provide the credentials that will be used to access the StoragePoint configuration database. We recommend using the default setting, which will access the database via the app pool account(s) that the SharePoint web application(s) run under.

Click Test Connection to test the connection based on selected authentication method.

Click Next.

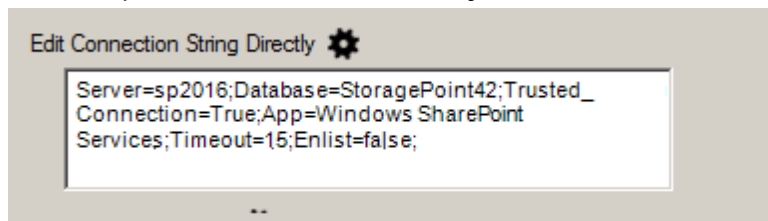


The screenshot shows the 'StoragePoint Configuration Wizard' window, specifically the 'Access Credentials' step. The title bar reads 'StoragePoint Configuration Wizard'. The main heading is 'Access Credentials', and the subtitle is 'Specify StoragePoint access settings'. The StoragePoint by Quest logo is in the top right. Under 'Database Authentication (for accessing database within StoragePoint)', there are two radio buttons: 'Windows authentication using SharePoint app pool account (recommended)' (selected) and 'SQL Server authentication'. Below the SQL Server option are text boxes for 'Account' and 'Password'. Under 'Advanced Settings', there are two links with gear icons: 'Edit Connection String Directly' and 'Temp Folder Settings'. A 'Test Connection' button is on the right. At the bottom, there are 'Previous', 'Next' (highlighted), and 'Cancel' buttons. A message at the bottom says 'Click Next to Create or Upgrade Database'.

Advanced Settings

*Edit Connection String Directly*

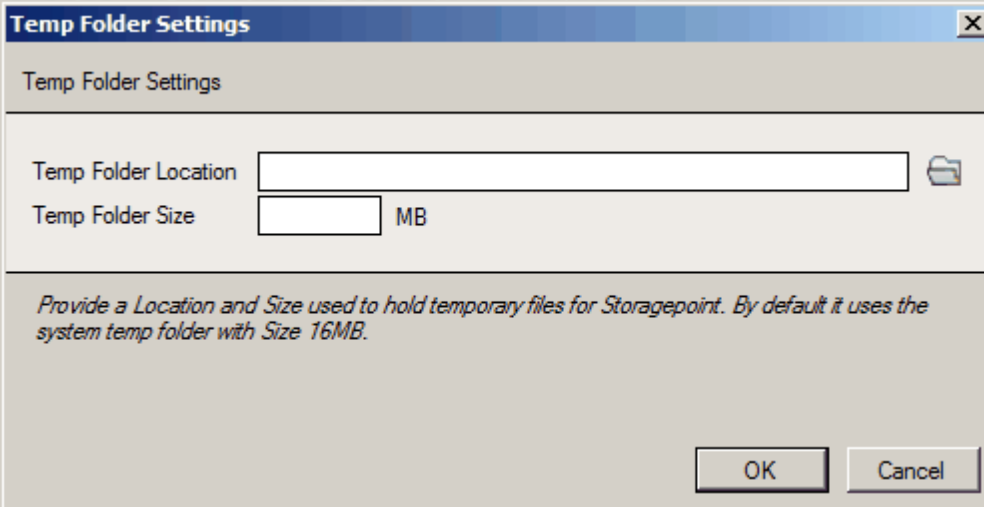
Use the optional text filed to manually edit the SQL database connection string.



The screenshot shows the 'Edit Connection String Directly' dialog box. It has a title bar with the text 'Edit Connection String Directly' and a gear icon. The main area contains a text box with the following connection string: `Server=sp2016;Database=StoragePoint42;Trusted_Connection=True;App=Windows SharePoint Services;Timeout=15;Enlist=false;`. Below the text box is a small 'OK' button.

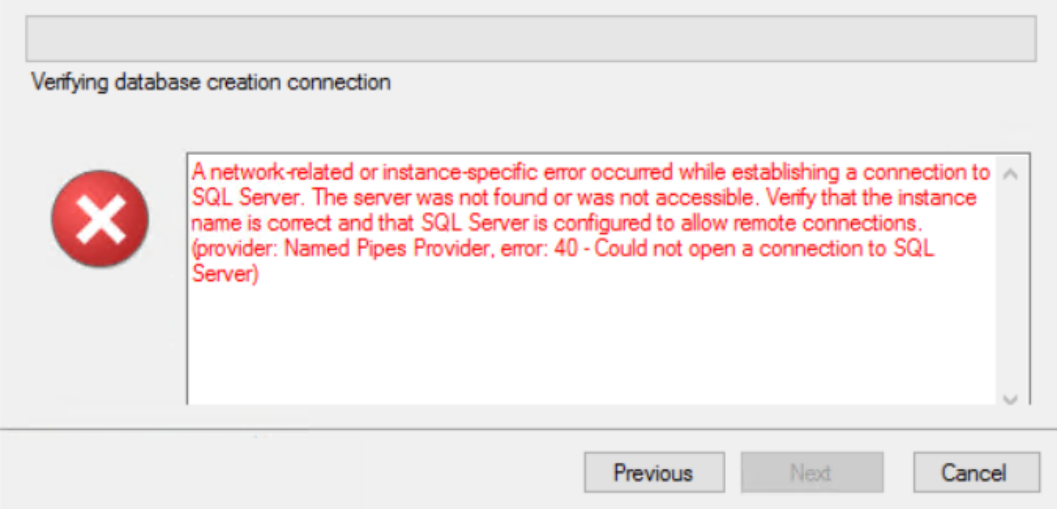
### Temp Folder Settings

Use the optional Temp Folder Settings to allocate a location and size limit for temporary storage of StoragePoint files. This setting can be edited on General Settings.



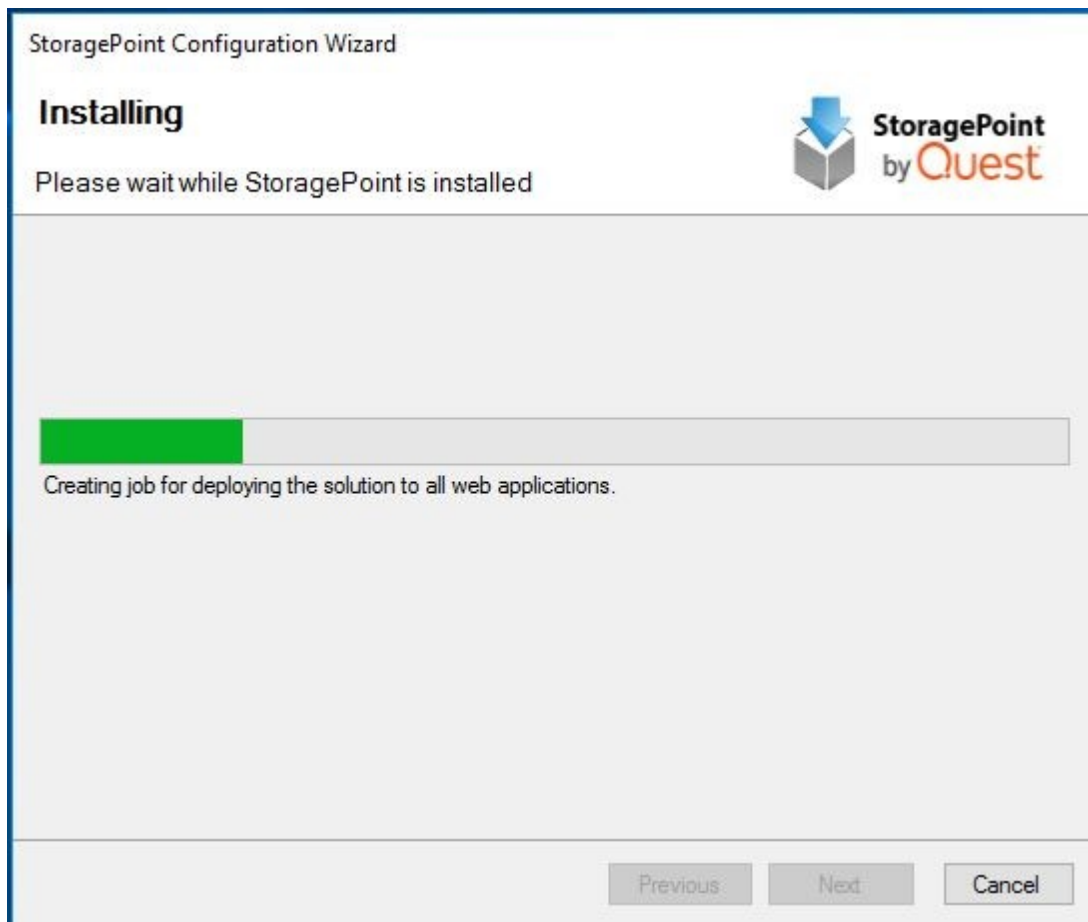
The 'Temp Folder Settings' dialog box has a title bar with a close button. Below the title bar is a section labeled 'Temp Folder Settings'. It contains two input fields: 'Temp Folder Location' with a folder icon to its right, and 'Temp Folder Size' followed by a unit dropdown menu currently set to 'MB'. Below these fields is a descriptive text: 'Provide a Location and Size used to hold temporary files for Storagepoint. By default it uses the system temp folder with Size 16MB.' At the bottom right are 'OK' and 'Cancel' buttons.

**i** **NOTE:** There will be an error similar to this if an invalid server/instance name or authentication credentials are entered for connection to the SQL server. Click Previous to go back and repair the error.



The error dialog box has a title bar. Below it is a section labeled 'Verifying database creation connection'. On the left is a red circle with a white 'X'. To the right is a text area with the following error message: 'A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections. (provider: Named Pipes Provider, error: 40 - Could not open a connection to SQL Server)'. At the bottom are 'Previous', 'Next', and 'Cancel' buttons.

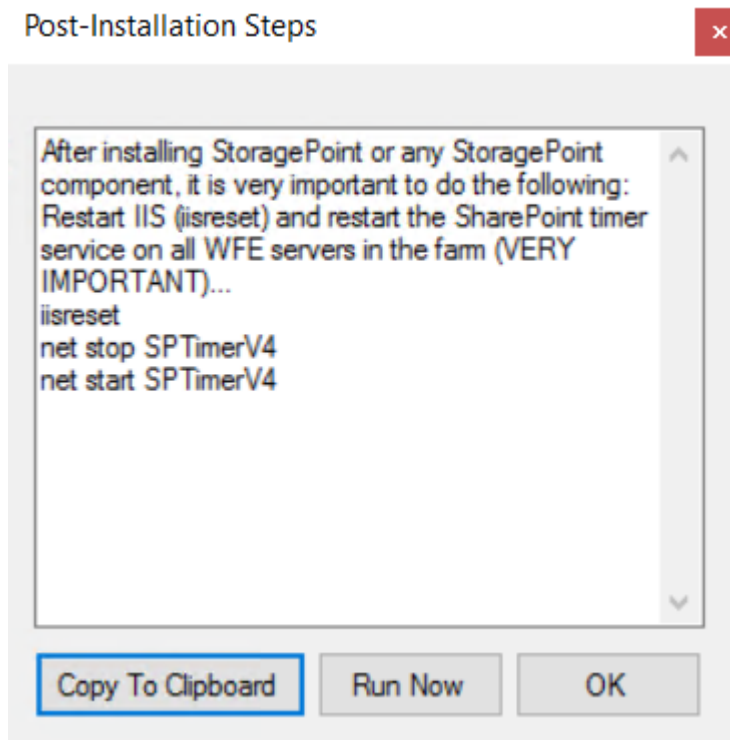
The solution file will now be installed on the local server and deployed to the all servers in the farm.



This page will periodically refresh to update the provisioning status. This process can take upwards of 5 minutes depending on the size of the farm.

**i** | **NOTE:** If the deployment process fails for any reason the error will be presented in the installer. Click Next to see more information about the error, or Click Close to exit the installer.

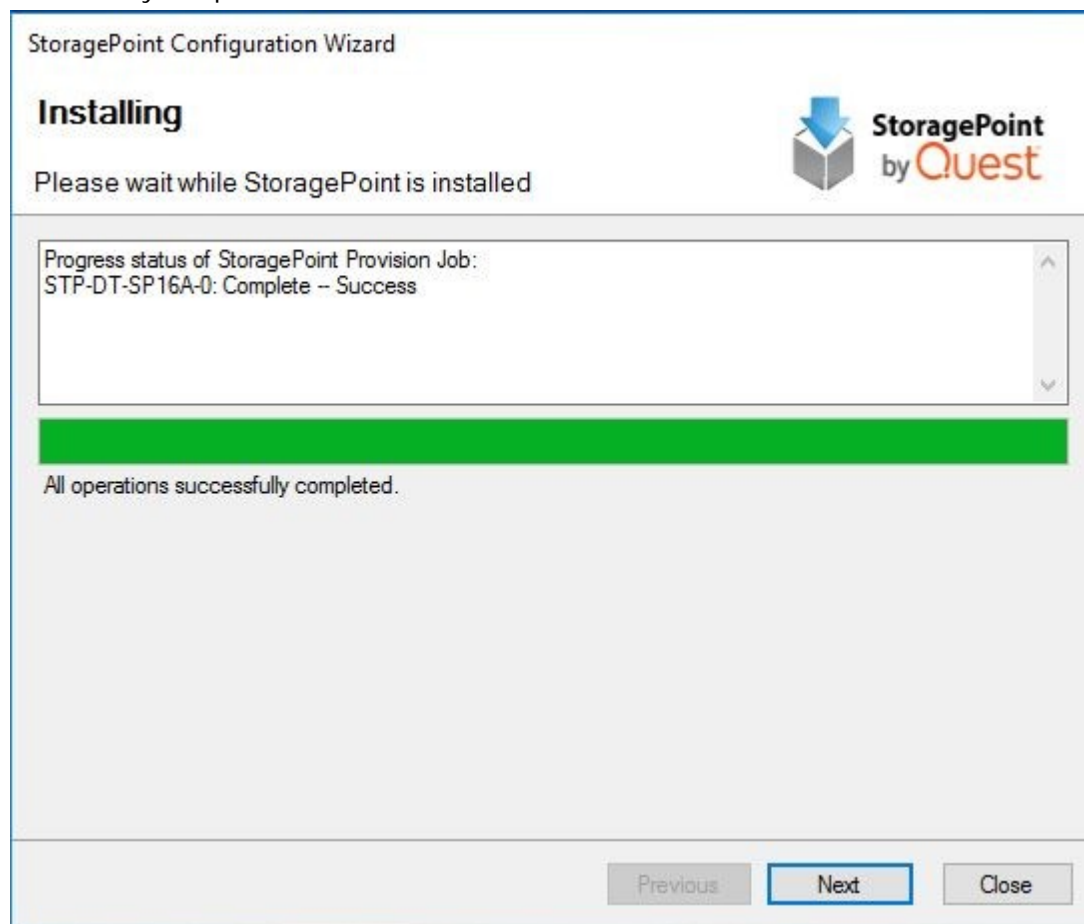
21. After the install, restart IIS and the SharePoint timer service. Click OK.



Copy to Clipboard will copy these instructions and make them available for pasting into a text editor for later reference or to create a script.

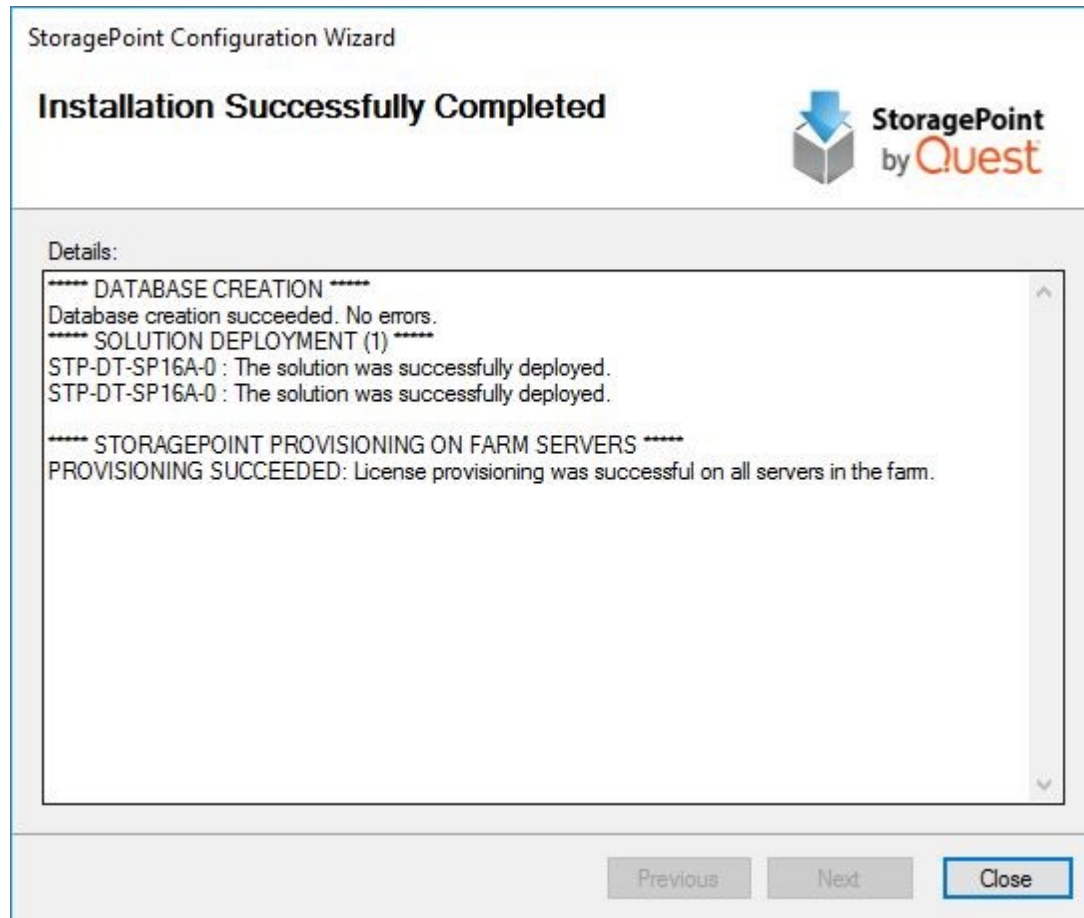
Run Now will immediately perform the iisreset and stop and start the timer services on all servers in the farm where StoragePoint was deployed.

22. Upon completion of the deployment process the progress status will change to All operations successfully completed. Click Next.





23. The installation process is complete. Click Close.



A browser window will be opened and to the StoragePoint *License Management* page in *SharePoint Central Administration*.

**i** **NOTE:** While StoragePoint is now deployed to the farm, BLOBs will not be externalized until the software is configured. See the *Setting Up StoragePoint* section in the Reference Guide.

## Setting up StoragePoint

StoragePoint is entirely managed within SharePoint Central Administration on the Application Management page. Once there, farm-wide storage profile defaults can be established, and the storage endpoints and profile(s) can be managed.

The general high-level steps to follow when setting up StoragePoint to run within the SharePoint farm are as follows:

1. Configure StoragePoint Logging. (OPTIONAL)
  - a. This step will establish how verbose StoragePoint logs information and errors.
  - b. Go to the Configuring StoragePoint Logging section of the StoragePoint Reference Guide for detailed instructions on performing this step.
2. Configure the StoragePoint System Cache (OPTIONAL)

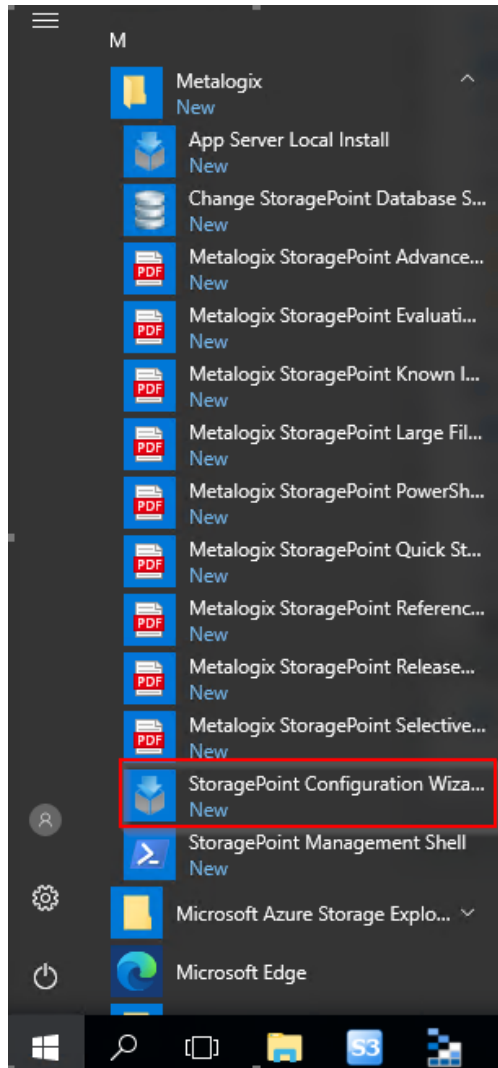
- a. This step will establish the temporary location for BLOBs during Asynchronous operations. If a cloud-based storage platform is being used or any of the additional capabilities associated with asynchronous operations, then this is a required step.
  - b. Go to the System Cache section of the StoragePoint Reference Guide for details on performing this step.
3. Configure the Default Values, General Settings and Farm Wide Timer Jobs. (OPTIONAL)
  - a. This step will establish default values for newly-created endpoints and storage profiles. If defaults are not configured then newly-created endpoints and storage profiles will be blank. This step will allow the administrator to monitor the health and activity of the storage endpoints, as long as capacity thresholds are established when endpoints are created. It will also set up the frequency of migration jobs for archiving and asynchronous externalization.
  - b. Go to the General Settings section of the StoragePoint Reference Guide for detailed instructions on performing this step.
4. Configure the Storage Endpoints. (REQUIRED)
  - a. This step will create the storage location(s) (endpoints) where content will be externalized. One or more endpoints can be defined per storage profile. They can be created from the Storage and Backup Endpoints link in StoragePoint's Central Administration section or from within the Storage Profile user interface.
  - b. Go to the Manage Storage Endpoints section of the StoragePoint Reference Guide for detailed instructions on performing this step.
5. Create one or more Storage Profiles. (REQUIRED)
  - a. This step will create the storage profile(s) that will dictate how BLOBs are externalized. Profiles can be scoped by web application, content database, and/or site collection.
  - b. Go to the Managing Storage Profiles section of the StoragePoint Reference Guide for detailed instructions on performing this step.
6. Configure Archiving Setting for each storage profile. (OPTIONAL)
  - a. This step will enable less accessed content to be moved to less expensive tiers of storage.
  - b. Go to the Archiving section of the StoragePoint Reference Guide for detailed instructions on performing this step.
7. Configure the Unused BLOB Cleanup Job for the Storage Profile.
  - a. This step involves scheduling how frequently the Unused BLOB Cleanup Job is run.
  - b. There are important considerations to keep in mind when scheduling this job. Please see the Unused BLOB Cleanup Job Considerations section of the StoragePoint Reference Guide for more information.
8. Run an Externalize job for each configured Storage Profile. (OPTIONAL)
  - a. This step assumes that there is an existing content database for which to externalize the existing BLOBs.
  - b. Go to the Configure Storage Profile Timer Jobs section of the StoragePoint Reference Guide for detailed instructions on performing this step.

Once these steps are completed, the BLOBs within the SharePoint farm will start externalizing to their configured locations (endpoints).

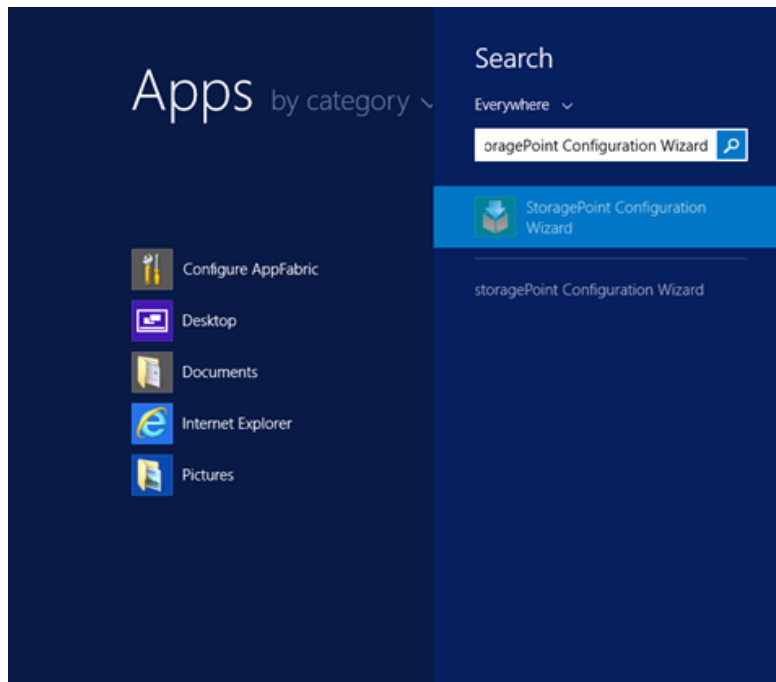
## Repair StoragePoint

A Repair function may be necessary in some situations, such as if it is being used on a SharePoint farm that is also using Content Matrix.

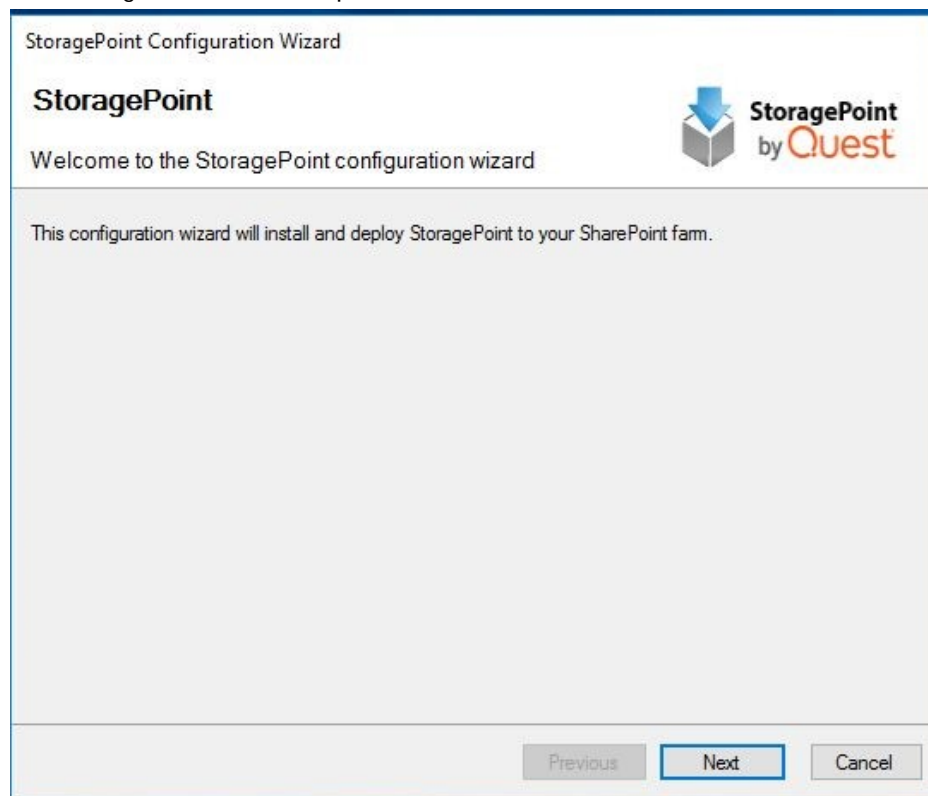
1. For Windows Server 2016 or later, go to the start menu>Metalogix>StoragePoint>Metalogix StoragePoint Configuration Wizard.



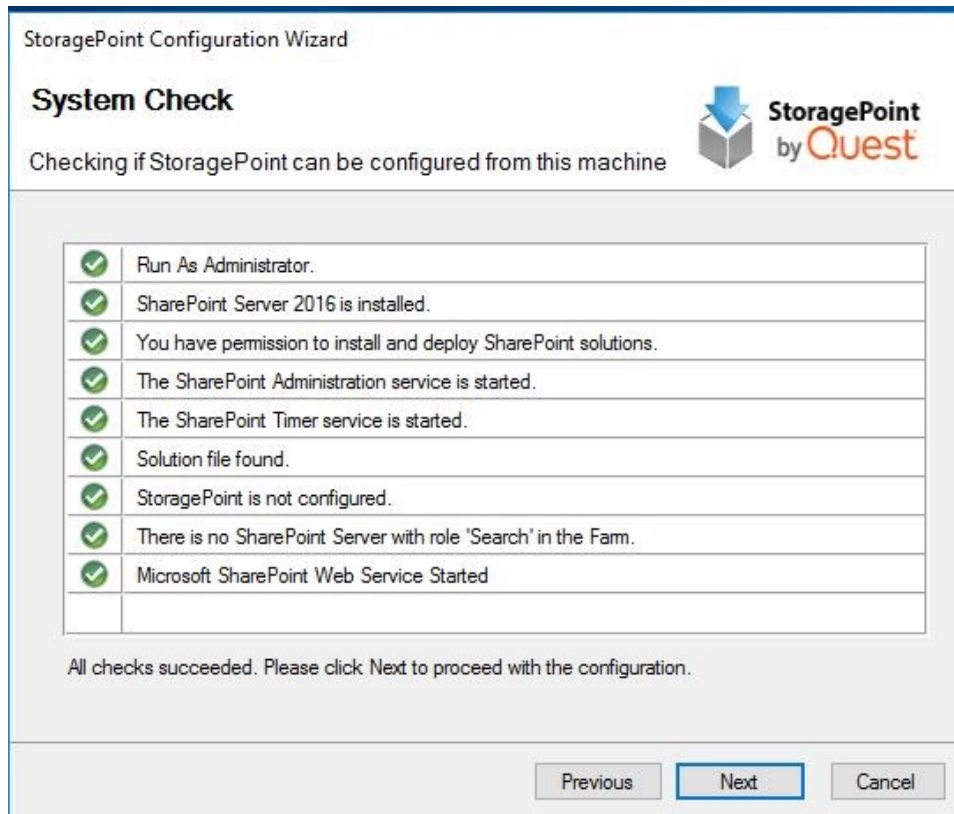
Conversely, for Windows Server 2012 or 2012 R2, go to Search and type 'StoragePoint Configuration Wizard'.



2. The configuration wizard opens. Click Next.



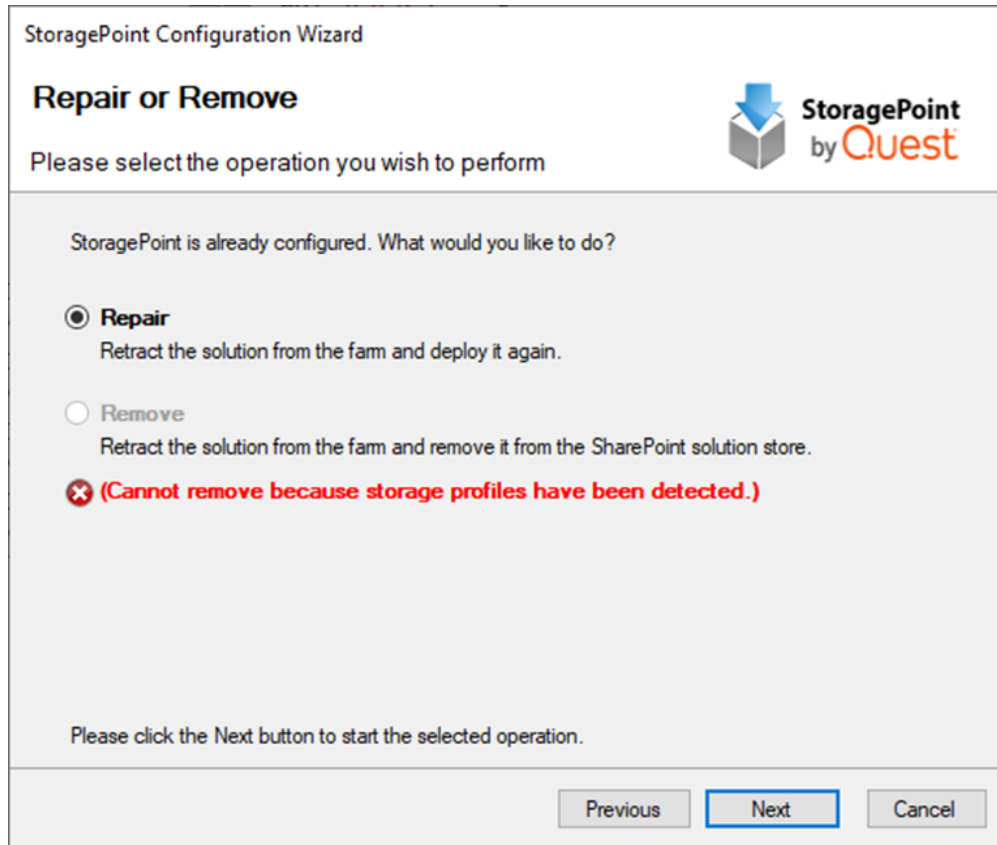
3. The installer will now perform a series of system checks to make sure the system is ready for StoragePoint to be modified. If all system checks pass click Next.



**i** **NOTE:** If a system check fails it will be denoted with a red X and the install will not be able to continue until the issue(s) are resolved. The installer will also check whether the most recent supported SharePoint CU is installed.

**i** | **NOTE:** 'App Management service application is created.' and 'Some SP web application(s) are not provided with App Catalog Site' options are only displayed for SharePoint 2019 and Subscription Edition.

4. With Repair selected, click Next.



The image shows a screenshot of the 'StoragePoint Configuration Wizard' window. The title bar reads 'StoragePoint Configuration Wizard'. The main heading is 'Repair or Remove'. Below the heading, it says 'Please select the operation you wish to perform'. The StoragePoint by Quest logo is in the top right corner. The main content area has a light gray background and contains the text 'StoragePoint is already configured. What would you like to do?'. There are two radio button options: 'Repair' (selected) and 'Remove'. The 'Repair' option has a description: 'Retract the solution from the farm and deploy it again.' The 'Remove' option has a description: 'Retract the solution from the farm and remove it from the SharePoint solution store.' Below these options, there is a red error message: '✖ (Cannot remove because storage profiles have been detected.)'. At the bottom of the main content area, it says 'Please click the Next button to start the selected operation.' At the bottom of the window, there are three buttons: 'Previous', 'Next' (highlighted with a blue border), and 'Cancel'.

StoragePoint Configuration Wizard

## Repair or Remove

Please select the operation you wish to perform

StoragePoint is already configured. What would you like to do?

☒ **Repair**  
Retract the solution from the farm and deploy it again.

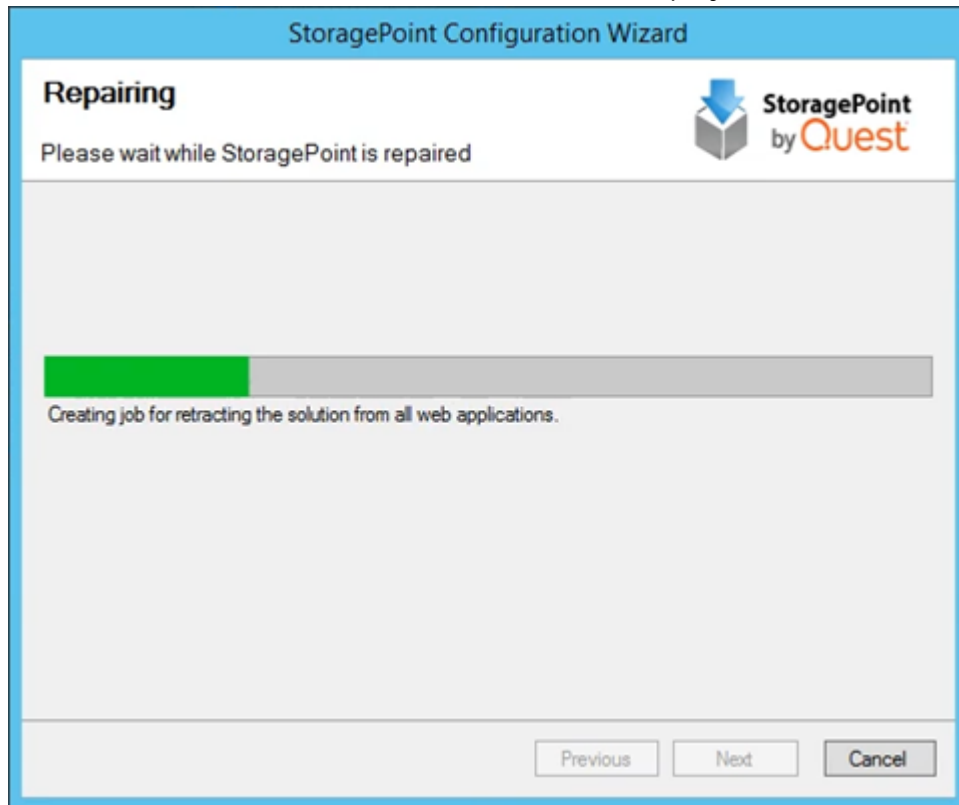
☐ **Remove**  
Retract the solution from the farm and remove it from the SharePoint solution store.

✖ (Cannot remove because storage profiles have been detected.)

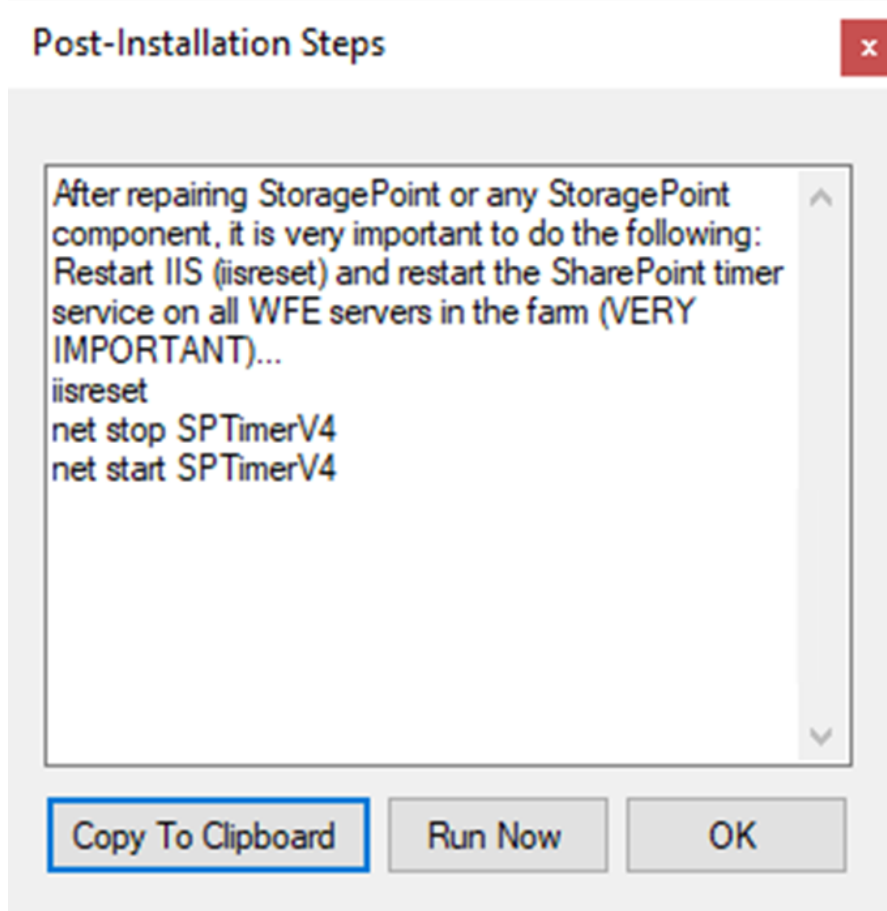
Please click the Next button to start the selected operation.

Previous Next Cancel

5. The solution file will now be removed from and re-deployed to all the servers in the farm.

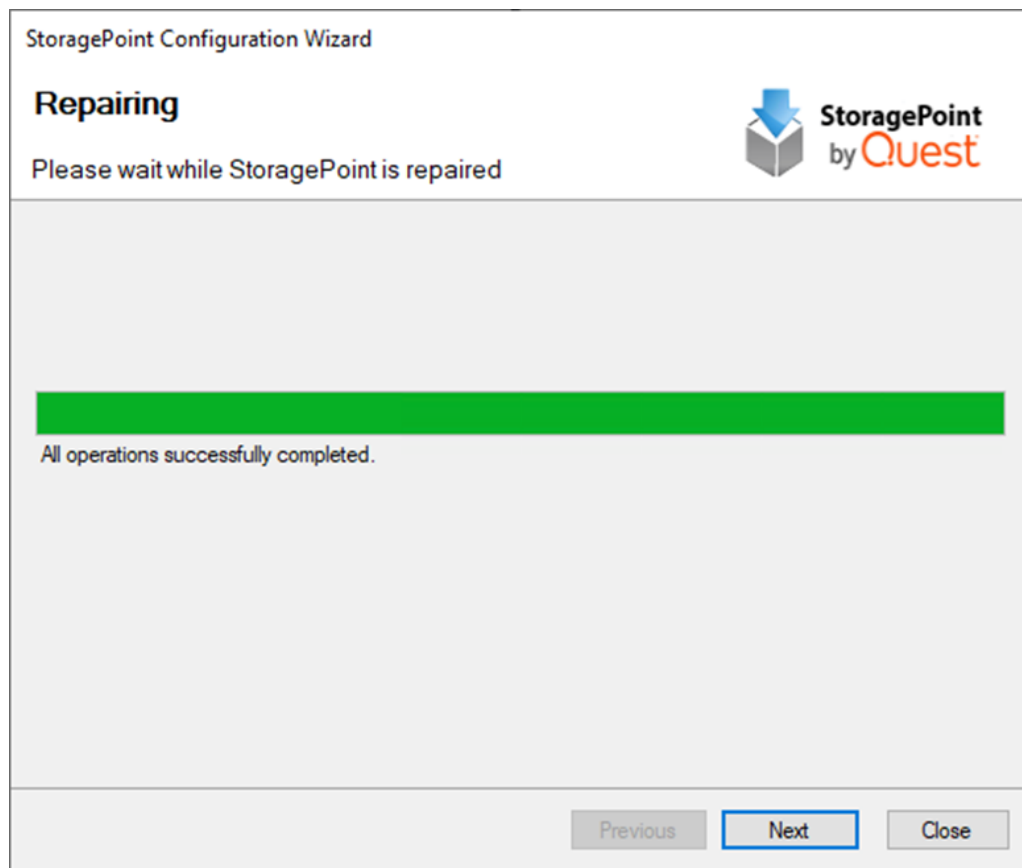


6. After the repair, an IIS and SharePoint timer restart is necessary. Click on the Run Now button to perform this immediately. Then click OK.

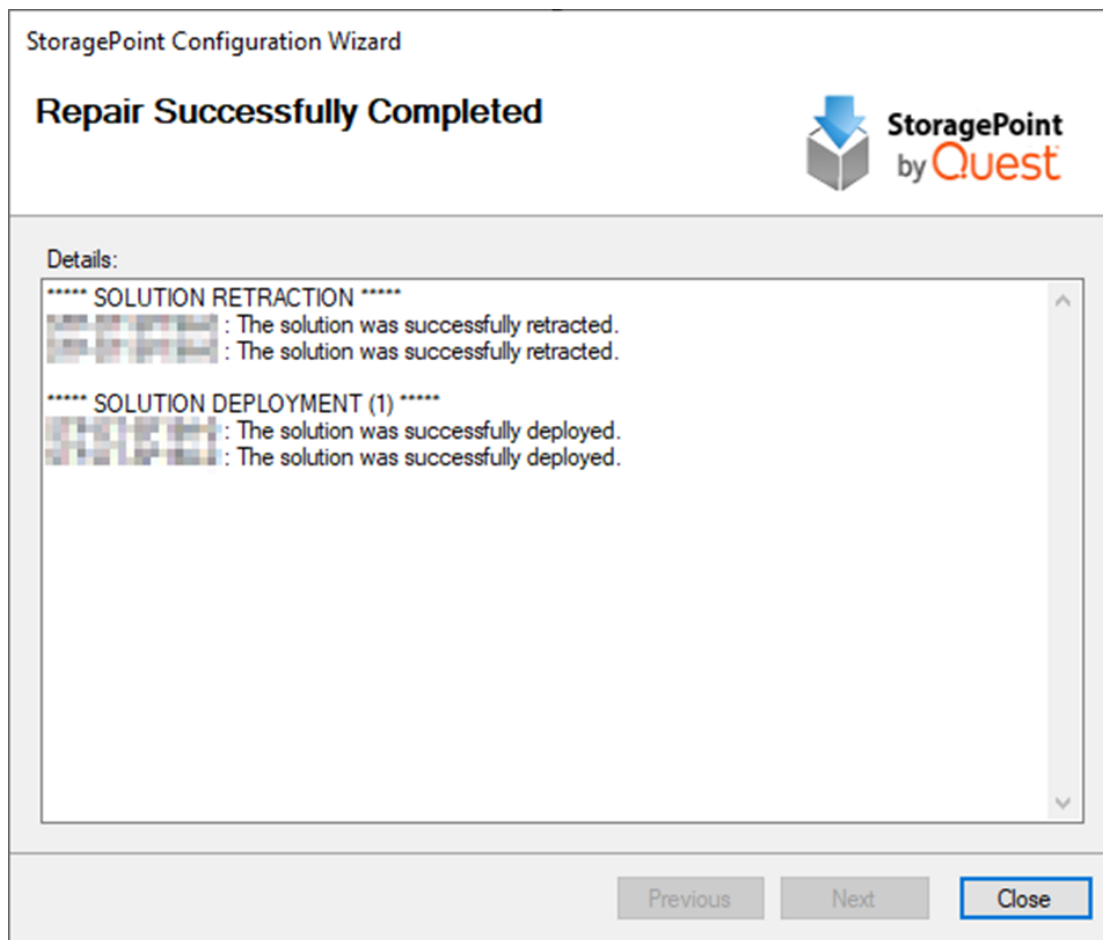


7. Upon completion of the deployment process the progress status will change to All operations successfully completed. Click Next.





8. The repair process is complete. Click *Close*.



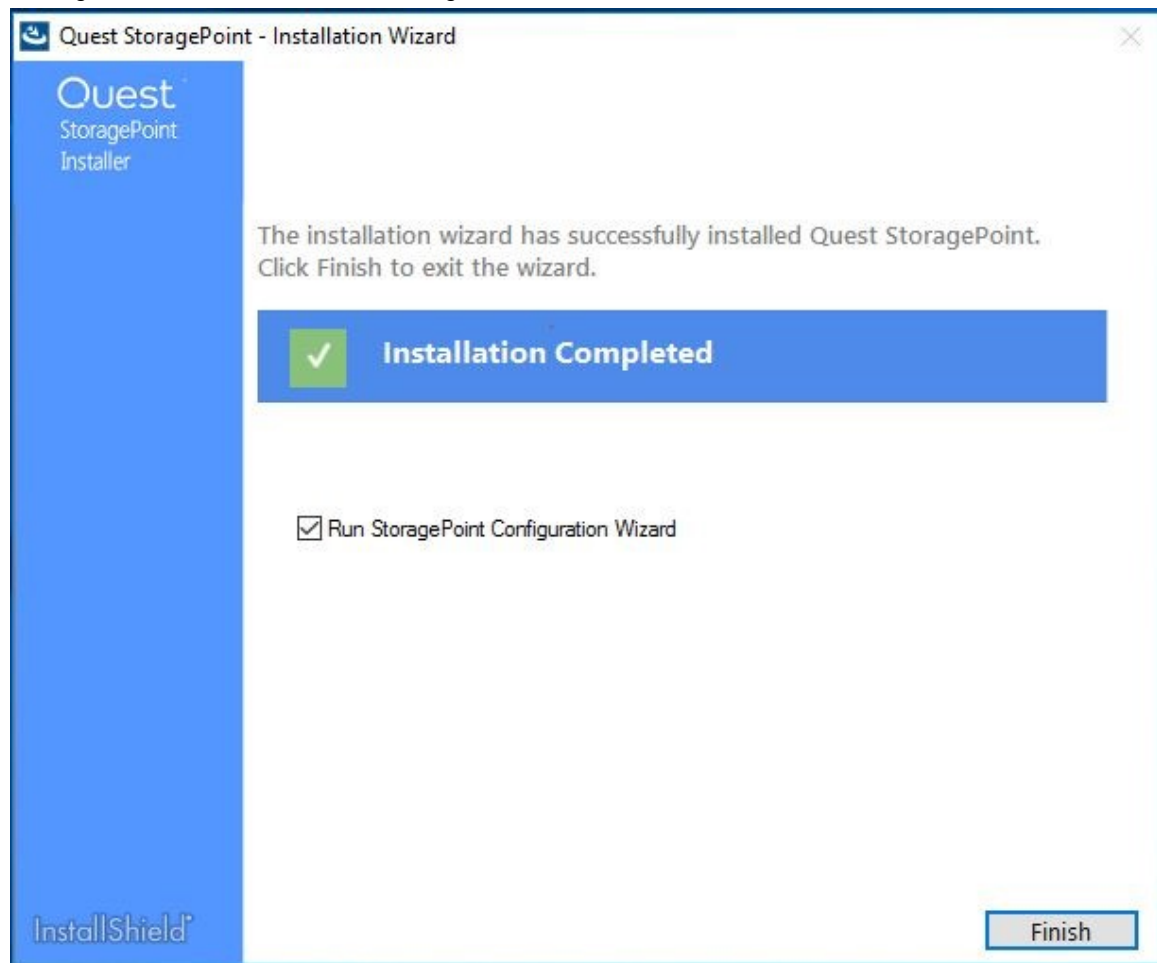
## AppServer Install

If there are application or search servers that need the StoragePoint bits installed to facilitate Microsoft Office integration with SharePoint, these are the steps which will put the dll files to the GAC. Generally, the regular install will take care of this, but if a server didn't receive the bits during deployment, this utility will take care of it. This utility is also used to remove the bits from a server.

The SharePoint Foundation web service must be running on the app server in order to install. It is also required if the app server will be used to run any StoragePoint or SharePoint timer jobs.

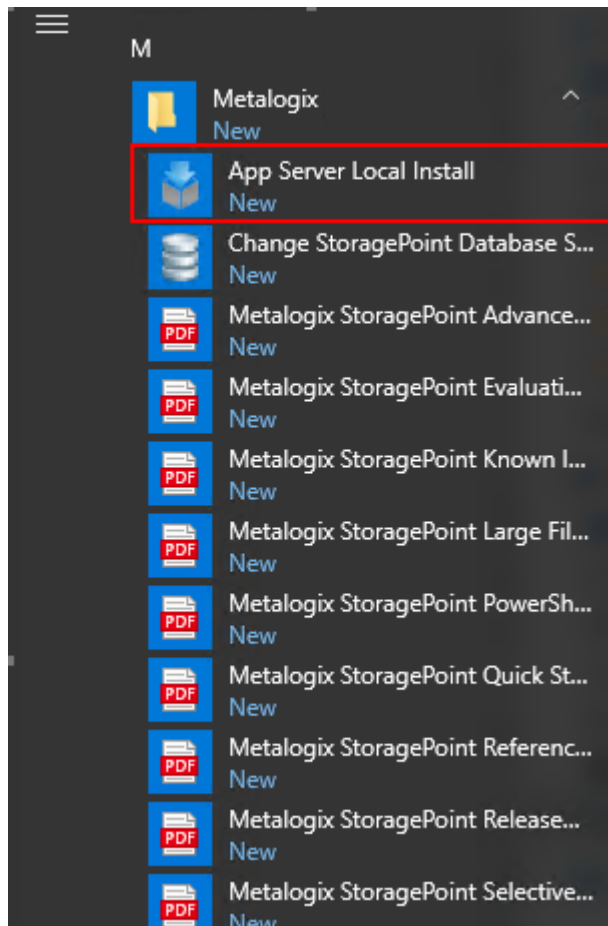
1. Once downloaded or copied to the app server within the farm or single-server environment, simply double-click the executable to launch the StoragePoint installer.

2. Run through the installation steps as normal, but uncheck the box to Run the StoragePoint Configuration Wizard before clicking Finish.

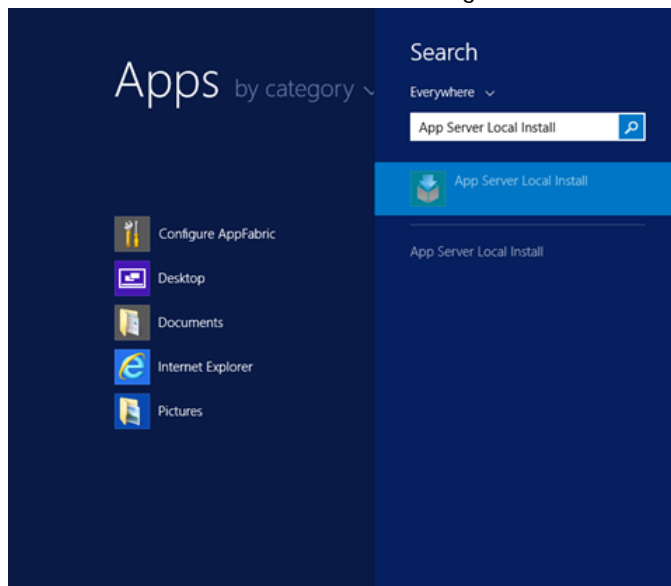


3. Find the Tools folder.

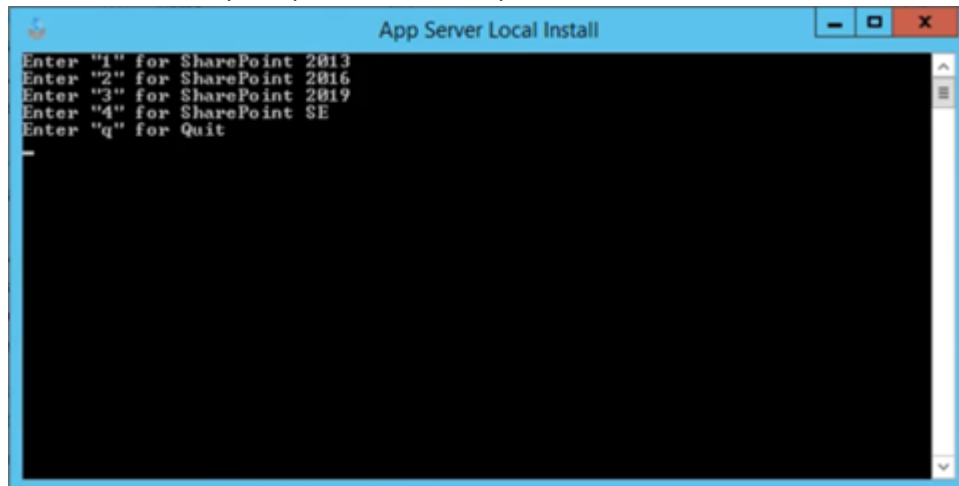
For Windows Server 2016 or later, go to the start menu>Metalogix>StoragePoint>Tools>App Server Local Install.



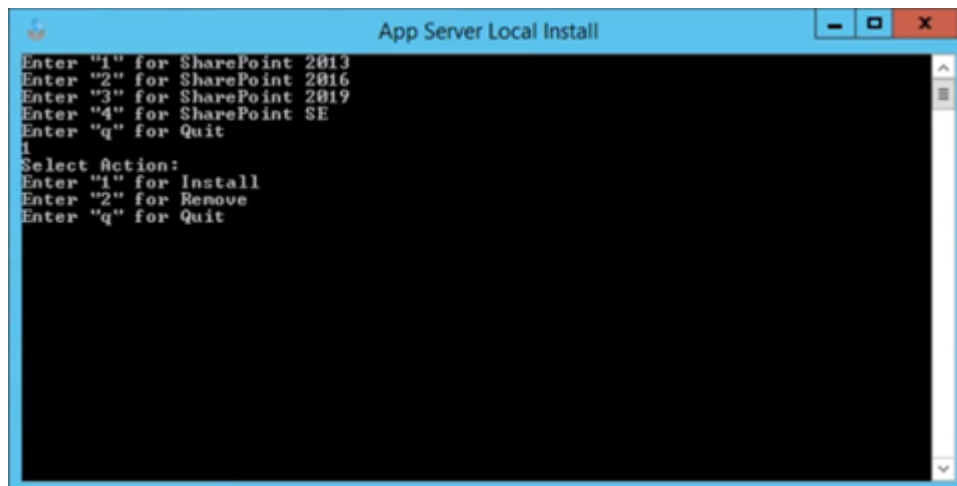
For Windows Server 2012 or 2012 R2, go to Search and type App Server Local Install.



4. A new command prompt window will open.



5. Enter the required option based on your current SharePoint version, e.g. "1" (without quotes) if your SharePoint version is 2013, and press Enter. The following actions will be loaded: Install, Remove, or Quit."



6. Enter "1" (without quotes) and press Enter to install. The installation process will begin.

```
App Server Local Install
Select Action:
Enter "1" for Install
Enter "2" for Remove
Enter "q" for Quit
1
Installing "StoragePoint Build (6.4.249)" on AppServer
Download cache deleted successfully

Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\AlphaFS.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\AWS SDK.Core.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\AWS SDK.S3.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Azure.Core.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Azure.Storage.Blobs.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Azure.Storage.Common.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Bluethread.EsuApilib.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Bluethread.ScspClient.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Bluethread.SharePoint.Activation.Client.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Bluethread.SharePoint.StoragePoint.ActivationUtils.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Bluethread.SharePoint.StoragePoint.Adapters.AmazonS3.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Bluethread.SharePoint.StoragePoint.Adapters.Atmos.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Bluethread.SharePoint.StoragePoint.Adapters.Azure.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Bluethread.SharePoint.StoragePoint.Adapters.CASstor.dll successfully added to the cache
```

7. When complete, the screen will display a message that the install has been registered successfully. Press any key to close the window.

```
Administrator: App Server Local Install
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\System.Runtime.CompilerServices.Unsafe.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\System.Text.Encoding.Web.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\System.Text.Json.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\System.Threading.Tasks.Extensions.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\System.ValueTuple.dll successfully added to the cache
Assembly C:\Program Files\Metalogix\StoragePoint\AppServer\Telarik.Web.UI.dll successfully added to the cache

Number of assemblies processed = 64
Number of assemblies installed = 64
Number of failures = 0

All StoragePoint assemblies have been installed to GAC

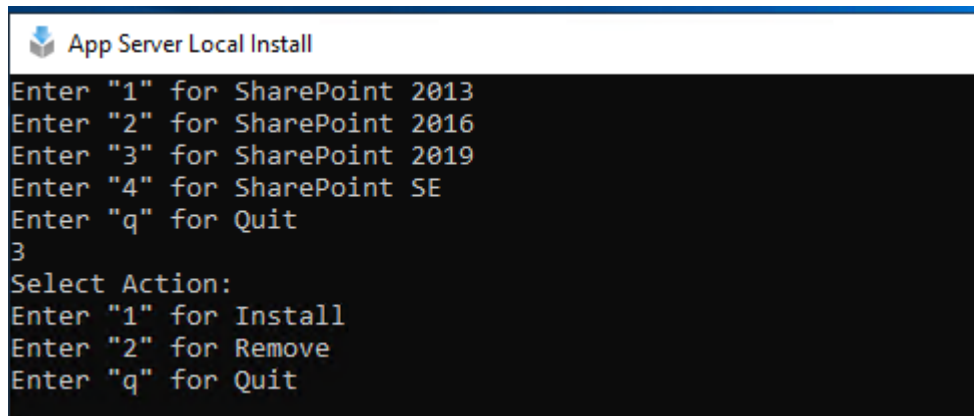
.\RootBin\Bluethread.SharePoint.StoragePoint.Interfaces.dll
.\RootBin\Bluethread.SharePoint.StoragePoint.StoragePointAPI.dll
.\RootBin\FPCore.dll
.\RootBin\FPLibrary.dll
.\RootBin\fpas64.dll
.\RootBin\fpasparser.dll
.\RootBin\fpstreams.dll
.\RootBin\fputils.dll
.\RootBin\fpxml.dll
.\RootBin\pai_module.dll
10 File(s) copied

Processing for "StoragePoint Build (6.4.249)" on AppServer Complete
Press any key to continue . . .
```

**NOTE:** There is no upgrade or repair option. If StoragePoint is upgraded, remove the existing app server bits and install the new bits on the app server that were downloaded with the upgrade.

**NOTE:** Any IIS and timer job recycling must be done manually.

To uninstall the app server bits, click the executable. Select the version of SharePoint, then enter 2 to remove.



```
App Server Local Install
Enter "1" for SharePoint 2013
Enter "2" for SharePoint 2016
Enter "3" for SharePoint 2019
Enter "4" for SharePoint SE
Enter "q" for Quit
3
Select Action:
Enter "1" for Install
Enter "2" for Remove
Enter "q" for Quit
```

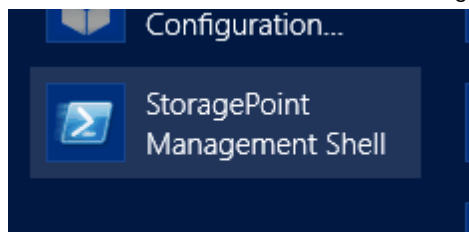
## StoragePoint Management Shell

StoragePoint Management Shell will make the StoragePoint-specific PowerShell cmdlets available. For more information on the cmdlets, please see the following [page](#) on the website.

For Windows Server 2016 or later, go to the Start menu>Metalogix>StoragePoint>StoragePoint Management Shell.



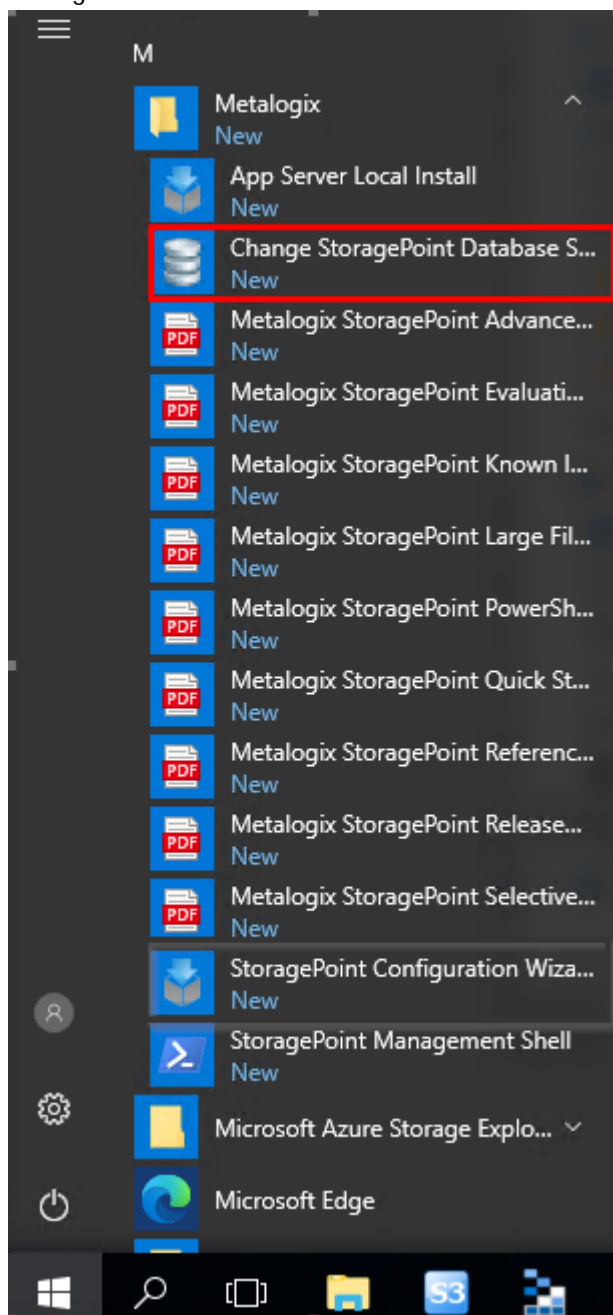
For Windows Server 2012 or 2012 R2, go to Search and type StoragePoint Management Shell.



# Change StoragePoint Database Name or Server

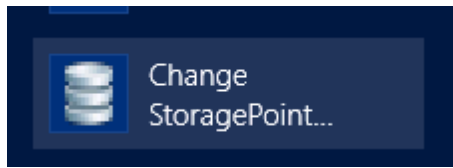
This option allows the database to be renamed, or specify another server or StoragePoint database to be used.

For Windows Server 2016 or later, go to the Start menu>Metalogix>StoragePoint>Tools>Change StoragePoint Database Server





For Windows Server 2012 or 2012 R2, go to Search and type Change StoragePoint Database Server.



**NOTE:** Using this on a farm that is already in use is similar to restoring a StoragePoint database. Some restoration of endpoint information will be needed, as well as a recall and externalization of all content that is under StoragePoint control.

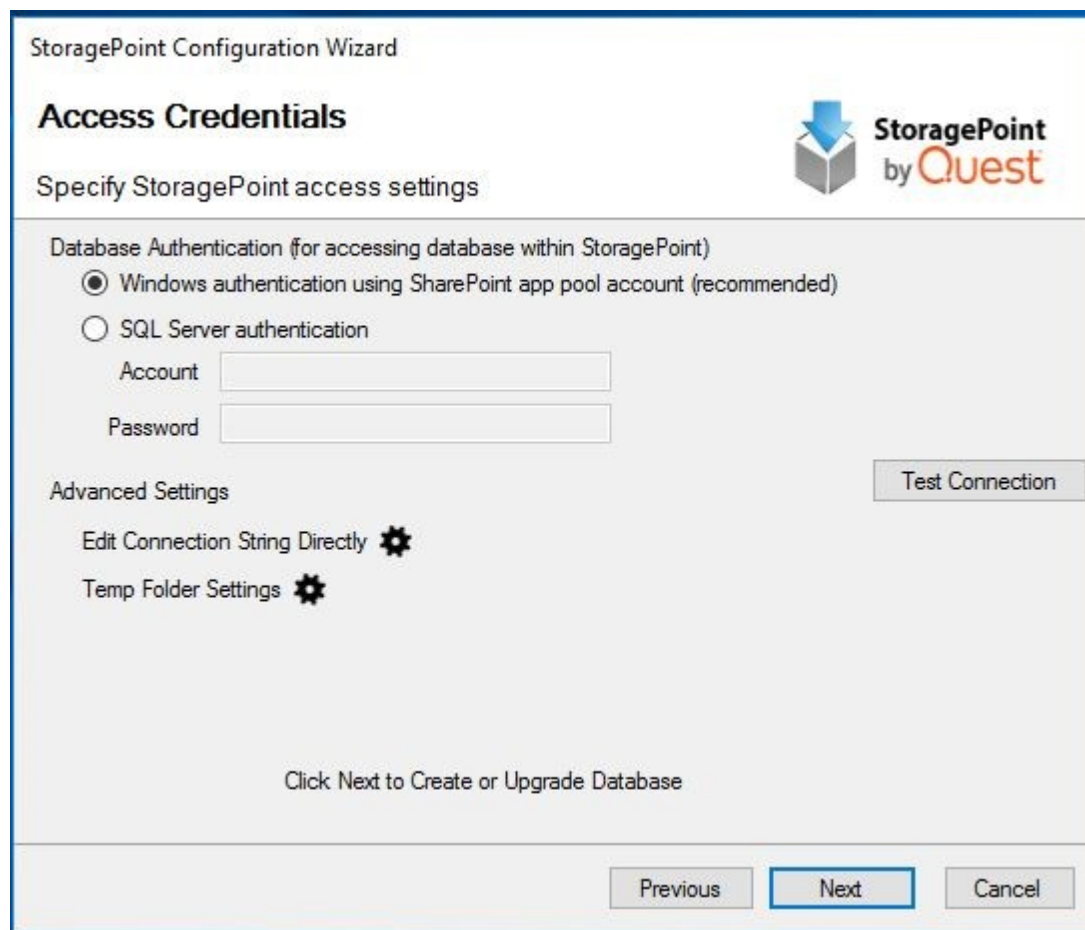
Provide the name of the database server where the StoragePoint configuration database will be installed. The database name and SA credentials can be modified if the currently logged on user does not have database and object create privileges on the specified SQL Server instance.

Click *Test Connection* to make sure the supplied values are valid.

A screenshot of the 'StoragePoint Configuration Wizard' window. The title bar says 'StoragePoint Configuration Wizard'. The main heading is 'Database Creation Login Credentials'. Below it, it says 'Specify credentials to use to create the database'. There is a 'StoragePoint by Quest' logo in the top right. The form contains several fields: 'Database Server' with the value 'STP-DT-SQL16A', 'Database Name' with the value 'StoragePoint', and 'Database Authentication (for creating database)' with two radio buttons: 'Windows authentication (using Windows account running this utility)' (selected) and 'SQL Server authentication'. Below these are 'Account' and 'Password' fields. There is a checkbox for '(Advanced) Edit Connection String Directly'. A 'Test Connection' button is on the right. At the bottom are 'Previous', 'Next' (highlighted with a blue border), and 'Cancel' buttons.

Click *Next*.

Provide the credentials that will be used to access the StoragePoint configuration database. We recommend using the default setting, which will access the database via the app pool account(s) that the SharePoint web application(s) run under. Click *Test Connection* to test the connection based on selected authentication method.

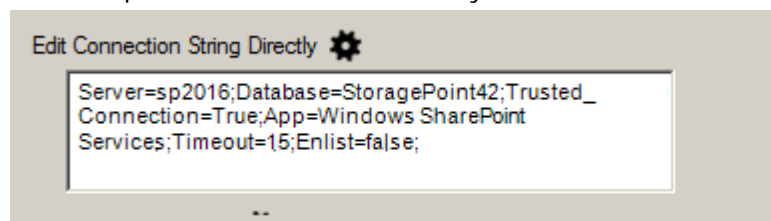


The screenshot shows the 'StoragePoint Configuration Wizard' window, specifically the 'Access Credentials' step. The title bar reads 'StoragePoint Configuration Wizard'. Below the title, the section is 'Access Credentials' with the subtitle 'Specify StoragePoint access settings'. The 'StoragePoint by Quest' logo is in the top right. The main area is titled 'Database Authentication (for accessing database within StoragePoint)' and contains two radio buttons: 'Windows authentication using SharePoint app pool account (recommended)' (selected) and 'SQL Server authentication'. Below the SQL Server option are text boxes for 'Account' and 'Password'. To the right of these is a 'Test Connection' button. Below the authentication section is an 'Advanced Settings' section with two links: 'Edit Connection String Directly' and 'Temp Folder Settings', each followed by a gear icon. At the bottom of the main area is the text 'Click Next to Create or Upgrade Database'. The bottom of the window has three buttons: 'Previous', 'Next' (highlighted with a blue border), and 'Cancel'.

## Advanced Settings

### *Edit Connection String Directly*

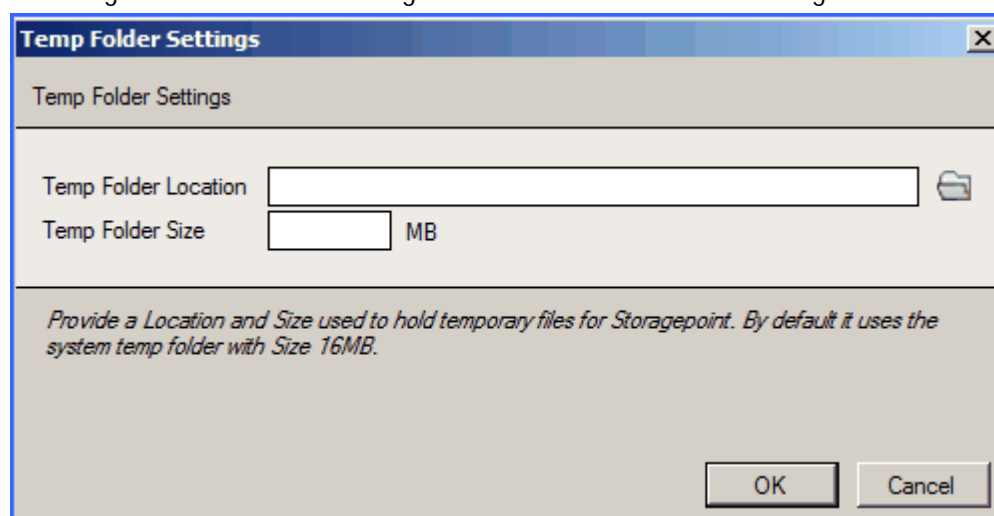
Use the optional text filed to manually edit the SQL database connection string.



The screenshot shows a dialog box titled 'Edit Connection String Directly' with a gear icon. It contains a text area with the following SQL connection string: `Server=sp2016;Database=StoragePoint42;Trusted_Connection=True;App=Windows SharePoint Services;Timeout=15;Enlist=false;`. Below the text area are two small, faint buttons labeled 'OK' and 'Cancel'.

### Temp Folder Settings

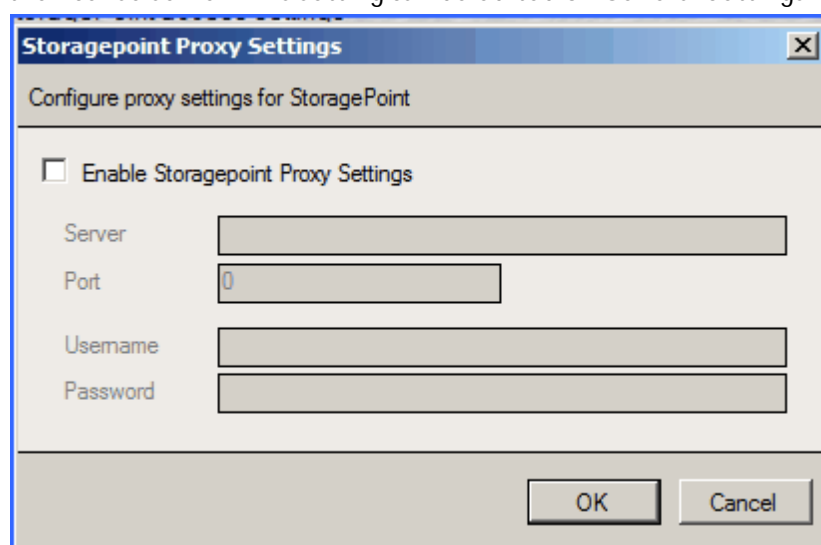
Use the optional Temp Folder Settings to allocate a location and size limit for temporary storage of StoragePoint files. This setting can be edited on General Settings.



The 'Temp Folder Settings' dialog box has a title bar with a close button. The main area is titled 'Temp Folder Settings'. It contains two input fields: 'Temp Folder Location' with a folder icon to its right, and 'Temp Folder Size' followed by a text box and 'MB'. Below these fields is a paragraph of text: 'Provide a Location and Size used to hold temporary files for Storagepoint. By default it uses the system temp folder with Size 16MB.' At the bottom right are 'OK' and 'Cancel' buttons.

### StoragePoint Proxy Settings

Use the optional StoragePoint Proxy Settings dialog to configure proxy settings for connecting to the license server. This setting can be edited on General Settings.



The 'Storagepoint Proxy Settings' dialog box has a title bar with a close button. The main area is titled 'Configure proxy settings for StoragePoint'. It starts with a checkbox labeled 'Enable Storagepoint Proxy Settings'. Below this are four input fields: 'Server', 'Port' (containing '0'), 'Username', and 'Password'. At the bottom right are 'OK' and 'Cancel' buttons.

## Remove StoragePoint

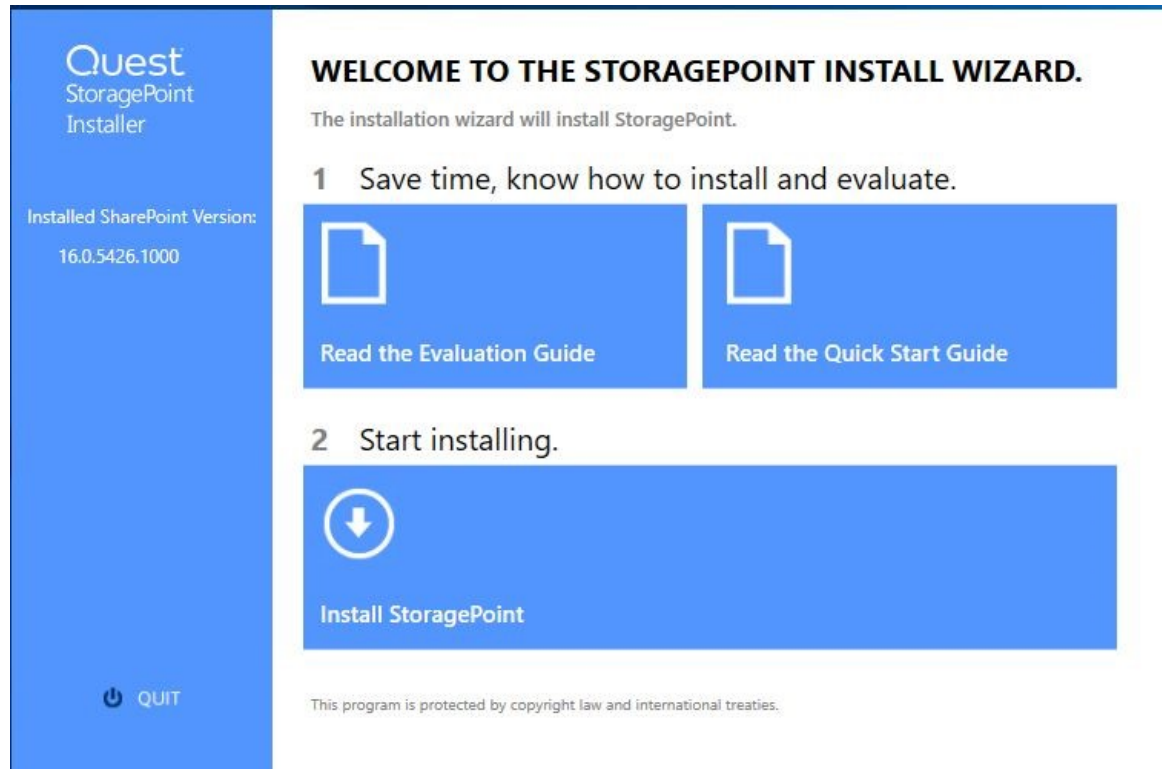
This section will walk through the process of removing an existing StoragePoint installation. For installation steps, see the StoragePoint Quick Start Guide.

**CAUTION:** Removing StoragePoint from a farm where content is externalized will leave that content irretrievable. Therefore, recall content for all active Storage Profiles and deactivate the EBS Provider, if applicable, before removing StoragePoint from the

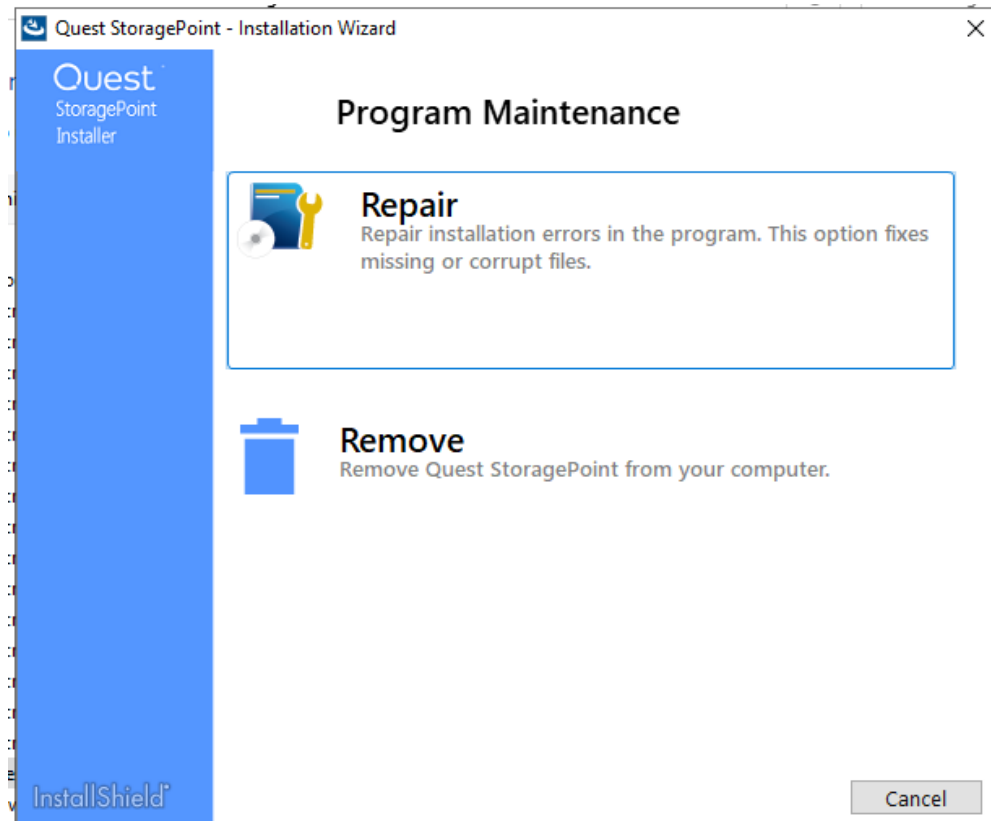
SharePoint farm. See the Deactivating the EBS Provider section of the Reference Guide for more information.

**i** **NOTE:** StoragePoint must be present to allow for continued management of Large File content through SharePoint. Please see Large File Support in the Reference Guide for more information.

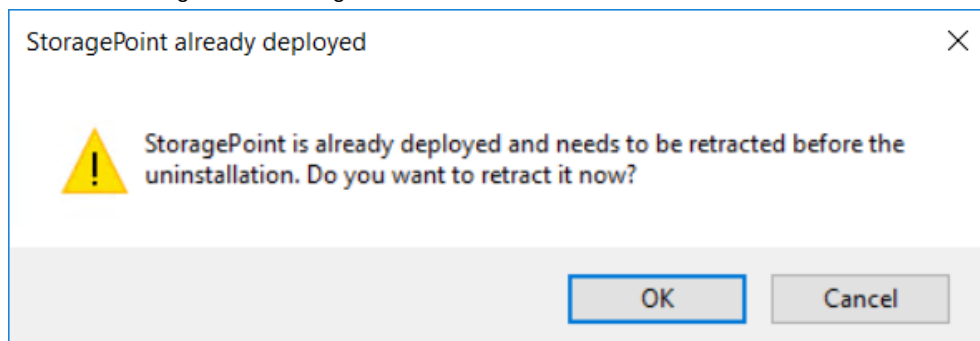
1. Launch the StoragePoint Installer. Click Start Installing.



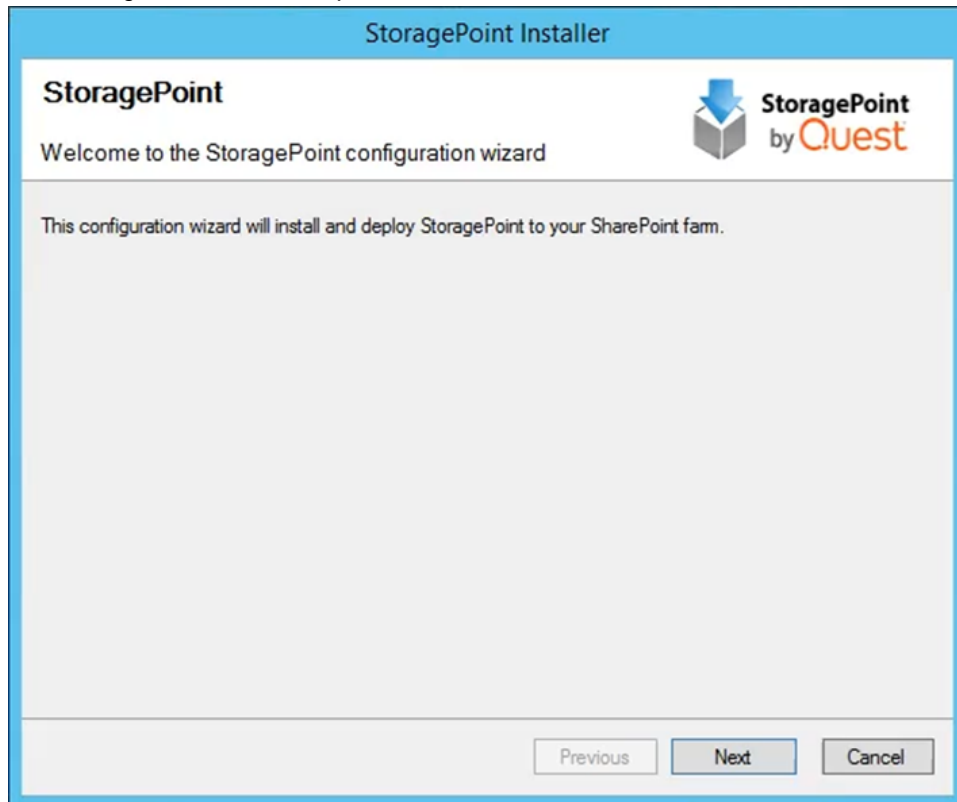
2. Click Remove.



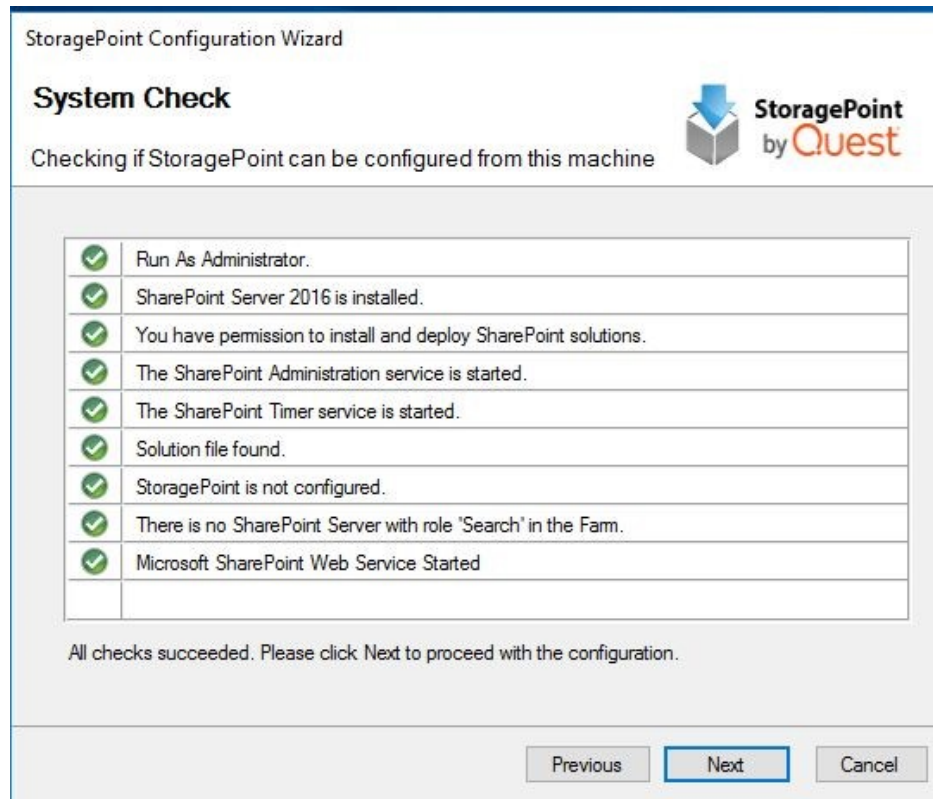
3. Click OK to begin the StoragePoint retraction.



4. The configuration wizard opens. Click Next.



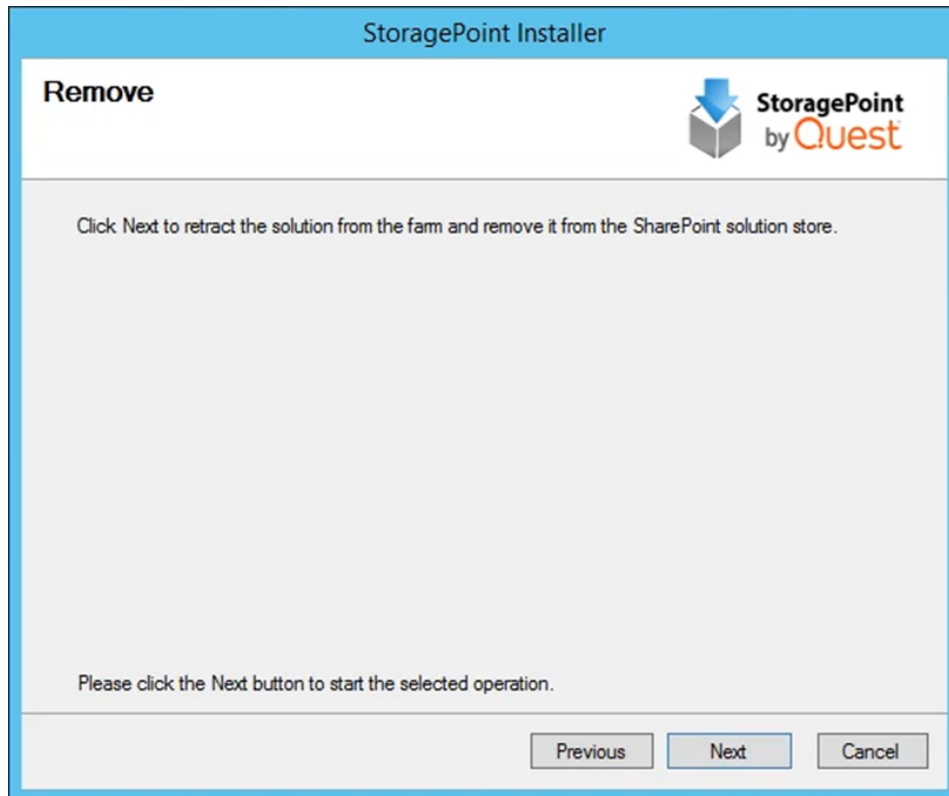
5. The installer will now perform a series of system checks to make sure the system is ready for StoragePoint to be modified. If all system checks pass click Next.



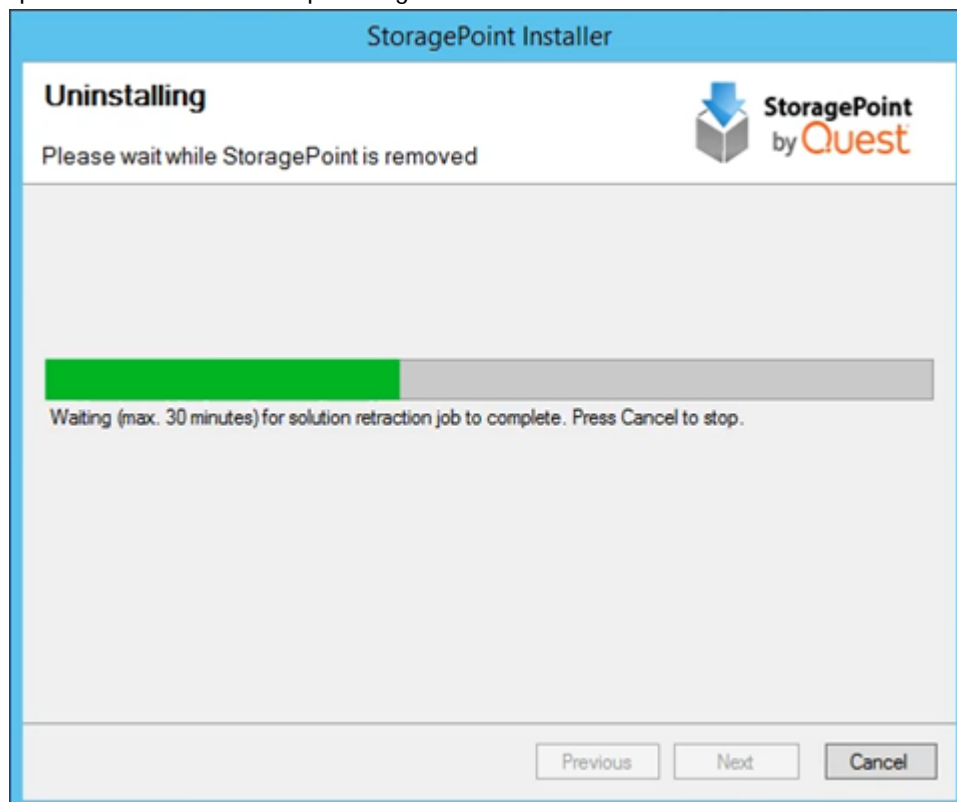
**i** **NOTE:** If a system check fails it will be denoted with a red X and the install will not be able to continue until the issue(s) are resolved. The installer will also check whether the most recent supported SharePoint CU is installed.

**i** **NOTE:** 'App Management service application is created.' and 'Some SP web application(s) are not provided with App Catalog Site' options are only displayed for SharePoint 2019 and Subscription Edition.

6. Click Next.

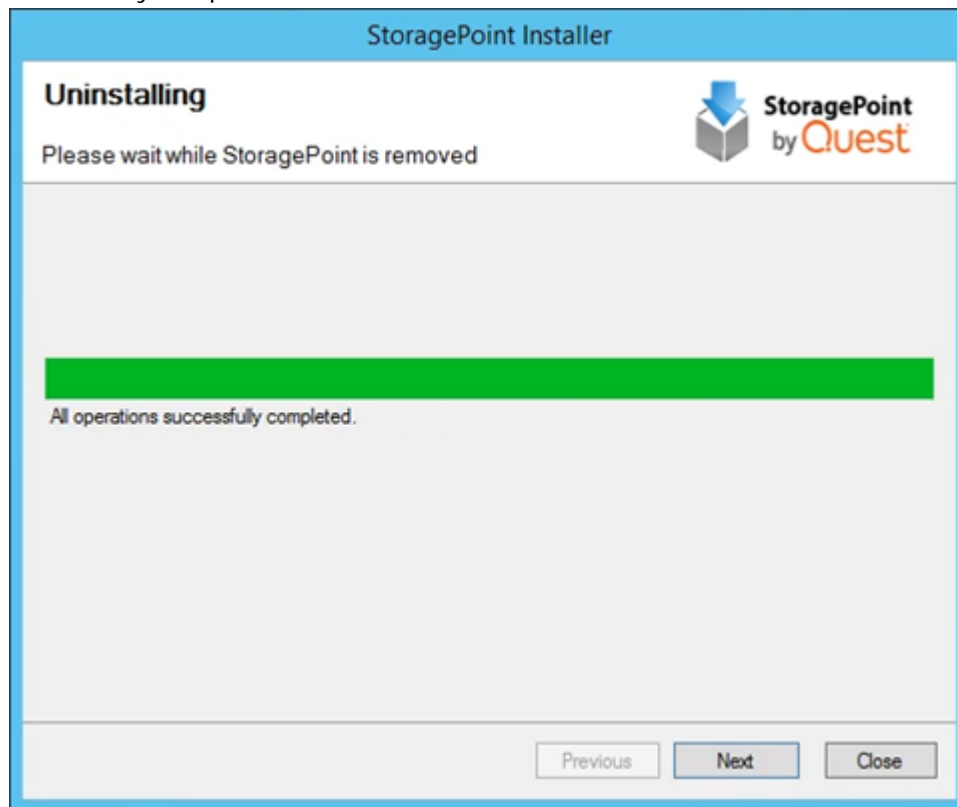


The solution file will now be removed from all servers in the farm. This process can take upwards of 5 minutes depending on the size of the farm.

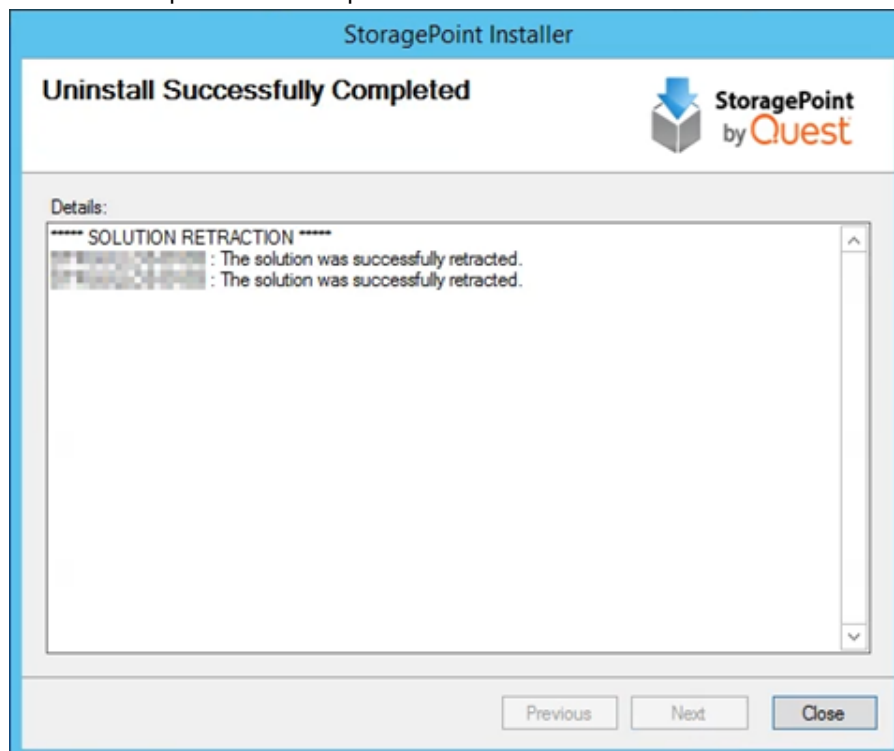




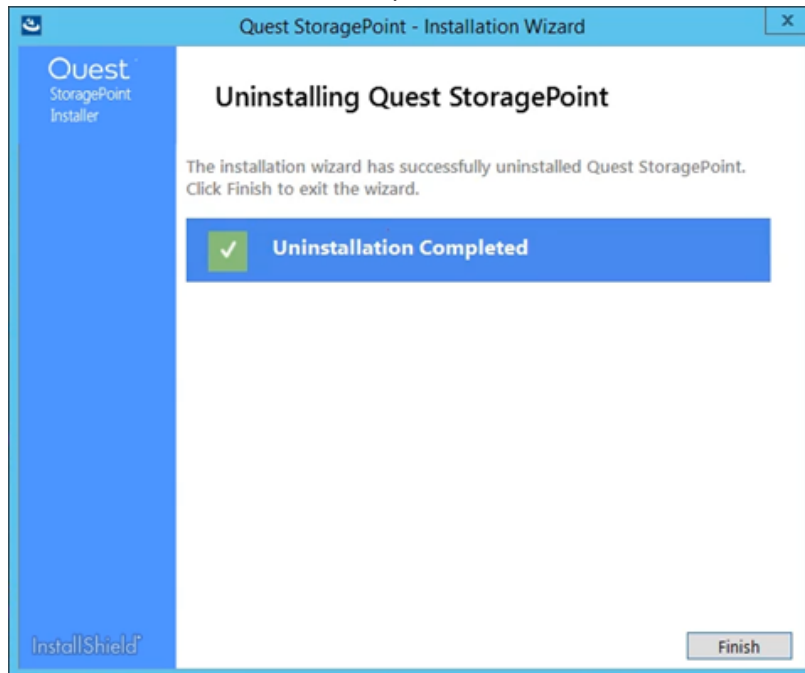
7. Upon completion of the uninstall process the progress status will change to All operations successfully completed. Click Next.



8. The uninstall process is complete. Click Close.



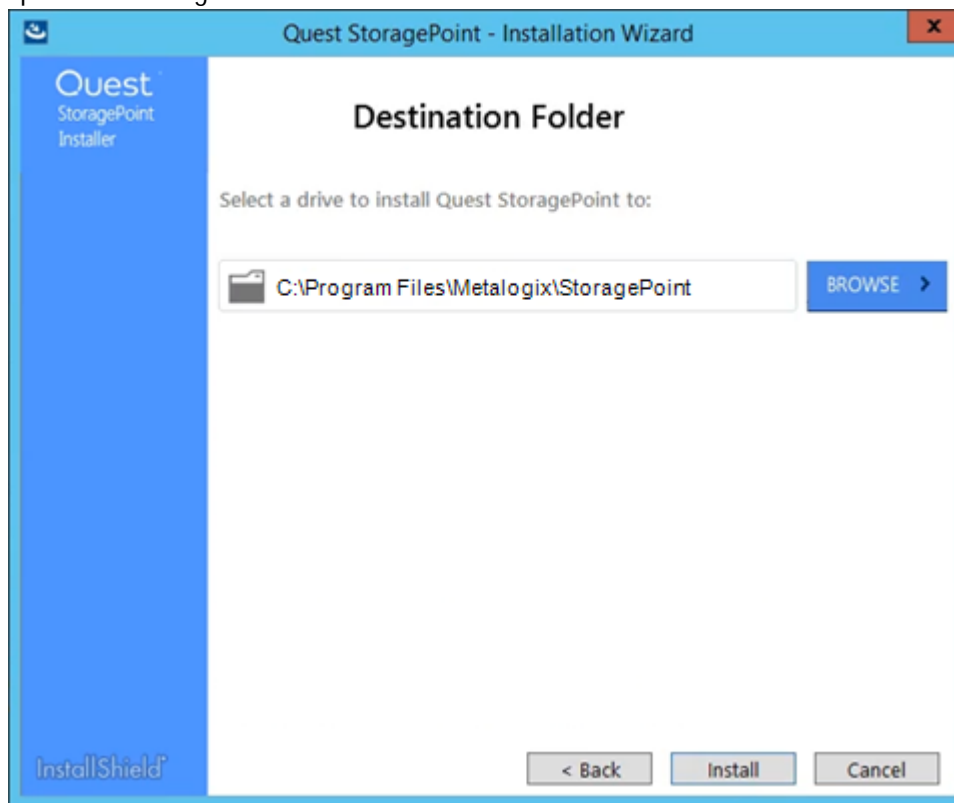
9. The Installation wizard will complete the uninstall. Click Finish.



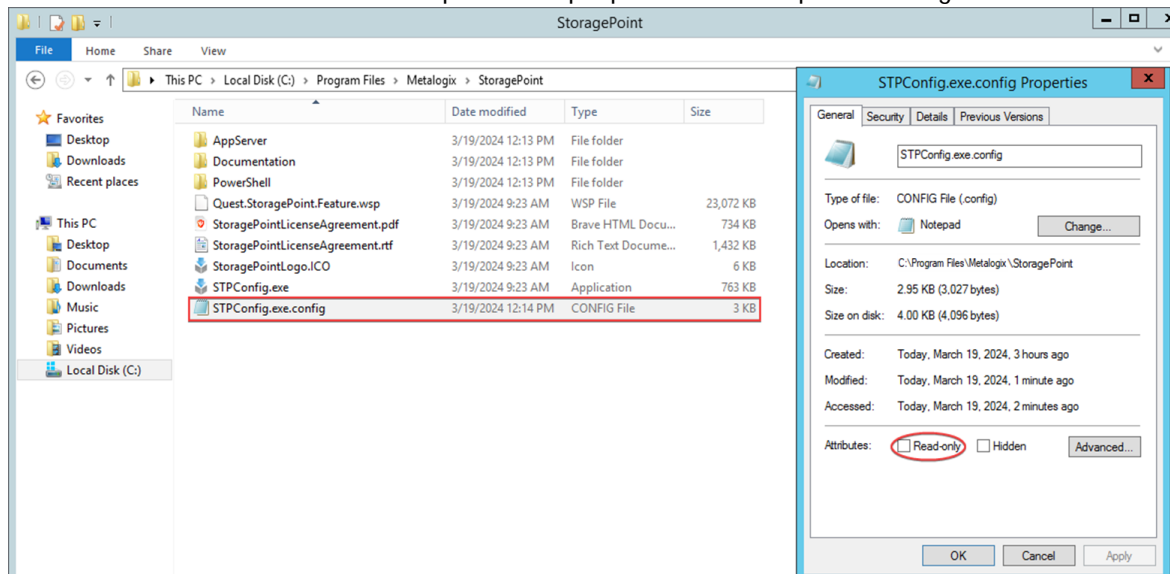
## Solution Deployment Timeout Setting

If the deployment of the solution needs more time than the default 15 minutes, a setting can be added to the setup configuration file to add more time. This may be necessary for larger farms or servers with less than optimal performance, but still operational for hosting SharePoint.

1. Launch the StoragePoint Installer. This will place files in the StoragePoint installation path specified during the installer.



2. Go to the location of the files and update the properties on Setup.exe.config to enable write.



3. Open the file in Notepad and add the following: `<add key="LongOperationTimeout" value="9000000"/>`, where 9000000 is the amount of time in milliseconds to wait for solution

deployment to complete. Save the file. Mark the file as Read Only.

```
<add key="InputControlsResponseTimeout" value="3000"/>  
<add key="LicenseVerificationTimeout" value="60000"/>  
<add key="DeploymentSTPSolutionTimeout" value="600000"/>  
<add key="LongOperationTimeout" value="9000000"/>
```

4. Continue with the StoragePoint configuration wizard. The new timeout setting will be visible during deployment.

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## About Us

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit [www.quest.com](http://www.quest.com).

## 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:

- Submit and manage a Service Request
- 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
- View services to assist you with your product