

StoragePoint 6.4

Known Issues



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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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Known Issues

Introduction

Quest 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 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 Cancel

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 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 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 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 (FIPS) can cause errors across the SharePoint farm and is not compatible with StoragePoint.

The following adapters are not FIPS compliant:

- EMC Atmos (supports SHA)
- HCP 9.2 (HCP 9.3 supports SHA-256,SHA-512, RIPEMD-160)
- IBM COS (supports SHA-256,SHA-512 etc)
- AmazonS3 (supports MD3)
- HS3

- Azure

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.

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 2016 with a SharePoint 2013 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.

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.

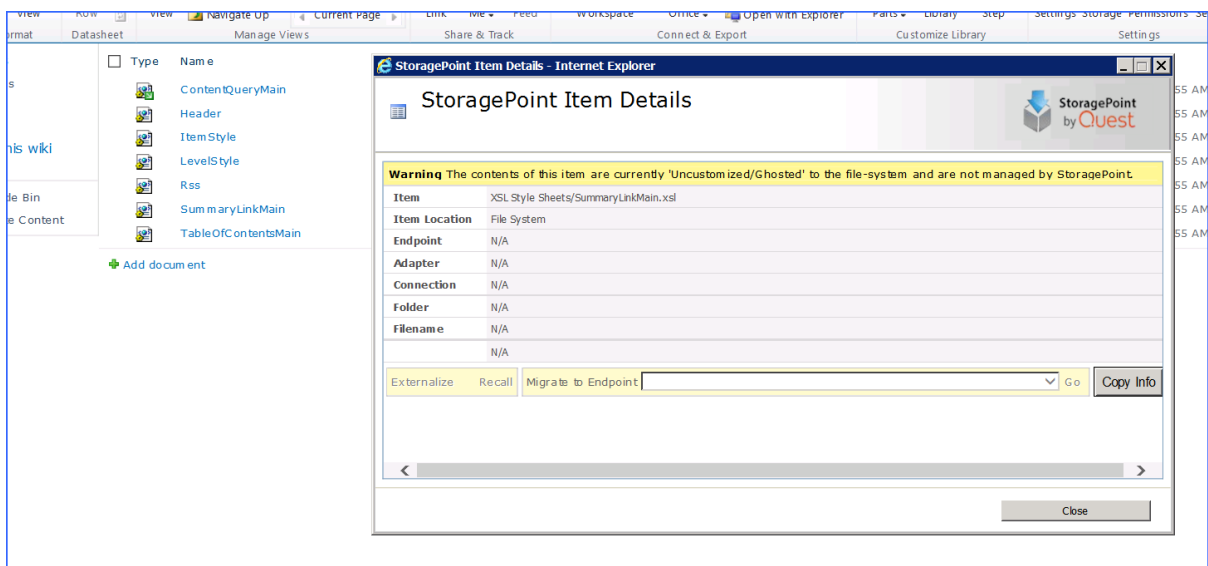
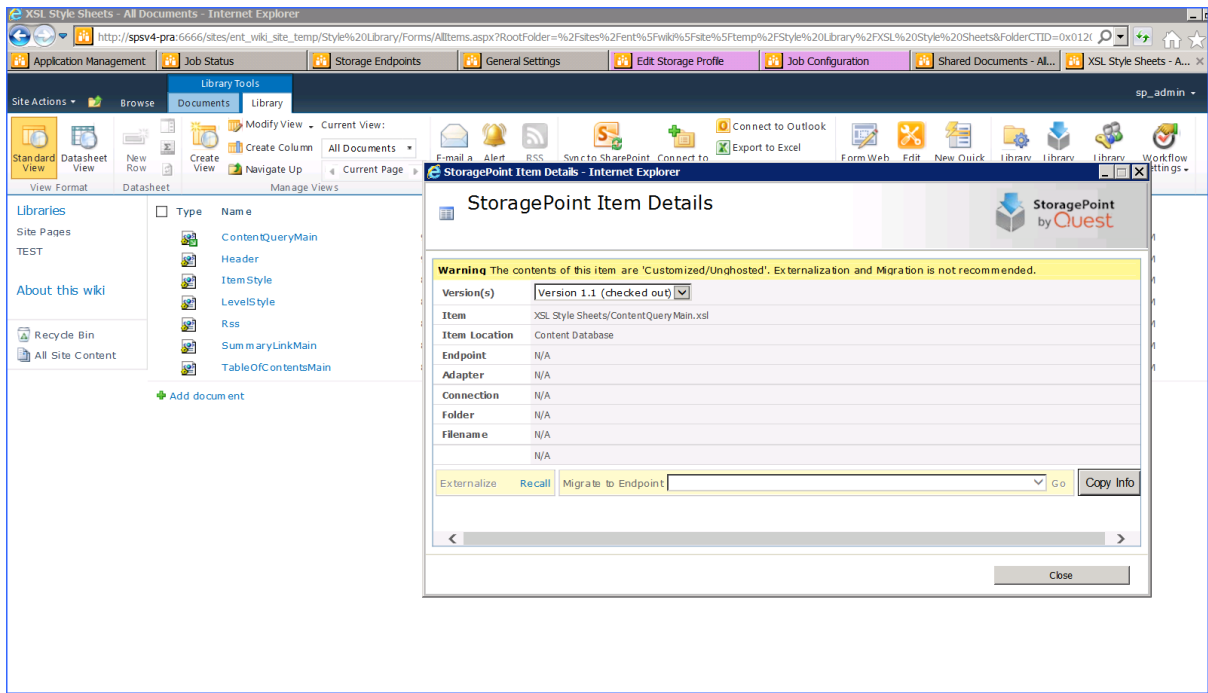
Scheduling the Process Existing Jobs

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 StoragePoint Reference Guide for more information.



Move-SPSite

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

The workaround for moving site collections within the same web-app scoped profile is to use Move-Site, with the same parameters as Move-SPSite. This command will not work for moving site collections from one content database to another, if the content databases are covered by separate profiles.

Only the following two use cases are supported for Move-SPSite cmdlet, and the following steps must be taken after the move.

1. Moving site from non-RBS content database to RBS content database (either WEB APP or content database scoped).
 - a. Perform an iis reset.
 - b. 'Reboot' the profile - Disable externalization, save, enable externalization, save. This will enable StoragePoint User Interface on the moved content, if applicable.
 - c. Perform a bulk externalization timer job to externalize content - it will be internalized after migration.

2. Moving site from RBS content database (either WEB APP or CDB scoped) to non-RBS content database
 - a. Perform an iis reset.
 - b. 'Reboot' the profile - Disable externalization, save, enable externalization, save. This will enable StoragePoint User Interface on the moved content, if applicable.
 - c. Perform a bulk externalization timer job to externalize content - it will be internalized after migration.
 - d. Run the Unused BLOB Cleanup timer job to remove orphaned BLOBs from the source.

Upgrade Support from Previous Versions of StoragePoint

While Quest supports the latest two releases of StoragePoint as well as upgrades to the current release from the last two releases, often customers find themselves upgrading from versions that are no longer supported. Below is a chart of upgrade scenarios that will work. For versions older than those listed, an interim upgrade to version 5.5 will be required.

From	To
5.1.3084.0	5.5.43472.0
5.5.43472.0	5.7.18208.45
5.7.18208.45	5.9.2.310
5.9.2.310	6.0.0.586
6.0.0.586	6.1.0.517 and above

Deprecated Data Types

Ntext, text, and image data types should not be used with StoragePoint as future versions of SQL server may remove them.

Modern UI for SharePoint 2019/SharePoint SE

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.

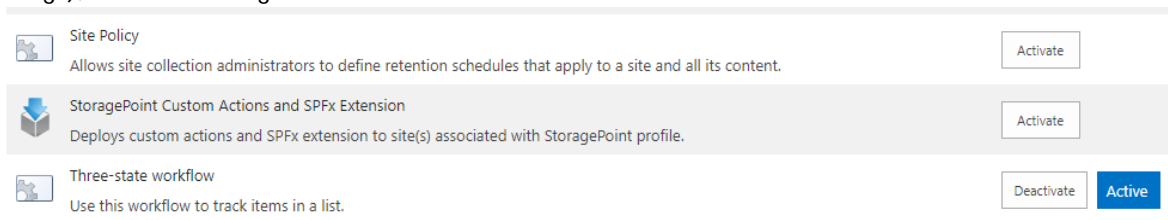
Please reference the following articles for provisioning these resources.

<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.



BLOBS Not Being Removed by UBC

Sometimes it may seem that BLOBS that should be removed by UBC are not getting removed. This may happen when items are removed from SharePoint, both recycle bins, but it is still stored in the content database. After the Database is cleared, the UBC will remove those BLOBS.

Use this script to check that items are still in the content database, and therefore not in scope for the UBC job.

*SQL

```
SELECT AD.Id,DS.Content BlobRef, DS.Size,AD.TimeCreated,AD.Extension,DS.RbsId,AD.Level,AD.WebId,AD.ListId FROM DocStreams DS with(NOLOCK)
INNER JOIN DocsToStreams DTS with (NOLOCK) ON DTS.SiteId = DS.SiteId AND DTS.DocId = DS.DocId AND DTS.Partition = DS.Partition AND DTS.BSN = DS.BSN
INNER JOIN AllDocs AD with (NOLOCK) ON DTS.SiteId = AD.SiteId AND DTS.DocId = AD.Id AND DTS.Level = AD.Level
WHERE DTS.HistVersion = 0 AND DS.RbsId IS NOT NULL AND AD.Id IN ('GUID(s)')
```

In some cases, if the profile is set up to run synchronously, and the UBC job is run before the Recycle Bin Timer Job (web app SharePoint timer job), some blobs may be left behind, but these will be picked up on the next run of the UBC Timer Job. Optionally, the Recycle Bin Timer Job can be run manually before running the UBC Timer Job to alleviate this situation.

Upgrade from 5.9.0.74 to 6.1 is failing with a timeout error

When upgrading from 5.9.0.74 to 6.1, the upgrade fails with a timeout error. To upgrade from 5.9.0.74 to 6.1, first upgrade to 5.9.1, and then to 6.1.

When Metadata Change Rule Condition is Content Property=Folder, blobs are not archived

Blobs are not archived when the Metadata Change Rule Condition is Content Property = Folder when creating new folders in a Storage Profile.

Masterkey error after migration (SharePoint 2013/SharePoint 2016)

If a user has moved CDB on to another SQL instance with a different SMK (service master key), the connection between the SMK and DMK will be broken. To work correctly (e.g. a STP upgrade) with those CDBs, StoragePoint needs to regenerate the DMK with the following SQL query:

```
OPEN MASTER KEY DECRYPTION BY PASSWORD = '<DMK password>'; -- password used to protect DMK on previous/source SQL instance
ALTER MASTER KEY REGENERATE WITH ENCRYPTION BY PASSWORD = '<new or the same DMK password>'; -- could be used the same password but this one will be "secured" by target SQL instance SMK
CLOSE MASTER KEY;
```

You do not need to regenerate DMK if CDB does not have DMK or if the existing DMK is working correctly.

Not all missing blobs are repopulated when the option "Restore Missing blobs" in BLOB Health Analyzer is checked

i | **NOTE:** SharePoint 2019 and above only.

When the option "Restore missing blobs" is checked, and some BLOBs are missing from the endpoint, not all the missing BLOBs are repopulated.

BLOB Health Analyzer restores only BLOBs associated with a SharePoint file/attachment. In SharePoint 2019 and above, there are some BLOBs that are externalized and do not belong to any files, so even if they are backed up, they are not repopulated when the option "Restore Missing blobs" in BLOB Health Analyzer is checked.

Unused BLOB Cleanup job counts unused BLOBs as backup BLOBs

If a storage profile has a backup endpoint configured and a SharePoint file (contained within the scope of the storage profile) is deleted, its residual BLOBs will be counted twice. They will appear both in the "Unused BLOB files marked for future deletion" field and in the "Unused backup BLOB files marked for future deletion" field, without necessarily having backup BLOBs of the SharePoint file.

If the storage profile does not have a backup endpoint configured, this behavior will not occur.

Number of BLOBs to migrate and size of migrated BLOBs are always 0 in BLOB Migrate Analyze and Estimate

In the case of synchronized profiles, the number of BLOBs to migrate and the size of migrated BLOBs in the Migration Analyze and Estimate feature is inaccurate unless a BLOB Health Analyzer job has been run first.

After completing the StoragePoint upgrade process from 5.x, the old logos are maintained.

After completing the StoragePoint upgrade process from 5.x, the old StoragePoint logos are maintained. This can be fixed by completing hard reload by pressing CTRL + F5.

Analyze and Estimate for BLOB recall/externalize is not accurate if large file(s) exist(s)

When at least one large file exists in the profile, the Analyze and Estimate for BLOB Recall/Externalize displays a different number of BLOBs to be externalized/recalled than the number of blobs that are being externalized or recalled. This may be only a one file discrepancy due to the addition of the large file payload.

"TypeLoadException: Could not load file or assembly 'Bluethread.SharePoint.StoragePoint.Utilities' ULS error

On farms configured with Microsoft Project Server, the following error may appear during the installation/upgrade/repair of StoragePoint in the ULS logs: TypeLoadException: Could not load file or assembly 'Bluethread.SharePoint.StoragePoint.Utilities

They should no longer be observed once the above procedures have been completed.

Free space is marked as N/A for endpoints

Under Storage Endpoints, free space is marked as N/A for endpoints (other than File System.)

BLOB Migrate displays free space as 0B

Under Storage Profiles, after clicking the "Analyze & Estimate" button, BLOB Migrate displays free space as 0B (for non-File System endpoints.)

There is an error "This page has encountered a critical error. Contact your system administrator if this problem persists." when cataloging librarian from the Web Application or Content Database

It is possible that with SharePoint's July 2024 Cumulative Update, cataloging in SharePoint 2016 and 2019 may not work properly when the SharePoint Destination Container is a Web Application or a Content Database (for lower scopes, the cataloging should work without issues). Microsoft is aware of the problems introduced with this cumulative update and is working on fixes that will be delivered in future updates.

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- 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