

StoragePoint 6.5

Large File Support 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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Large File Support

SharePoint does not support the uploading of files greater than 2GB, or in some cases, 10 GB in size. Web Applications also have upload size limits. In SharePoint 2010 and newer, StoragePoint has a feature that allows a custom upload interface to circumvent this limitation, *if the Document Library is in the scope of an active StoragePoint profile*. By dragging the file to the custom upload page, the document is moved to the endpoint, and a link (aspx file) is placed in the document library to access that file. The link will have a content type of 'StoragePoint Document Link'. The BLOB will be externalized to the endpoint.

If for whatever reason StoragePoint is uninstalled, these large file uploads will no longer be available, because the endpoint is no longer available.

Users should know:

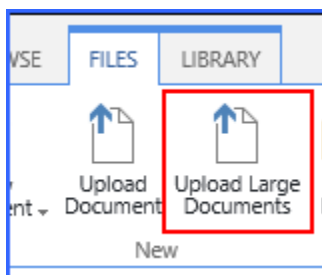
- A user with the ability to edit document properties should not change the content type from 'StoragePoint Document Link'.
- The aspx file will not be subject to metadata requirements normally placed on a document content type; there can be list data fields, but changing the content type to get those fields is not supported.
- Open or download can only be performed by clicking on the name of the document.
- Previous versions can only be accessed from the Large File Details Download link.
- The option to 'download a copy' is not supported.
- Office Web Applications are not supported.
- The file does not need to be large to use this interface, but files smaller than the upload limit for the web application will not generate a link; they will be externalized to the endpoint like a regular upload.
- The recommended maximum number of files to be used with the Large File Upload interface is 100.
- Analyze & Estimate does not include large files.

User Experience

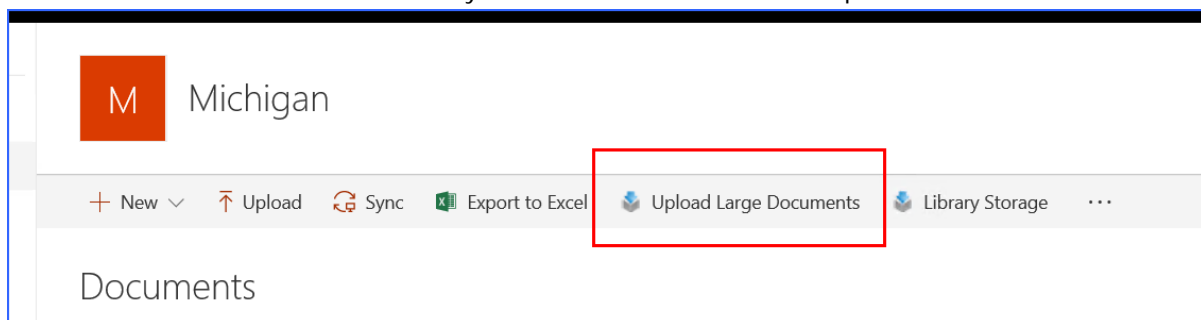
Using Large File Upload

A user who has access to upload files will see an option to upload large files with a different type of interface. This tool is only available in the Document Library list.

On the Files tab of the ribbon, click Upload Large Documents.

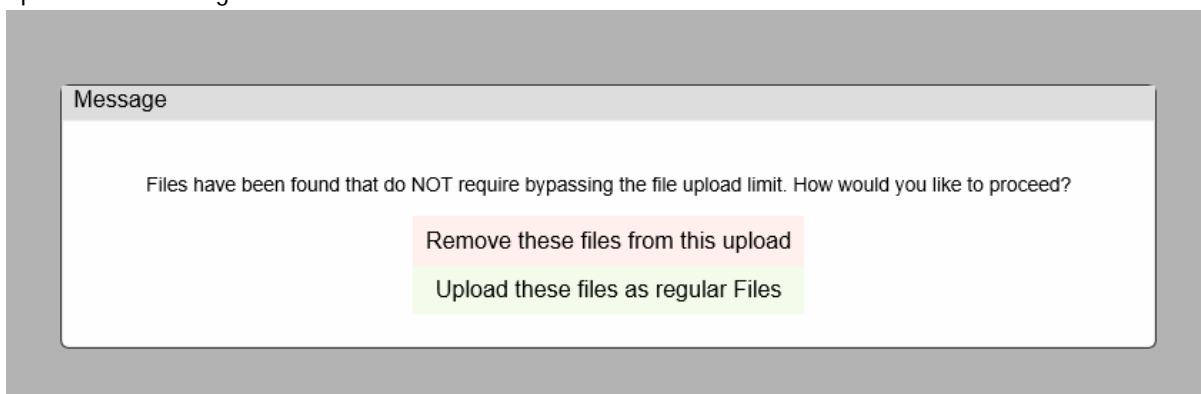


Or use the link in the ribbon in the library of the SharePoint 2019/Subscription Edition Modern UI.



A new window opens. Drag files from the windows explorer onto the page.

If there are files that are less than the upload limit, a notice will ask whether to remove these or to upload them as regular files.



To begin the upload, click OK.

The screenshot shows a window titled 'Upload'. At the top left, there is a folder icon with a plus sign. The main heading is 'Use this screen to perform a bulk upload by:'. To the right of this heading is a blue circular help icon with a white question mark. Below the heading is a list of instructions:

- Selecting Files (*Note: Empty files will be skipped*)
- Clicking "OK" to initiate the upload.
- Note: Four (4) large files can be uploaded concurrently. Use the start, pause, and resume buttons to determine which items are being uploaded.
- Web Application upload limit is [2047 MB](#)

To the right of the instructions is a legend for the control buttons:

- Start upload
- Resume upload
- Pause upload
- Cancel upload
- Upload finished

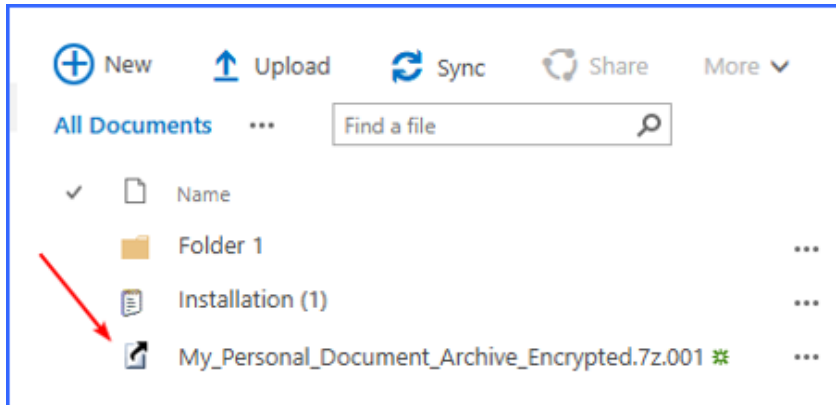
Below the instructions is a table with the following data:

Browse				
My_Personal_Document_Archive_Encrypted.7z.005	2 GB		16%	
My_Personal_Document_Archive_Encrypted.7z.006	2 GB		15%	
My_Personal_Document_Archive_Encrypted.7z.007	2 GB	Pending		
My_Personal_Document_Archive_Encrypted.7z.001	2 GB	Pending		
My_Personal_Document_Archive_Encrypted.7z.002	2 GB	Pending		
My_Personal_Document_Archive_Encrypted.7z.003	2 GB	Pending		
My_Personal_Document_Archive_Encrypted.7z.004	2 GB	Pending		

The files can be managed to reduce resource usage, by using the pause, resume, start upload or cancel buttons to the right of the file name, after clicking the OK button. If left alone, the files will upload on their own.

- Clicking the OK button begins the upload.
- By default there will be 2 files being uploaded at the same time.
- A maximum of four files can be uploading at the same time.
- Paused files will not be uploaded automatically; to continue with the upload they should be resumed.
- If pause is clicked for a file in progress, it does not enable another file to begin the upload; it only pauses that file.
- The Start Upload button will be displayed when there are more than 2 files to be upload and not more than 4 in progress (paused/resumed). The 5th file will not have this button displayed until one of the uploads is completed.
- The Pause All button at the bottom will pause all running uploads; toggle this button to pause and resume running uploads.
- The recommended maximum number of files to be used with the Large File Upload interface is 100.

The item in the document library will look like this:

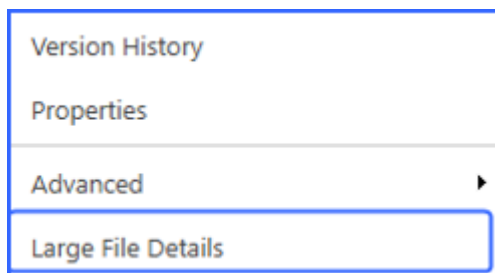


Click the name of the file to open or download.

i **NOTE:** The link that will display in the Versions window or in the Edit Properties window will not be correct and should not be used to access the file. Also, if the File Size column is displayed in the view, for Large File Uploads, that data is the size of the aspx file, not the large file size. Use the [Large File Details](#) window for these operations.

Large File Upload Details

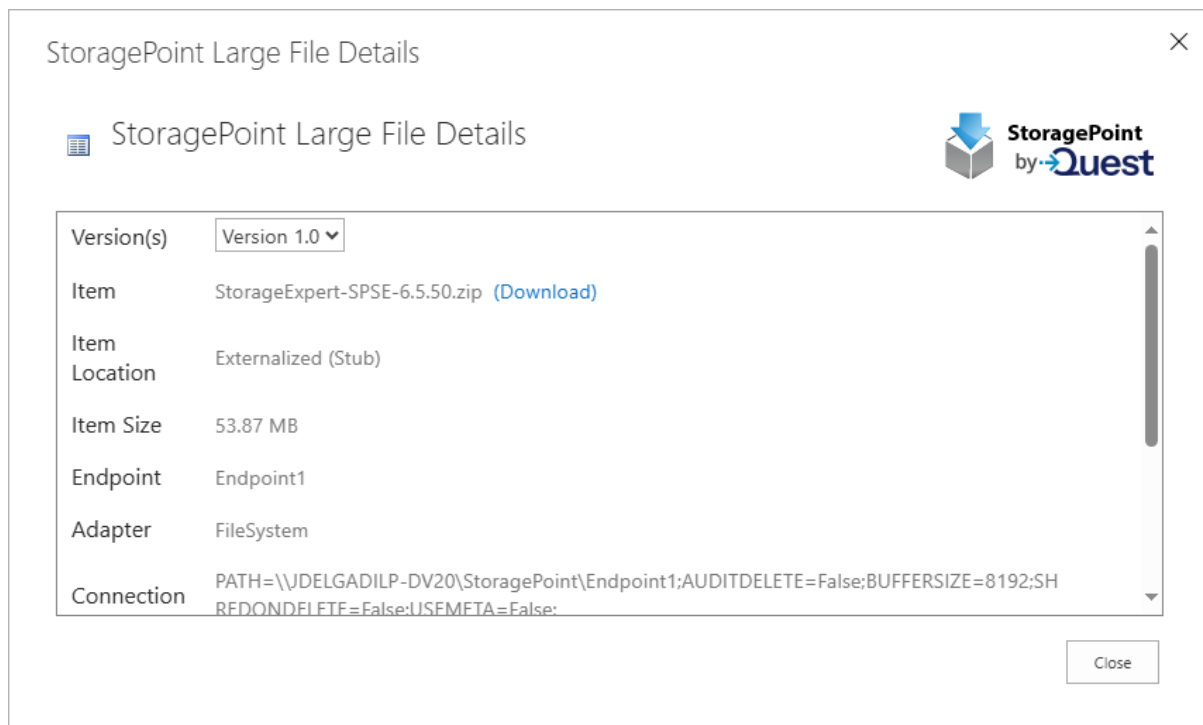
Access to the Large File Upload details is found on the context menu:



The details will show the item as the aspx, but the other details relate to the location of the actual content.

The data shown in the Large File Details window will depend on the access of the logged in user. A Site Collection or Farm Administrator will see the same data they would see on StoragePoint Details, but a user with contribute access will see only the name and size of the file.

Farm and Site Collection Administrators' view of Large File Details:



Editing Large File Uploads

Files uploaded using the Large File Upload tool can't be edited like regular uploads. To edit the files, it must be checked out first. Open the file, save a copy locally, and upload the edited file using the large file upload interface. This will overwrite the current file.

Versioning

If versioning is enabled on the document library, the previous versions are accessed by selecting the version in the dropdown of the StoragePoint Large File Details window, and clicking the Download link.

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Contacting Quest

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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