



DocAve® 6 Software Platform

Release Notes

Service Pack 7, Cumulative Update 1

DocAve For Microsoft® SharePoint®

Released October, 2016

DocAve 6 SP7 CU1 Update Details

Refer to the **Update Manager** section of the [DocAve Control Panel Reference Guide](#) for instructions on updating your DocAve instance.

The following table provides important update details specific to DocAve 6 Service Pack 7 (SP7) Cumulative Update1 (CU1).

Required Minimum Version for Direct Update	DocAve 6 SP7
Supported SharePoint Versions	SharePoint Online, SharePoint Server 2010, SharePoint Server 2013, and SharePoint Server 2016. For more information SharePoint version support, refer to our DocAve 6 Installation User Guide .
Dependencies on Other AvePoint Products	For a compatibility matrix of the supported platform versions, refer to the AvePoint KB article Governance Automation, DocAve, SharePoint, and SnapManager for SharePoint Support Matrix .
New License Required?	No
IIS Reset Required?	Yes
Reboot Manager Server Required?	No
Reboot Agent Servers Required?	No
How to Verify a Successful Update	Navigate to DocAve Control Panel > Update Manager > View History to verify the update. In the View History page, check the Version column of the newly installed update.

New Features and Improvements

API

- Added support for using the Default Azure Location in a File System and/or Livelink High Speed Migration online job using the API and cmdlets.
- Added support for getting, creating, deleting, or updating Livelink High Speed Online Migration plans and running Livelink High Speed Online Migration jobs using the API and cmdlets.
- Added support for getting, creating, deleting, or updating File System High Speed Online Migration plans and running File System High Speed Online Migration jobs using the API and cmdlets.

Archiver

- Added support for adding the Agent account that runs an Archiver job to the site collection related to the job and assigning the Agent account as the value of the Archived By column in order to tag the archived content in the site collection.

Content Manager

- Added support for copying or moving Nintex workflows from SharePoint on-premises to SharePoint Online.
- Added support for creating SharePoint Online site collections directly in the destination tree.

e-Room Migration

- Updated the **eRoom.eRoomAPI.dll** to support eRoom 7.4.5 by installing a customized hotfix.

File System Migration

- After you have exported data using a File System High Speed Migration Export job, the exported data must be manually uploaded to Microsoft Azure. After the data in hard drives has been uploaded to Microsoft Azure, you can use the MD5 Value Generator tool to update MD5 hash values for the uploaded data. Then, the uploaded data that has MD5 hash values in Microsoft Azure can be imported to SharePoint Online using a File System High Speed Migration Import job.
- Added support for enabling encryption on the migrated data.
- Added support for using the Default Azure Location in a File System/ALivelink High Speed Migration online job using API and cmdlets.
- Added support for getting, creating, deleting, or updating the file system high speed online migration plan and running file system high speed online migration job using API and cmdlets.
- Added support for customizing the settings to split the **Manifest.xml** file for File System High

Speed Migration jobs by configuring the XML file of the profile.

- Added support for splitting the **Manifest.xml** file for a File System High Speed Migration job by the number or size of source files. By default, the **Manifest.xml** file will be split when the source files are more than **100** or the size of source files is greater than **100 MB**.
- Added the Source Data Package Setting section to the High Speed Migration Advanced Options sub-profile, providing settings to configure the maximum object number and maximum size to split the source data package.
- Added support for configuring the number of threads to simultaneously migrate source content to SharePoint Online in a File System High Speed Migration profile.
- Removed the check for each source file in the destination library or folder if the library or folder is empty to improve the efficiency of High Speed Migration jobs.
- Added support for selecting the **Remigrate the objects whose metadata/securities failed to be migrated in the last migration job** checkbox after you select **Overwrite** or **Append** as the content level conflict resolution when you select to run an incremental migration job of a File System High Speed Migration online plan.
- Added support for running an incremental migration job of a File System High Speed Migration online plan to remigrate the objects whose metadata/securities failed to be migrated in the last migration job.
- Added support for configuring the number of threads to simultaneously migrate source content to SharePoint Online in a File System High Speed Migration profile.

High Availability

- Added support for adding multiple standby farms for one production farm in a High Availability group with the AlwaysOn Availability Group sync method.

Livelihood Migration

- Added support for using the Default Azure Location in a File System/Livelihood High Speed Migration online job using API and cmdlets.
- Added support for customizing the settings to split the Manifest.xml file for File System High Speed Migration jobs by configuring the XML file of the profile.
- Added support for getting, creating, deleting, or updating Livelihood high speed online migration plan and running Livelihood high speed online migration job using API and cmdlets.
- A free Microsoft Azure storage is provided to run Livelihood High Speed Online Migration jobs. To apply the free Microsoft Azure storage to your online migration plan, create a new plan and go to the Save As New Plan interface; or edit an existing plan and go to the Settings interface. In the Microsoft Azure Location field, select the Default Azure Location option from the drop-down menu.
- When you use a Livelihood High Speed Migration job to migrate source data to SharePoint Online, and the information on the source objects that need to be migrated will be recorded in the Manifest.xml file. By default, a Manifest.xml file can store the information about 2,000 objects

or objects whose total size is 2 GB. You can customize these limits by modifying the Migration Options sub-profile file.

- You can select the Enable encryption on the migrated data checkbox to encrypt the migrated data while saving or editing a Livelink High Speed Migration plan. If you select the Default Azure Location from the Microsoft Azure Location drop-down menu while saving or editing a plan, the data that is migrated and stored in the Microsoft Azure storage location will be encrypted automatically.
- After you have exported data using a Livelink High Speed Migration Export job, the exported data must be manually uploaded to Microsoft Azure. After the data in hard drives has been uploaded to Microsoft Azure, you can use the MD5 Value Generator tool to update MD5 hash values for the uploaded data. Then, uploaded data that have MD5 hash values in Microsoft Azure can be imported to SharePoint Online using a Livelink High Speed Migration Import job.
- You can configure the number of threads to simultaneously migrate source content to SharePoint Online. Navigate to the **Migration > Livelink Migration > High Speed Migration > Profile Settings > Advanced Options** panel to enter a number in the Thread Setting text box. The default value is 16.
- Support migrating the value of the link items by setting the value of the UpdateHSMLinks node in the LivelinkMigrationConfiguration.xml configuration file to True.
- DocAve will automatically retry the import process, if it detects that the Microsoft API failed to import the data from Azure or there were no responses to the queue message for 15 hours.
- To improve the performance of the Livelink High Speed Migration jobs, DocAve will split the exported data into multiple packages, and import these packages using multiple threads.
- Added support for migrating failed items of previous High Speed Migration jobs in the subsequent Incremental High Speed Migration job.

Lotus Notes Migration

- If a test run job finds the remaining space of either content databases or site collections is not sufficient or finds that the remaining license is not sufficient, the test run job will continue running. The status of the test run job will be Finished with Exception, and the corresponding message for the exception will be provided.
- Removed the Complexity Source Data Analysis interface and Replica Comparison.
- Added support for generating a report of the Source Data Analysis on the general database information.

Platform Backup and Restore

- Platform Backup and Restore jobs will skip processing the Storage Manager BLOB data that reside in the Cleversafe devices.

Replicator

- For real-time site collection level mapping, Replicator automatically registers site level real-time events when a site is created in the source environment.
- After a document is replicated from the source environment to the destination environment, the document ID can be kept.

SharePoint Migration

- Added support for running SharePoint High Speed Online Migration jobs.
- Added support for mapping the source customized managed paths to the destination default managed path (/sites/ or /teams/) in a SharePoint 2007/2010/2013 to SharePoint Online Migration job.
- Added support for mapping the source customized managed paths to the destination default managed path (/sites/ or /teams/) in a SharePoint 2007/2010/2013 to SharePoint Online Migration job.
- Added support for displaying the average job speed, thread number, package splitting object number, package splitting size, and whether or not encryption on the migration data is enabled in the SharePoint High Speed Online Migration job report.
- Added support for configuring the number of threads to simultaneously migrate source content to SharePoint Online, the maximum number of objects that can be stored in a data package, and the maximum size of objects that can be stored in a data package in the SharePoint High Speed Online Migration profile.
- Added support for selecting the Use Encryption during the migration job checkbox after selecting a configured Azure location when creating a SharePoint High Speed Online Migration plan.
- Added support for retrying to restore the packages whose restoration are failed or timeout when running the SharePoint High Speed Online Migration jobs.
- Added support for selecting the default Azure location from the Microsoft Azure Location drop-down list when saving a SharePoint High Speed Online Migration plan.
- Added support for using multiple threads when running a SharePoint High Speed Migration job to improve the job performance.
- Added support for splitting the .dat files in a SharePoint High Speed Online Migration job by the number or size of .dat files. By default, the .dat files will be split when there are more than 100 or when the size is greater than 100 MB.
- Added support for running an incremental SharePoint High Speed Online Migration job to migrate all data created or modified within the specified time period after the last high speed migration job.
- Added support for running an incremental SharePoint High Speed Online Migration job.
- Support configuring filter policy from site collection down to list level in a SharePoint High Speed Online Migration job.

- Added support for configuring the list name mapping in a SharePoint High Speed Online Migration profile.
- Added support for configuring the language mapping in a SharePoint High Speed Online Migration profile.
- Added support for configuring the column mapping in a SharePoint High Speed Online Migration profile.
- Added support for configuring the content type mapping in a SharePoint High Speed Online Migration profile.
- Added support for configuring the user mapping in a SharePoint High Speed Online Migration profile.
- Added support for previewing the destination data tree if the SharePoint High Speed Online Migration job is run successfully.
- Added support for configuring the template mapping in a SharePoint High Speed Online Migration profile.
- Added support to split the Manifest.xml file for File System High Speed Migration jobs by configuring the XML file of the profile.

Storage Manager

- Support using the **Cleversafe** type of physical devices to store the data externalized by Storage Manager.

Bug Fixes

File System Migration

- When you run a File System High Speed Migration job, if you select **Skip** as the container and content level conflict resolutions and there is a folder with the same name as the source folder in the destination, the content in the folder is successfully migrated to the destination, but the migration status of the source folder is **Failed** in the job report.
- File System High Speed Migration jobs do not support using a profile where one of the following checkboxes is selected: **Migrate users and groups**, **Migrate the security and inheritance for the folder**, or **Migrate the security and inheritance for the file**.

Granular Backup and Restore

- After DocAve is updated from DocAve 6 Service Pack 6 to DocAve 6 Service Pack 7, after you back up a site collection, when performing a restore job using **Object-based restore** or the **Restore from Granular Backup** function in SharePoint, data at the folder level and the levels below may not be searched.

Workaround: Extract the **MediaPath.zip** file from the **DocAve_6_SP7.zip** file, and copy the **System.Data.SQLite.DLL** file from the `.../MediaPatch/Media/bin/x64` or `.../MediaPatch/Media/bin/x86` directory (select the folder according to the system) to the `.../AvePoint/DocAve/Manager/Media/bin` directory.

Livelink Migration

- When performing a Livelink High Speed migration job, in the **Job Monitor > Job Details** interface, the URLs of the migrated tasks for nested lists and discussion topics link to the wrong objects in the destination. This is because objects are not migrated in the same order as they are in the source, and the destination URL information cannot be retrieved from the Azure logs. Therefore, there is no way for Livelink High Speed Migration to provide an exact destination item URL.
- Livelink High Speed Migration jobs will fail if there are more than 100 errors in the logs.
- Livelink High Speed Migration jobs do not support using a profile where the **Migrate user**, **Migrate group**, or **Migrate security** checkbox is selected.
- Livelink High Speed Migration jobs do not support using profiles in which the Migrate user, Migrate group, or Migrate security checkbox is selected.
- Livelink High Speed Migration jobs fail to import the exported Livelink data that contains links, such as shortcuts, URLs, generations of files, and the links created for the migrated lists to preserve the source structure. If the exported Livelink data does not contain any links, the import job will succeed.

Known Issues

Administration

Content Manager

- If a Nintex Workflow definition has been migrated from a SharePoint Online site to a SharePoint Online site, or a SharePoint Online List to a SharePoint Online List, then the Nintex Workflow will not display in the Workflow Gallery of the destination and therefore cannot be viewed or edited.
- If the source and destination environments are both SharePoint 2016 on-premises, when a Content Manager Import Job (Offline Content Manager Job) with the Generate Metadata File feature is performed, the Lookup columns with multiple values associated with the Date type fail to be moved or copied to the destination; Lookup columns with one value can be moved or copied.
- Copying or moving a workflow instance of the SharePoint Designer 2013 Platform workflow is not supported.
- Content Manager domain mapping does not work when the source is a SharePoint on-premises site collection registered in **DocAve Control Panel > Registered SharePoint Sites**.
- When copying a managed navigation configured Friendly URL to the destination, the Friendly URL is replaced incorrectly, which results in the link not working in the destination.
- In SharePoint 2013, user mapping and domain mapping from an Active Directory Federated Services (ADFS) provider to an Active Directory (AD) provider does not always work in Content Manager.

Workaround: Add the prefixes for both the ADFS provider and the AD provider. For example, you can configure the user mapping with prefixes as follows: Source Username: i:05.t|adfs|contoso\user1, Destination Username: i:0#.w|contoso\user1

- When both the source and the destination are SharePoint Online environments, the SharePoint Designer 2010 Platform Reusable Workflow Template fails to copy to the destination due to a SharePoint API limitation.
- When copying or moving the Blog template site collection to a SharePoint Online site with the Merge action, there will be duplicated Quick Launches in the destination.
- When moving or copying a top level site to a destination sub site, the sub site inherits permissions from its site collection. If the top level site has anonymous access settings configured for the entire site, the anonymous access settings cannot be transferred to the destination. This is due to an API limitation that cannot restore the anonymous access settings to the sub site that has inherited permissions.
- The value of the Completed column in the survey list changes from the source No to the destination Yes after performing a Content Manger job from a SharePoint On-Premise site collection to a SharePoint Online site collection (applies to SharePoint 2010).
- After running a Content Manager job to copy the SharePoint objects from a Community site

(including Discussion list) to a Team site (including Discussion list), the source discussion cannot be opened in the destination; the Delete action in the List Settings disappears in the destination; and the Site Community feature cannot be activated in the destination (applies to SharePoint 2013).

- Users cannot copy/move a SharePoint Online Wiki page to the SharePoint 2013 On-Premises environment. Data from a SharePoint Online environment that is in a newer version of Office cannot be copied or moved to a SharePoint 2013 On-Premises environment that uses an older version of Office.

Deployment Manager

- SharePoint 2016 MMS term group deletions cannot be deployed in an incremental deployment job. This is a SharePoint 2016 limitation where term group deletion events are not logged..
- The SharePoint 2016 Documents web part configurations are not properly deployed due to API limitations.
- In a SharePoint Online site collection, if you break the inheritance of a list from its parent node, add external users to the list, select the **Access Requests** list in the source and select a SharePoint Online top-level site in the destination, and then run the Deployment Manager job, the items in the **Access Requests** list are deployed incorrectly to the destination. This issue is due to an API limitation.
- When deploying from a SharePoint 2016 site collection to a SharePoint Online site collection, the following settings in web parts will not be deployed properly due to a limitation of the Client API: **Query String (URL) Filter**, **SharePoint List Filter**, **Page Field Filter**, **Choice Filter**, and **HTML Form Web Part**.
- When deploying from a SharePoint 2016 site collection to a SharePoint Online site collection with the Publishing feature activated, when the Web Service updates the Web Level Video content type's XML documents, the List Level Video content type's resource files are deleted. This issue appears when Deployment Manager calls the Web Service and is caused by a limitation with SharePoint.
- Nintex workflows that are unpublished cannot be deployed from a source to a destination due to API limitations.
- An Office 365 limitation, users need to use SharePoint Designer to create the reusable template for SharePoint 2010 on-premises workflows. Create a list, and use the reusable template to create the workflow definition in the list. Select the list as the source, and manually input a top-level site in the destination SharePoint Online site collection as the destination. Click **Add to Queue**. Select **Merge** as the Container level conflict resolution, and select the **Include workflow definition** option. After the Deployment Manager job, the definition is deployed successfully, but the template is not deployed.
- If you select a 2010 experience version and a Document Center template site collection as your source, manually enter a site collection as the destination, and perform a Deployment Manager job, the documents displayed in the Highest Rated Documents Web part will not correctly deploy to the destination.
- After upgrading DocAve from SP1 to SP3 CU3, rollback jobs initiated from SP1 deployment jobs

will fail due to data structure changes from SP1 to SP3 CU3.

- When content types in both the source and the destination have matching names but mismatched types, the content type will not be overwritten to the destination. A new content type will be added with a number appended to the original name (applies to SharePoint 2010).
- If you configure a Web Front End level deployment plan, select the Backup the destination environment option, run a job, and upgrade DocAve, you will see that the rollback job fails after you select the Web Front End level deployment job in Job Monitor, and click Rollback on the ribbon. Currently, this kind of rollback operation cannot be supported for DocAve upgrades.
- When uploading files to site collections using the Deployment Manager Content Organizer rule for source and destination site collections, if the target location set in the rule is a Document library, where **Merge** is selected as the **Container level conflict resolution** and **Overwrite** is selected as the **Content level conflict resolution**, the Content Organizer rule will not trigger when files are deployed to the destination library.

Replicator

- In SharePoint, adding a new group to a source site collection generates an event that triggers a real-time replication job, replicating the group to the data destination. SharePoint automatically adds the group owner to group users, which does not generate an event and does not trigger the Real-Time replication job. The group owner is not replicated to the destination group users. The group owner will replicate correctly when the next replication operation triggers.
- When using Content Query Web Parts in the source and destination the queried lists must be replicated as well. This requires the dependent lists to be replicated in addition to the SharePoint object that contains the web part. Replicator does not automatically bring over the associated lists that the web part is dependent on as they could be anywhere in the site.
- Replication of Managed Metadata terms is not possible unless both the source and destination have the Managed Metadata services associated and configured at the Web Application level.
- When using the Plan Manager interface to import plan jobs, there is a potential for a Silverlight based memory leak to occur. In order to resolve the issue, you may need to refresh the browser to clear the cache.
- Modified Timeline configurations are excluded from incremental replication jobs. Incremental replication jobs can discover records in the SharePoint event cache table, but in SharePoint, modifying a Timeline is not recorded in the event cache table. Timeline configurations are therefore excluded from incremental replication jobs (applies to SharePoint 2013).
- Content Query Web part contents do not always display correctly in the destination because the Content Query Web parts associated content does not exist in the data destination and is therefore not included in the replication job. As a solution, ensure that the Content Query Web part's associated content is included in the source scope or that it exists in the data destination (applies to SharePoint 2010).
- To avoid issues replicating related terms on the item level in SharePoint 2010 environments, make sure Managed Metadata Service is associated with the Web Application in both the source and destination.

- New file versions created by the Hold and eDiscovery feature of SharePoint 2013 cannot be replicated by Real-Time replication because the new file keeps the Modified Time of the previous version. The file will be replicated when a scheduled replication job runs.
- Source alerts are not replicated to the destination due to a SharePoint Online Client API limitation where the replication of alerts is unsupported.
- If you configure **Versioning Settings** in a source library in **Replicator**, choose **Yes** to **Require content approval for submitted items**, and choose **Create major and minor (draft) versions**, the approval status of a minor version file will read **Pending**. If you then run a job to replicate the source site collection to a SharePoint Online site collection, after the job is finished, the value of **Modified By** is not correct due to a SharePoint Online Client API limitation where replicating the Modified By value of minor version file is unsupported.

Compliance

eDiscovery

- If you install a DocAve Agent on the Central Administration server or one of the Web front-end servers of a SharePoint Foundation 2013 Service Pack 1 farm, log into DocAve Manager, and navigate to Compliance > eDiscovery > Version Crawling, the Search Service Application cannot be enabled by clicking Enable on the ribbon. If you select Configure Content Source on the ribbon and click Create to create a new content source, the farm cannot be loaded in the Content Source Selection field.

Vault

- If you select a Web application and repeat to run Vault jobs, if the user who ran the jobs only has the Full Read permission to the selected Web application, the Vault jobs will all run as Full backup jobs and will run successfully. This issue occurs because the user who ran the Vault jobs does not have enough permission to the selected Web application in the jobs. Make sure the user who runs Vault jobs has the Full Control permission to the selected node.
- API/Cmdlet for Vault not supported in SharePoint 2013.
- If the Control service is down after you start a Vault job, and restart the Control service after the job finishes, the job fails and no exported object will display in the job report. However, the SharePoint content in the selected node of the job exports successfully. The Control service does not receive the job information, and the job times out, but DocAve Agent works normally to export the content from the selected node.

Control Panel

- After updating to DocAve 6 Service Pack 5, the **ReportCenterSocialActivity.wsp** solution installed in SharePoint may not update successfully. In DocAve 6 SP5, although **ReportCenterSocialActivity.wsp** is renamed as **UsageActivityWebParts.wsp**, the solution status is **Not Deployed**, instead of **Deployed**.

Workaround: Select the **UsageActivityWebParts.wsp** solution in Solution Manager, remove the old version and then click **Deploy** on the ribbon to deploy the new version.

- If you install a DocAve Agent in a .Net Framework 3.5 environment, and then upgrade to .Net Framework 4.5 in the same environment, SharePoint Online sites will not be available in the DocAve interface. The .Net version information is captured when the Agent is first registered to the DocAve Manager. After upgrading 3.5 to 4.5, you must restart the Agent service before you can connect to SharePoint Online.
- If the Internet Explorer Enhanced Security Configuration is enabled for the Administrators and Users groups, job reports and license reports may fail to download in Job Monitor.

Workaround: Navigate to Server Manager, and then click the Configure IE ESC link in the Security Information section. The Internet Explorer Enhanced Security Configuration interface appears. Select the Off radio button in the Administrators section and in the Users section, click OK to save the changes, and then download the reports.

Data Protection

High Availability

- If you create a High Availability group using the Log Shipping method to include a database, and there is a database with the same name that is not synchronized in the destination SQL Server instance, when you run a Fallback job using this group, the production database is renamed or deleted and the database in the destination SQL Server instance is synchronized to the production farm. This is an incorrect use case of High Availability. If you perform a Pre-Scan job or a Synchronization job first, the job report will inform you that there is a database using the same name as the production database in the destination SQL Server instance.
- High Availability sync or failover jobs may fail when multiple groups are selected from the dashboard.
- If you update DocAve 6 Service Pack (SP) 3 to SP4, the High Availability Groups that are updated from SP3 using AlwaysOn Availability Group as the sync method will fail the Pre-Scan and Synchronization jobs. SP4 High Availability AlwaysOn Availability Group sync method is different from SP3.

Workaround: After updating to SP4, edit the High Availability group, click Delete on the column header to remove all of the nodes from the group, and then add the nodes back. Save the group, and then perform High Availability jobs using this group.

- If you modified the master key for the SQL instance after you have configured the master key in the SQL Instance Settings, the SQL Instance Settings interface cannot display the newly updated master key.

Granular Backup and Restore

- When you install DocAve 5 Service Pack 8 Cumulative Update 2 on a SharePoint 2010 farm, select a site collection to perform a Full Backup job, import the backup data to DocAve 6 Service Pack 7 and perform an **Out of place restore** job using the imported data, if you expand the Data Selection tree and select the site collection without selecting other nodes, then an error occurs when selecting the destination.

Workaround: When restoring the imported data, select a node that is under the site collection

first, then select the site collection again.

- The backup job fails when backing up a library (containing a 3.56 GB file) that is under a site under a web application where the **Maximum Upload Size** setting in **General Settings** is set to 4 GB.
- When restoring a OneDrive for Business that includes apps to another OneDrive for Business, the navigation of the apps is restored but an error occurs while opening the apps in the destination.
- After DocAve is updated to DocAve 6 SP7, when performing an **Out of place restore** job on the SharePoint Online data that was backed up using DocAve 6 SP6, the nodes under the **My Registered Sites** node in the **Destination** tree cannot be expanded. This is because DocAve 6 SP6 uses **SP2013GranularBackup.exe** to back up the SharePoint Online data, while DocAve 6 SP7 uses **SP2016GranularRestore.exe** to restore the backup data. Therefore, the data cannot be restored to **My Registered Sites**.
- In Granular Backup and Restore, when a list with the same name as the source **Lookup** column is associated with exists in the destination, after the out-of-place Granular Restore job is finished, the value of the **Lookup** column fails to be restored to the destination.

Workaround: You may run a restore job to restore the source list that is associated with the **Lookup** column to the destination, and after the restore job is finished, configure the **SP2013GranularBackupRestore.cfg** file by changing **forceUseSourceLookupValue** property to **true** and then run another restore job to restore the Lookup column.

- Versions of files that are open or checked out by a registered Office 365 user are unable to be backed up (applies to SharePoint 2010).
- When using domain mapping, the domain mapping will not take effect if the suffix of the domain name is added. For example, domainname.com (applies to SharePoint 2013).
- Restoring site collections where a subsite has broken permissions inheritance results in the restored subsite inheriting permissions and the site collection permission levels absorbs any unique permission level created in the subsite prior to the backup job (applies to SharePoint 2013).

Platform Backup and Restore

- If you perform an in place Platform Restore at the granular level to restore the SharePoint 2013 or SharePoint 2016 site collection created in forms-based authentication, after the restore job is finished, the FBA users in the site collection fail to be restored.
- The name of the SharePoint Central Administration server is not recorded when backing up the SharePoint 2013 farm in DocAve earlier than DocAve 6 SP5. Thus, the Agent will not create the SharePoint Central Administration on the SharePoint server when performing the Farm Rebuild in DocAve 6 SP6 or later.

Workaround: Select a SharePoint server in the rebuilt farm and open the SharePoint 2013 Management Shell. Enter the **New-SPCentralAdministration** cmdlet to create a SharePoint Central Administration. For more information on the **New-SPCentralAdministration** cmdlet, refer to <https://technet.microsoft.com/en-us/library/ff607841.aspx>.

- If a logical BLOB storage device consists of more than one storage group, the logical device generates a file used for synchronization among the storage groups. The Platform Restore uses the Windows API Copy method to copy the BLOB backup data from the backup device to the physical device where the BLOB data is backed up, and the physical device cannot generate the file for synchronization. Thus, the restored BLOB data fails to be synchronized to the secondary storage group.
- In Windows 2012, databases with data files stored in a Net Share path are not supported to be backed up using VSS.
- When you perform a restore for cloning the Web application to another farm, and use full qualified domain name to set the domain mapping, domain mapping will not work. This happens because the domain mapping setting does not support full qualified domain name.
- In an all-in-one SharePoint farm, if the name of the machine with the Agent installed exceeds 15 characters and the IP address of this machine is used as the value of the database server to configure SharePoint, the DocAve Agent cannot obtain the correct information of its server roles in this farm. Since C# API can only retrieve the first 15 characters of the server name, there is an inconsistency with the information obtained from DNS, so the Agent cannot retrieve the server role.

Workaround: If the server name exceeds 15 characters, navigate to ...\\AvePoint\\Agent\\bin\\AgentCommonVCEnv.config. Edit the file to change the value of localSPServerName to the full server name, and then save your changes.

- If multiple Search Service Applications exist in a SharePoint 2013 farm, and their index components are not stored in the same SharePoint server, index components cannot be backed up during a search service application backup.
- When performing an out-of-place restore job on a backed-up Web application using a custom Agent group whose Agents have the **Microsoft SharePoint Foundation Web Application** service stopped, the restore job completes, but the site in the Web application that was restored to the destination cannot be accessed.

Workaround: You may access this site by starting the **Microsoft SharePoint Foundation Web Application** service on the server whose server name is used in the destination Web application URL.

- After performing an in-place restore job to restore term store Metadata Managed Services, the term group that is created after the backup job is complete will continue to display in the term store.

Workaround: You may resolve this by executing the IISReset command after the in-place restore job, and then refreshing the Term Store Management Tool page.

- When performing an out-of-place restore job on a Web application and its content databases with user mapping configured, the out-of-place restore job finishes with exception, and the user mapping fails.

Workaround: If you grant Full Control permission to the Agent account that executes the restore job, and then perform an out-of-place restore job again using this Agent account to restore the content databases under this Web application with **Overwrite** as the **Conflict Resolution**, the restore job will finish, and the user mapping will be successful.

- Farm Clone does not clone tags or notes to a destination farm.
- Farm Clone does not support cloning Connector BLOB data to a destination farm, and after a Farm Clone, the files in the destination Connector Library cannot be accessed. In the **Connector Settings** interface of SharePoint, the destination Connector Library uses the same storage location as the source library, but in DocAve Manager, it shows that there are no settings configured for the Connector Library, and the configurations cannot be saved if you configure the path for the library.

Workaround: To make the files in the destination Connector library accessible, you may manually associate the content databases with the cloned Stub databases in the destination farm after a Farm Clone by enabling the RBS settings to the corresponding content databases in the destination farm, which will enable the BLOB data stored in the source path to be accessible from the destination SharePoint Connector library.

- If performing an out-of-place restore of a backed-up TDE-encrypted database and no Master Key exists in the destination beforehand, DocAve fails the out-of-place restore job.

Workaround: On the destination SQL Server, use the following SQL statement to create a master key:

```
"USE master;
GO
CREATE MASTER KEY ENCRYPTION BY PASSWORD = '<YourPasswordHere>';
Go"
```

Then perform the out-of-place restore job to restore the TDE-encrypted database.

The TDE-encrypted database backups cannot be out-of-place restored to destination if a Master Key does not exist in the destination. To create a Master Key in the destination SQL Server, use the following SQL statement:

```
"USE master;
GO
CREATE MASTER KEY ENCRYPTION BY PASSWORD = '<YourPasswordHere>';
Go"
```

***Note:** The password of the master key does not have to be the same as the backed up.

- Modify the value of the element *<ForceUseCache>false</ForceUseCache>* to **true** before performing the backup job in order to successfully generate the index.
- During a backup, when the User Profile Synchronization Service is **Started**, and an in-place restore job is performed to restore the User Profile service application, after the restore, the Synchronization Service stops.

Workaround: Users can resolve this issue by manually starting the User Profile Synchronization Service after the restore job.

- SQL Server PowerPivot Service for SQL Server 2008 should not be configured in the destination SharePoint farm prior to a farm clone. The job will fail when attempting to reconnect the destination servers.

Workaround: If the SQL Server PowerPivot Service is installed and configured in the destination SharePoint farm, considering the following conditions:

- If the backup job used for Farm Clone does not contain the SQL Server PowerPivot Service backup data, uninstall the SQL Server PowerPivot from the destination SharePoint before performing the Farm Clone.
- If the backup job used for Farm Clone contains the SQL Server PowerPivot Service backup data, register the .dll file of SQL Server PowerPivot, **Microsoft.AnalysisServices.SharePoint.Integration.dll**, to the Global Assembly Cache on each SharePoint server. For example, C:\inetpub\wwwroot\wss\VirtualDirectories\42083\bin.

***Note:** If the SQL Server PowerPivot Service is not installed or configured in the destination SharePoint farm but the backup job includes the SQL Server PowerPivot Server backup data, the SQL Server PowerPivot Service in the destination farm will not work after the Farm Clone. You must configure the SQL Server PowerPivot after the Farm Clone job, and make sure the following .dll files are removed from Global Assembly Cache before installing SQL Server PowerPivot: **Microsoft.AnalysisServices.SharePoint.Integration.dll** and **Microsoft.AnalysisServices.SharePoint.Integration.resources.dll**.

Installation

- When you search programs for DocAve 6 in Windows Server 2012 and Windows 8 environments, the DocAve 6 shortcut is opened by the Metro version of Internet Explorer (IE) 10 by default. Since IE 10 does not support Silverlight 5.0, you will receive a message that low screen resolution is preventing IE from running.

Workaround: Open DocAve 6 with the desktop version of IE 10 or IE 11 in Windows 8.1 or Windows 2012 R2 (for example, use the shortcut on your desktop).

- If you are unable to connect to the Control Service after installing Windows update KB2756920, install the hotfix KB2637518 to resolve this issue. The download links can be found in the Microsoft© Support Knowledge Base.

Migration

SharePoint Migration

- Categories are not displayed on the Quick Launch on the destination site's home page when running a migration job from a SharePoint 2007 site with the **Blog** template to a SharePoint 2016 node. This is because the **Selected View** property of the **Categories** Web part is incorrectly migrated.

Workaround: Edit and save the **Categories** Web part in the destination.

- The **RSS Feed** link of the source site collection's home page is not migrated to the destination when migrating from a SharePoint 2010 site collection with the **Blog** template to a SharePoint 2013 manually inputted site collection. This is because the RSS Feed link is stored in the **Posts** Web part of SharePoint 2010, and it is stored in the **Blog Links** Web part in SharePoint 2013. However, there is no **Blog Links** Web part in SharePoint 2010.

Workaround: After the migration job finishes, add the **Blog Links** Web part manually to the destination site collection's home page.

- When a **Calculated** column is created in a SharePoint 2007 library with **=[Content Type]** configured as the formula value of the column, the **Calculated** column is not migrated to the destination when migrating from SharePoint 2007 to SharePoint Online using a High Speed Migration job. This is because there is no **Content Type** column in SharePoint Online that can be associated with the **Calculated** column.
- When migrating from a SharePoint 2007 site collection to a SharePoint Online site collection using a high speed migration, if you select to create a new SharePoint Online site collection as the destination using the Create Container function, the site collection is not created in the destination if the source site collection has one of the following templates: **Basic Meeting Workspace, Blank Meeting Workspace, Decision Meeting Workspace, Social Meeting Workspace, Multipage Meeting Workspace, Report Center, Publishing Portal, Collaboration Portal, Site Directory, Bland Site, Wiki Site, or Document Workspace**. This is because these site collection templates do not exist in SharePoint Online.
- When a SharePoint 2007 site collection using the **Report Center** template is migrated to a SharePoint 2016 manually inputted node, the migrated site collection's home page is displayed incorrectly in the destination. This is because the **Report Center** site collection template does not exist in SharePoint 2016.
- SharePoint 2010 site collections with the **Fast Search Center, Charitable Contributions Web, Issues Web Database, Project Web Database, and Contacts Web Database** templates cannot be migrated to SharePoint 2016 in a migration job. This is because these site collection templates do not exist in SharePoint 2016.
- When migrating a SharePoint 2007/2010/2013 site collection to SharePoint Online, the Lookup column's value that is related to a document ID is incorrectly migrated to the destination. DocAve cannot keep the document's row ID due to a limitation of SharePoint Online Client API.
- If you create a managed path in a SharePoint 2010 Web application, when you run a SharePoint 2007 to 2010 Migration job, and select a manually entered site collection as the destination, the newly-created managed path cannot be loaded in the destination tree even though you have refreshed the Web application node.

Workaround: Refresh the farm node where the Web application is located.

eRoom Migration

- If you add a directory connection by using the Windows NT Domain type in eRoom and synchronize users and groups from this domain to an eRoom, and then add a group from the synchronized groups to an eRoom and migrate the eRoom to SharePoint in the same domain, DocAve will fail to migrate the group. The eRoom Migration uses the directory connection name as the domain name, causing that eRoom Migration to consider the migration as happening between two different domains.

Workaround: Configure a domain mapping to map the source eRoom connection name to the destination domain name.

Exchange Public Folder Migration

- If you change the subject of an e-mail when you are replying to an e-mail in Outlook On-premises to Outlook Web app or from Outlook Web app to Outlook On-premises, the value of the reply's thread-index property changes, and all replies will no longer be associated with the same topic. Migrate the replies, forwarded e-mails and the original e-mail to a discussion board list in SharePoint in the destination. The replies and forwarded e-mails whose value of the thread-index changes cannot be migrated under the same topic in the destination.

EMC Documentum Migration

- After the migration, if there are two Documentum types in the source where one type inherits attributes from another type, these two SharePoint content types do not keep the inheritance in the destination. *Note: A type in EMC Documentum is the same as a content type in SharePoint.

File System Migration

- If you are performing a File System Migration, select a destination in a German site, save a plan, and choose to configure the metadata file yourself, you will need to manually edit a German translation in the Microsoft Excel file you save. AvePoint's translation of Keywords in the default term set path System; Keywords does not match SharePoint's translation.

Workaround: Open the Excel file, change Schlüsselwörter to Schüsselwörter (to match SharePoint's translation), save the Excel file, and re-run the job. The Managed Metadata column with the default value of System; Keywords will be successfully created in the destination node.

Livelink Migration

- When performing a Livelink High Speed migration job, in the **Job Monitor > Job Details** interface, the URLs of the migrated tasks for nested lists and discussion topics link to the wrong objects in the destination. This is because objects are not migrated in the same order as they are in the source, and the destination URL information cannot be retrieved from the Azure logs. Therefore, there is no way for Livelink High Speed Migration to provide an exact destination item URL.
- The following error may occur while selecting a source node to create an import mode plan. "There is an error in XML documents ([row number], [column number]). This is due to illegal characters in the source object names."

Workaround: The row number and column number in the error message show the location of the illegal character within the XML file.

- For Livelink Migration, navigate to *[UNC path of the configured export location]\LiveLink Exported Data\[exported plan ID]\AgentImportTree.xml* to delete the illegal character or replace the illegal character with another character.
- For Livelink High Speed Migration, navigate to *[UNC path of the configured export location]\Livelink High Speed Migration Exported Data\docavededicated\[exported plan*

ID_[job ID]_AgentImportTree.xml to delete the illegal character or replace the illegal character with another character.

Quickr Migration

- If you run a Quickr Migration job and immediately stop the job, the job will remain in **Stopping** status for an hour and a half before failing due to failed communication. This is because the stop job action is performed too early, and the communication becomes invalid before the destination DocAve Agent receives the backup data from the source DocAve Agent.

Report Center

- For Best Practice Reports at the farm level, the Rating count is not included (applies to SharePoint 2013).
- If accessing the Report Center Dashboard Web part deployed in a site collection whose language is French using Internet Explorer 8, some GUI items in the Web part cannot be properly displayed. Root cause: The French GUI items containing single quotes cannot be escaped by Internet Explorer 8.

Workaround: Use another browser to access the Report Center Dashboard Web part deployed in a site collection whose language is French rather than Internet Explorer 8.

- If users do not re-deploy Web parts in SharePoint after upgrading their DocAve version to SP3 CU2, they may have issues collecting and saving social data.
- After updating DocAve 6 to Service Pack 5 from a previous version, if in the Usage Reports interface you select a plan that is updated from a site level Last Accessed Time profile and click **Show Report** on the ribbon, in the Show Report interface, the Site Collection URL column of the report does not display any data.

Workaround: Users may display the data by generating a report of the Usage Reports plan which is updated from a previously created site level **Last Accessed Time** profile, and then view the report in the **Show Report** interface.

- Top Discussion and Top Blog Post Web Parts in SharePoint 2010 experience version site collections within a SharePoint 2013 farm will still collect data of discussion board “likes” and Web parts in the SharePoint 2013 experience version site collections, even though the “like” feature does not exist in SharePoint 2010. As a result, the number of “likes” is included in the total count of discussion and blog post activities, but not displayed in the reports.
- When you set the scope of a Social Activity Web Part as “Current site, including subsites” and a new subsite is created, the Social Collector does not recognize the newly created subsite.

Workaround: After creating a new subsite, navigate to the Social Properties selection of the Web part, click Change Selection to open the Item Display Configuration window, and then click OK to re-save the configuration. After the object selection has been updated, data for this Web part will be collected properly.

- In SharePoint 2013 environments, rating data is stored as a property of each item or document in the corresponding content database instead of the social database, causing difficulties in collecting the rating data of all of the items/files at the farm level. The rating data stored in each

content database is not related to the social database and should not be included in the social database limitations.

- DocAve cannot distinguish the Shared Services' data of a publishing farm from the data of consuming farms. Therefore, data in a publishing farm and consuming farm will be displayed together and not grouped by farm.
- If you delete a document or Wiki page with views data that was being collected by the Top Documents or Top Wiki Pages Web part, then the views data will also be erased. Even after restoring the deleted content from the SharePoint recycle bin and running a Social Data Collector job in Report Center, the restored content's views data with the all time range option will only display the number of times it has been viewed since restoration.

Storage Optimization

Archiver

- Due to a SharePoint 2016 limitation, the **Last Accessed Time** of a site collection, site, list, or library is only updated when the **View** action is performed at the item level. Therefore, when you select the **Site collection, Site, or List/Library** object level and the **Last Accessed Time** rule in an Archiver rule and apply the rule to a SharePoint 2016 node, if you perform the View action to a site collection, site, list, or library, and then run the Archiver job, then the site collection, site, list, or library is not scanned by the Archiver job even though the View action performed to it meets the configured rule.
- If you download an archived file whose file name contains more than 13 characters from SharePoint, the file name of the downloaded file will be truncated to 13 characters. This issue is caused by a SharePoint limitation for the HttpHeaders parameter's length.
- When you configure the error message for the selected nodes in the Error Message Configuration interface of End-User Archiver, paste the text by pressing Ctrl + V on the keyboard, and then click Save to save the modified error message, an error occurs. This issue is caused by a bug in Silverlight 5.0.61118.00. Update the Silverlight on the server where has DocAve Manager is installed.
- If you update DocAve 6 Service Pack (SP) 3 to SP4, after the update, the user that has the permission to search the archived data (archived by SP3) in SharePoint cannot view the archived data. This issue is caused by a logic difference between these two versions of DocAve.

Workaround: Log into DocAve Manager, navigate to Control Panel > Index Manager, create a new index profile with the same settings as the profile used in SP3, and then use this new profile in SP4.

- If you run an Archiver job that archives items and item versions using DocAve 6 Service Pack (SP) 3, and then update to SP4, the items and item versions archived by SP3 cannot be searched out using the Item Title and Item Version rules in SP4. This issue is caused by an index difference between the two versions of DocAve. SP3 jobs do not generate the full text index for item titles.
- If you update DocAve 6 Service Pack (SP) 3 to SP4, select an Archiver job that was run by SP3, and click Download Job Logs in Job Monitor to download the logs of the Archiver job, the processing pool logs are not included in the collected logs. This issue appears because the

processing pool logs that are collected by SP3 do not contain the Job ID.

- In Full Text Index Mode of the Archiver Restore interface, a Newsfeed Item is displayed as a rule in the Advanced Search pop-up window when only SharePoint 2010 farms exist in DocAve. Before selecting the tree node, the Advanced Search function is displayed for both the SharePoint 2010 and 2013 farms.
- If you run an Archiver job for the WSS 2013 node with applied Newsfeed Post rules, no newsfeed post will be archived after the job finishes. This issue appears because there is no User Profile Service in the WSS 2013 environment.
- If you create an Archiver rule that selects the Archive and keep data in SharePoint option, select the Tag each document/item with: checkbox, and run the Archiver job that the selected node contains checked out documents, the checked out documents have no values for the column specified in the Archiver rule after the Archiver job finishes. This issue appears because the Use my local drafts folder checkbox is selected when you check out the documents. This logic matches SharePoint's logic. When you check out a document, the properties of this document cannot be edited if you select the Use my local drafts folder checkbox.
- If you change the Permissions Required for End-User Archiver Restore for a node, and do not run any Archiver jobs, the user who has enough permissions to the node cannot view any archived data or do Archiver Restore jobs. The restore permissions for the node are stored in the Index.db file. The Index.db file will only be updated after you run an Archiver job.
- When using the Advanced Search function in Full Text Index Mode of Archiver Restore, the Contains and Matches conditions both use the * character as a wildcard to search data.
Workaround: The * character is treated as a normal character if a forward slash (\) is inserted before it.
- If you select a site collection whose template is Publishing Portal, apply document rules to this site collection, and then run the Archiver job, the built-in pictures of the site collection's homepage cannot be displayed after the job finishes. The built-in pictures for this type of site collections are stored in the Style Library and Images libraries and are included in the Archiver job.
- If you select the site collection that has activated the SharePoint Server Publishing Infrastructure site collection feature and the SharePoint Server Publish site feature in the tree node, there will be many versions for the page under the Pages library of this site collection. If you apply the Site Collection rule to the site collection, run Archiver and Archiver Restore jobs for this site collection, the sizes of the versions (except the current version) for the page are different, and the current version of the page is displayed differently before and after the Archiver restore job. This issue is caused by a SharePoint limitation.
- If you Upgrade DocAve 6 Service Pack (SP) 2 to SP3 in Update Manager, and then modify the AgentCommonWrapperConfig.config file to change the logic used by the Archiver last accessed time rule, if the configuration file specifies to use the last accessed time of the corresponding Storage Manager stubs in SharePoint when performing the Archiver job, the pop-up window used for the other logic (using the last accessed time retrieved by the Auditor Data Retrieve jobs) still appears. The pop-up window is managed by DocAve Manager and DocAve Manager cannot audit whether the AgentCommonWrapperConfig.config file is modified or not. The pop-up window appears no matter which logic is used.

- If you run an Archiver job that selects to tag each file with Archiver columns, modify the SharePoint data in the Archiver job, and then run the Archiver job on the same node again, the Archiver columns still have values. DocAve cannot distinguish the Archiver columns and the custom columns when backing up data. The Archiver column values are all backed up and restored.
- If you select the Leave a stub in SharePoint for each file (uses Storage Manager) checkbox in the Archiver rule to run an Archiver job on the node that contains Microsoft Office files in SharePoint 2013, do not change the SharePoint data, and select the Declare each file as a SharePoint record checkbox to run Archiver job on the same node again, the Archiver job will finish with exceptions. When you select the Declare each file as a SharePoint record checkbox to run the Archiver job, the Storage Manager stubs have been converted to real content.
- If you break a permission inheritance from a site collection for a site, add a group to the site collection, grant the group the required permissions for site collection End-User Archiver Restore, and then run Archiver jobs on both the site and the site collection, the user in the group still can view, download, and restore the archived content of the site.
- If you deployed the Archiver solutions on both a 2010 Experience site collection and a 2013 Experience site collection, the Archiver solutions will be retracted when you retract one of the solution collections. This issue is caused by SharePoint logic.

Workaround: Deploy the retracted Archiver solutions on the site collections automatically in Control Panel > Solution Manager.

- If you post a newsfeed post in a site collection using the Agent account that has never created a My Site, apply Newsfeed Post level Archiver rules to the site collection, and run an archive job, the newly posted newsfeed post fails to be scanned.

Workaround: Create a My Site using this Agent account.

- If you deploy the End-User Archiver solution to part of the Web applications in a farm using DocAve 6 Service Pack 2, Cumulative Update 1, update the DocAve Manager and Agents to DocAve 6 Service Pack 4, and use End-User Archiver function in the Web applications where the End-User Archiver solution has not been deployed, the GUI items for End-User Archiver function are displayed incorrectly.

Workaround: Restart the websites of the Web applications in Internet Information Services (IIS) Manager.

- Archiver does not support to archive Apps in SharePoint 2013.
- If you use the Search function in Archiver Full Text Index Mode, the search keywords in the tooltip of the searched out index data are not highlighted if the index data are generated in a DocAve version previous to DocAve 6 Service Pack (SP) 3.

Connector

- Due to a SharePoint bug, a database upgrade from SharePoint 2013 to SharePoint 2016 fails if the RBS Provider is enabled for the content database of the web application. The database upgrade can be successful if the RBS Provider is disabled before executing the upgrade command.

- If you synchronize 400,000 files to a SharePoint 2016 Connector library, the job appears to time out and the CPU usage appears too high. However, all of the files are successfully synchronized to the destination. This is due to SharePoint API limitation whereby the resources are not released.
- A SharePoint 2016 asset library cannot be converted to a Connector library.
- When moving hundreds/thousands of Connector stubs or one folder containing hundreds/thousands of Connector stubs from one list to another list in SharePoint's Explorer View, a Could not find this item... error may appear, but the folder or Connector stubs will still be moved to the destination successfully. This issue is caused by a SharePoint limitation. For more information, refer to the TechNet article [Issues Uploading Large Files to SharePoint](#).
- For a Connector library that uses a net share path and has versioning enabled, unpublishing a previously published major version of a document that also has multiple minor versions can cause loss of data for that file in the .fsdl\history folder. This is a SharePoint issue.
- When there are more than 5000 files in a connected folder, the files in the connected folder's subfolders cannot be synchronized to the SharePoint Connector library. This issue occurs because of the limitation of the SharePoint API. Microsoft does not recommend users put more than 5000 items in one list view, because there will be issues when using the SharePoint API to obtain the count of the subfolders.

Workaround: Open the SharePoint Central Administration, navigate to Application Management > Manage Web Applications. Click to select the Web application that hosts your list (for example, SharePoint - 80. 4). On the ribbon, select General Settings, and then select Resource Throttling. The 5000 List View Threshold limit is now visible, and you can edit the value. Click OK to save the modification. Note: This workaround may cause performance issues.

- If the site URL is too long, users cannot go to the Connector Settings page in SharePoint, due to a SharePoint limitation. When users try to enter the Connector Settings page, the characters of the URL exceed 260. Users will not be able to enter this page and will receive an error.
- Select Load metadata from file system in the Load Metadata from File System field in the Connector settings. The metadata of the file whose path is too long (path exceeds 255 characters) cannot be synchronized to SharePoint. The SharePoint API cannot get the metadata of a file with a path that exceeds 255 characters.
- Connector libraries cannot be created for SharePoint 2013 site collections that are using SharePoint 2010 experience version templates.
- If files or folders in a SharePoint Connector library are renamed while the Agent service is down, the changes will not sync back to the configured path.
- When upgrading SharePoint 2010 to SharePoint 2013, the Asset Library which is converted to the Connector library cannot currently be upgraded. The data in the Asset Library cannot be used after the upgrade.
- Information Rights Management is currently not supported for version files of connected data due to SharePoint limitations.
- When a file's size in the storage side is different from that in SharePoint, you can edit the file in the storage side, but this file might not be able to be opened in SharePoint.

Workaround: Open the file again or run a synchronization job.

- Uploading Connector Links does not work if using a Safari browser. Safari does not support Silverlight.
- In SharePoint 2010 Connector libraries, if you restore a file from the Site Collection Recycle Bin, the file in the storage location will not move from the hidden .fsdl folder to the net share folder. This issue is caused by a SharePoint 2010 limitation since restoring a file from the Site Collection Recycle Bin does not invoke the event handler, so Connector cannot catch this event.
Workaround: Perform a synchronization job, and the file in the storage location will be restored to the right location.
- If you restore a folder from SharePoint Recycle Bin to SharePoint, and then use the Upload Connector Link File to upload a file into the restored folder, the file may fail to be uploaded. If there is no synchronization after you restore the folder and before you upload the file, the related storage folder still exists in the Connector recycle bin folder (...\.fsdl_r) in the storage system.
Workaround: Perform a synchronization to move the folder to the correct location in the storage system.
- In the sites using HTTPS protocol, .m4v, .mp4, .wma, and .3gp videos do not work.
- If you delete a folder that contains Connector Link files to the SharePoint recycle bin, update DocAve to DocAve 6 Service Pack 4, and then perform a synchronization job, the related Connector linked files in the storage side won't be moved to the _r folder.
- Connector does not support checking in or checking out files because these operations require the access permission of files and there is no API available to modify access permissions.
- If you configure a storage path in DocAve 6 Service Pack (SP) 3, delete this configured path, and then update DocAve from 6 SP3 to SP4, the credential to the deleted storage path is saved in the Managed Account Profile.

Storage Manager

- Due to a SharePoint bug, a database upgrade from SharePoint 2013 to SharePoint 2016 fails if the RBS Provider is enabled for the content database of the web application. The database upgrade can be successful if the RBS Provider is disabled before executing the upgrade command.
- Due to a SharePoint 2016 bug, if a site collection with Storage Manager configured has the content database changed to another content database in the SharePoint 2016 Management Shell without RBS Provider parameters, any externalized content cannot be opened.
- Due to a SharePoint 2016 bug, if a site collection with Storage Manager configured has the content database changed to another content database in the AgentToolSP2016MoveStub tool without RBS Provider parameters, any externalized content cannot be opened.
- If the Stub Tracing feature is activated on a SharePoint site collection that resides in a read-only SQL Server content database, the Externalization Details button will not be displayed in the file menu. This issue occurs if a content database is read-only. SharePoint will hide some controls that require the related permissions.

- When using the STSADM backup command to back up one SharePoint 2010 site collection that contains orphan stubs, the STSADM command hangs, and the corresponding SharePoint 2010 site collection's lock status is set to Read-only (blocks additions, updates and deletions). This issue happens because of the limitations of SharePoint (this issue does not exist in SharePoint 2013).
- In an environment with EBS enabled, if you run the AgentToolSP2013MoveStub.exe or AgentToolSP2010MoveStub.exe files to move a site collection to another content database, the original stubs (generated before the site collection is moved) in the site collection and the newly generated stubs (generated in a scheduled Storage Manager job after the site collection is moved) cannot be accessed. However, they can be converted to the real content correctly.
- If you activate the Alternate File Access feature for a site collection with a long URL, and upload a limited file to the site collection, the file fails to be uploaded. In SharePoint 2010, the site collection URL cannot exceed 156 characters. In SharePoint 2013, the site collection URL cannot exceed 152 characters.
- If you in-place restore a site collection (the site collection has been applied a Scheduled Storage Manager rule before being restored using Platform Backup and Restore) using Platform Backup and Restore, and choose to Run a job in Scheduled Storage Manager, the job will fail.
Workaround: Refresh the tree, re-apply the Scheduled Storage Manager rule, and run the job again.
- In SharePoint 2013, enable the Alternate File Access feature for a site. If you upload a limited file or blocked file to a library, select the file link in the library, and then select Save, Open, or Cancel in the appeared window, the file cannot be downloaded from the library.
Workaround: Navigate to the corresponding site > Site settings > Manage site features, and then deactivate the Minimal Download Strategy feature.
- When uploading alternate files to Connector libraries or Storage Manager nodes with the Alternate File Access feature enabled, those with names exceeding 123 characters will fail to be uploaded. This issue is caused by a SharePoint limitation. The name of the file that you want to upload to SharePoint cannot exceed 128 characters. For alternate files, ".aspx" will be added after the file name automatically when the file is uploaded to SharePoint, so the name of the alternate file cannot exceed 123 characters.
- Content type management is not supported for the Storage Manager Link to Document, Connector Link, and Connector Link to a Document content types.
- If you enable FileStream for a content database, enable RBS for this content database, configure a Real-Time Storage Manager rule, and upload the files that meets the rule to SharePoint, the files do not become stubs in SharePoint. This issue is caused by a SharePoint limitation.
Workaround: Restart the Agent service.
- If you enable FileStream for a content database and set a rule, the file that meets this rule will become a stub after it is uploaded to SharePoint. After installing the DocAve Agent, the file that meets the rule set by FileStream cannot be uploaded to the content database where FileStream is enabled. This issue is caused by RBS logic. For more information, refer to AvePoint's Knowledge Base article on [Solutions for FileStream Provider and DocAve 6 RBS Provider Coexistence](#).

- When uploading large, multiple, or blocked files using the **Upload Large File** window in SharePoint, clicking **Browse Files for Uploading** and selecting all of the files in the desired folder will result in no files being uploaded to SharePoint.

Workaround: Drag the files to the **Upload Large File** window for the files to upload.

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