DocAve®
Governance Automation
Service Pack 9

Release Notes

For Microsoft® SharePoint®

Released November 2016

New Features and Improvements

- In the **Add Question** window of a questionnaire configuration interface, the **Map to Metadata** field was added to enable mapping the question to metadata. With the **Map to Metadata** option enabled, the question will become a field of the request form. After a business user answers the question in a questionnaire, the selected answer will be automatically set as the field value in the request form.
- In a site collection policy > **DocAve Configurations** the **Enable site collection content archival using AvePoint RevIM** option was added to allow the content archival job in the site collections associated with this policy to be managed by AvePoint RevIM, and to allow the content in the site collections to be archived by DocAve Archiver after manual approval.
- In **Settings** > **Importing Configuration Data** > **Import Mode**, added the **Imported Data Conflict Resolution** function that contains **Skip** and **Overwrite** as the conflict resolutions.
- There is now support for SAML 2.0 protocol as an authentication for Governance Automation.
- In the logic diagram page of a questionnaire configuration interface, the **Full Screen** button was added to expand the logical diagram configuration space.
- In the **Service Management** page, the **Customize Request Descriptions** button was added to allow IT Admins to customize field descriptions displayed in the request form of a service.
- Governance Automation now supports the **Deploy Patterns** service which enables business users to deploy patterns in DocAve Deployment Manager plan to define the site collections or sites.
- Governance Automation now supports the **Manage Permissions** service. Business users are now able to manage SharePoint groups and/or manage permissions.
- If a requester requests to extend a lease when a site collection's lease has expired, the new lease will be calculated from the date the Site Collection Lifecycle Management request is approved. If a requester requests to extend a lease when a site collection's lease has not expired, the lease that the site collection will have is the extended lease period plus the remaining time of the old lease.
- In the logic diagram page of a questionnaire configuration interface, the **Full Screen** button was added to expand the logical diagram configuration space.

Known Issues

- [IT Admin] In a **Create Site Collection service > Site Collection Template**, select Team Site under the Collaboration group and save the service. Then edit this service and select Document Center under the Enterprise group. In the Site Collection Permissions field, there should be seven default groups under the Document Center tab. However, there are three groups displaying under this tab.

  Work Around: In this Issue, the IT Admin can click Reset All in the Site Collection Permissions field and select the site collection template again.

- An App part is manually added to a SharePoint site collection/site. An IT Admin imports the site collection/site to Governance Automation with the App part applied. The site collection/site are successfully imported. The App part is repeatedly added to site collection/site in SharePoint.

  Root Cause: This issue is caused by a limitation of the Microsoft SharePoint API.

- In a **Create Library/List service > Scope**, an IT Admin selects My Registered Sites from the drop-down list. In an online site collection, the IT Admin creates a list, uploads files to the list, and saves the list as a template. In the Library/List Template field of the Create Library/List service, the IT Admin selects the newly saved list template and saves and activates the service. A business user submits a request via this service. After the approver approves the generated task, the logged-in user clicks the generated list URL. In the newly created SharePoint list, the content is not included in it.

  Root Cause: This issue is caused by a limitation of the Microsoft SharePoint API.

- In K2 Studio, modify the name of a K2 Workflow; exclude a K2 Workflow; delete a project of a K2 Workflow. An IT Admin goes to Governance Automation Approval Process Management to view the available workflows. The name of the modified workflow does not change; the excluded workflow and the workflow whose project has been deleted can still be loaded.

  Root cause: The issue is caused by a limitation of K2.

- In DocAve Deployment Manager, create an organization-wide deployment plan that will be applied to Governance Automation site collection policy. The conflict resolutions in this plan are as follows: Container level conflict resolution: Merge; Content level conflict resolution: Overwrite. In Governance Automation, an IT Admin creates a site collection policy, enables Deployment Manager, and selects this plan. In DocAve Deployment Manager, create another plan that will be applied to Governance Automation Create Site Collection service. Some elements within this source node conflict with those within the source node of the plan that has been applied to the site collection policy. In Governance Automation, an IT Admin creates a Create Site Collection service. In the Policy field, the IT Admin selects the site collection policy. In the DocAve Deployment Manager Plan field, the IT Admin selects the Apply DocAve Deployment Manager Plan checkbox and selects the newly created plan. After a request for this service is completed, a site collection is created successfully. However, some elements within the source node of the selected plan are not deployed to the new site collection.

  Root cause: The Deployment Manager plan selected in the Create Site Collection service is executed first, then the plan selected in the applied site collection policy is executed. Since

these two plans' source nodes have conflict elements, and the conflict resolutions in the plan applied to the site collection policy are Merge and Overwrite, the elements deployed first are overwritten by the conflict elements deployed later.

- An IT Admin creates a Change Site Collection Contact or Administrator service. In the Permissions for Submitting Requests field, the IT Admin chooses Define conditions for users who can submit requests for this service option, selects the Users/Groups/Roles checkbox, and enters one or more roles. In the Scope field, select a Web application. A business user starts a request for this service. In the request form, this user enters the URL of a site collection, but this user has no permissions to this site collection. However, Governance Automation validates the site collection URL as valid.

  Workaround: If the IT Admin wants to resolve the role security trimming issue, the IT Admin can contact AvePoint Support for assistance.

- [IT Admin] Deploy a Governance Automation Web part to a site collection in SharePoint 2010. In this Web part, navigate to **Settings > Text Validation Rule Management**, create or edit a text validation rule. In the Rule Settings field, enter a regular expression. A Webpage error appears. If using the Internet Explorer 8 browser to visit Governance Automation and enter a regular expression mentioned above, the Webpage error also appears.

- [IT Admin] In the source Governance Automation environment, navigate to **Settings > Account Manager** and add an Active Directory (AD) user as a Governance Automation user. Then, delete this user from AD. In S**ettings > Export and Import Configuration Data > Export Mode > Scope > Global settings**, export Security settings. Then, go to Import Mode and import the exported data to the destination Governance Automation environment. In the import result file, the following error message is displayed: Failed to import security settings.

  Workaround: The IT Admin goes to the source Governance Automation environment, and deletes the AD user from Account Manager. Then, the IT Admin performs the export and import actions again

- A business user starts a Change Site Contact service request. In the Change Primary Site Contact/Secondary Site Contact field of the service request page, the business user chooses to change site contact by user. In the New Primary Site Contact/Secondary Site Contact text box, the business user enters an ADFS user as the new contact and saves and submits the request. Then, an approver edits the request and views the new contact. The ADFS user is changed to an Active Directory user.

  Workaround: If the approver directly approves the request without editing it, the task will be successfully completed and the site contact will be replaced with the ADFS user.

- A business user submits a Change Site Collection Contact or Administrator service request. Then, an approver edits the request. When the approver modifies the URL or the administrators, the following message appears: Cannot submit the request. There is already an action operating on the site collection.

  Workaround: If the approver directly approves the request without editing it, the task will be successfully completed.

- In a source Governance Automation **Content Move service > Scope > Destination Scope**, an IT Admin chooses Specify a destination URL > Set a destination starting URL, enters a destination starting URL, and saves and activates the service. In a destination Governance Automation **Settings > Export and Import Configuration Data**, the IT Admin imports the data of the source Governance Automation. The source data is successfully imported to the destination Governance Automation. A business user of the destination environment starts a request via the imported Content Move service. In the **Content Move service request > Mappings > Add a Mapping**, the starting destination URL is not displayed in Destination Scope. The following message appears: The entered site URL is not in the scope defined in its corresponding service, please enter another one.

  Workaround: In this issue, the IT Admin can edit the imported C**ontent Move service > Scope > Destination Scope** to specify the destination starting URL again. Then, the business user starts the request via this service again.

- Deploy the Governance Automation App to SharePoint. A Web application has the Azure Access Control Service (ACS) configured. Go to a site within the Web application and add the Governance Automation App to this site. The app cannot be successfully added to the site.

  Workaround: Disconnect the Azure ACS with the Web application. The Governance Automation App can be successfully added to the site.

- In **Settings** > S**harePoint Permission Level Management**, an IT Admin selects a SharePoint permission level and clicks **Edit** on the ribbon. In the Permissions field, the IT Admin modifies the permissions to change the permission level and clicks **Save** to save the changes. After that, in Create Site Collection service/Create Site service > **Security Groups**, when granting permissions to users or editing permissions of the security groups, the IT Admin selects the modified SharePoint permission level. Then, a business user starts a request via either of the two services. The modified SharePoint permission level that applied to the newly created site collection or site remains unchanged.

- Use Governance Automation Service Pack 5 Cumulative Update 2 with DocAve 6 Service Pack 5 Cumulative Update 1 or SnapManager 8.2 for SharePoint. Create a site collection policy with a Scheduled Storage Manager profile applied. Apply this policy to a Create Site Collection service. After a request for this service is submitted, an error task is generated.

  This issue only exists in Governance Automation Service Pack 5 Cumulative Update 2.

- In the people picker that supports the **$Manager of Requester** role within any type of service, enter **$Manager of Requester** and set it as **Assign by Business User**. Start a request for this service. If the user's manager did not log into Governance Automation, then the manager's username is not validated in any people picker. In the request form, the manager is loaded, but the username is displayed as invalid.

- Use Google Chrome to access Governance Automation and go to **Service Management**. Select more than 25 services and click **Print Preview**. A pop-up window of the browser appears to remind that the page has no responses. The pop-up window hangs, and then the print page appears.

- Create an approval process with an external workflow integrated. Apply this approval process to a service and then submit a request for this service. Approve or reject the generated task with

comments within the external workflow. Go to Governance Automation interface to view the task. The comments are not displayed. In the request denied or approved notification e-mail, the Comments reference is not replaced with the real comments.

- Only for SQL Server 2012. Submit several requests. Then, the SQL Server (MSSQLSERVER) service is restarted. Submit more requests. View the request IDs of these requests. The request IDs does not grow properly. For example, the request IDs of the request submitted before the service restart are 1, 2, 3 and the request IDs of the request submitted after the service restart are 1003, 1004, 1005.

    Workaround: Go to SQL Server Configuration Manager. Right-click the SQL Server 2012 instance and select **Properties**. Click the **Startup Parameters** tab. Enter **-t272** in the **Specify a startup parameter** text box, and then click **Add**. Click **Apply** to apply the configuration. Then, restart the SQL Server 2012 instance.

- Only for SQL Server 2012. Disaster recovery is configured for Governance Automation. Governance Automation Configuration Database is in SQL Server 2012. Switch the production farm and the disaster recovery farm back and forth. Submit several requests in both environments. View the request IDs in My Requests > Submitted Requests. The request IDs does not grow properly. For example, the request ID of the request submitted in the production environment is 1 and the request ID of the request submitted in the disaster recovery environment is 1001.

    Workaround: Go to SQL Server Configuration Manager. Right-click the SQL Server 2012 instance and select **Properties**. Click the **Startup Parameters** tab. Enter **-t272** in the **Specify a startup parameter** text box, and then click **Add**. Click **Apply** to apply the configuration. Then, restart the SQL Server 2012 instance.

- Use Import Existing Site Collections and Sites to import a site collection. The site collection URL is entered in non-default zone format, for example, an Alternate Access Mapping (AAM) URL or extend zone URL. Start a Content Migration request. The imported site collection is in a mapping as the destination node, but the Destination Registration Status is Unregistered. Submit this request. An error task is generated with the error message: Failed to add the destination site collection to Public Site Collection Directory.

- Governance Automation Service Pack 6 is used with DocAve 6 Service Pack 5 Cumulative Update 1. In the Content Migration service, the Migration Database settings are unavailable even if the migration database has been configured in DocAve 6 SharePoint Migration.

- Use Internet Explorer 8 or 9 to access the Governance Automation Web Part. In the Web part, create a service. In the **Metadata** field, create new metadata. In the **Create Metadata** window, the editor in the **Additional Column Settings** field is not displayed properly; buttons are displayed as text.

- Start a Clone or Transfer Permissions request. Choose a SharePoint Online node on the tree. Choose Replace as the permission option to remove the target user's permissions before adding the source user's permission to the target user. When the target user is in a SharePoint Online group, the target user's permissions to the SharePoint Online group is not removed after the request is completed.

Workaround: When registering the SharePoint Online site collection in DocAve **Control Panel** > **Registered SharePoint Sites**, the entered site collection user must have the permission of Full Control and site collection administrator to the registered site collection.

- When using Import Existing Site Collections and Sites to import site collections or sites, an error page appears.

  Workaround: Go to DocAve Manager > **Control Panel** > **Security Settings** and enlarge the maximum number of user sessions.

- Added a mapping in the Content Migration service. Select a Web application as the source scope, and select a SharePoint Online admin center as the destination scope. Start a request for this service. In the Mappings section, add several site collections with custom managed paths. Submit the request to migrate these site collections to SharePoint Online. After the request is approved, an error task is generated with the error message: "Failed to create the destination site collection." When creating a site collection in SharePoint Online, the managed path cannot be customized. If an admin center is selected as the destination scope, Governance Automation cannot handle the source custom managed paths during the migration.

  Workaround: When configuring the mapping in the Content Migration service, select the destination node down to a managed path. The source custom managed paths will be mapped to the selected managed path.

- Use Google Chrome web browser to access Governance Automation by the ADFS authentication method. Enter the username and password, then click Login. The interface will return to the login interface. The browser has certificate error, which causes the POST request to not be sent.

  Workaround: If the certificate is trusted in the customers' environment, there will be no certificate error. Therefore, this issue will not occur.

- In Import Existing Site Collections and Sites, import a large number of site collections or sites, for example, 4000 sites. After importing 3000 sites, the import job stops and the other 1000 sites cannot be imported.

  Workaround: Go to IIS Manager, find the application pool of Governance Automation. Right-click it and select **Recycling…**. In the **Edit Application Pool Recycling Settings**, deselect the **Regular time intervals (in minutes)** checkbox.

- In an approval process, select **Integrate with external workflow** and select a SharePoint Designer workflow. Save and activate the approval process. Create a service in which the previously created approval process is applied. Go to SharePoint Designer and edit the workflow that has been selected in the approval process, then publish the workflow. Submit a request based on the service. An error task is generated.

  Workaround: Before the request is submitted, edit the approval process and reselect the modified SharePoint Designer workflow.

- Use Internet Explorer 10 to access Governance Automation. Create a site collection policy and enable Site Policy Bar. Browse a picture as the policy icon image. The **Webpage Error** window appears. The error is **Access is denied**.

  Root cause: This issue is causes by a security limitation of Internet Explorer.

Workaround: Navigate to **Internet Options** > **Security**. Click **Trusted sites**, click **Sites**, and add Governance Automation URL to the zone.

- When using Google Chrome web browser to access a SharePoint site where Governance Automation Web Part is installed, the web part cannot be displayed. This is because no trusted certificate has been applied.

  Workaround: In Google Chrome web browser, navigate to **Settings** > **Show advanced settings** > **HTTPS/SSL**. Click **Manage certificates**. In the Certificate window, click **Import**, to import the exported certificate. Make sure to place the certificate in the store **Trusted Root Certification Authorities**. When configuring Web part settings, make sure the Governance Automation URL is set in the format of https://hostname:port.

- In DocAve Control Panel > Update Manager, install the update to update Governance Automation Service Pack 4 to Service Pack 5. The status keeps in Installing 0% and the update is stuck.

  Root cause: This issue is caused by Governance Automation Timer Service. When updating Governance Automation, Governance Automation Timer Service must be stopped. However, the Timer Service in Governance Automation Service Pack 4 cannot be stopped normally, so the update is stuck.

- The Questionnaire feature is not supported for use with Internet Explorer 8.

- There is a group in site collection 1. Create a list/library/folder/item in the site collection and break the permission inheritance. Apply a site collection policy to the site collection. Permission recertification is enabled in the policy. In the permission recertification task, remove the group's permission from the site collection. The site collection level record is highlighted, but the records of the site collection's list/library/folder/item are not highlighted.

  Root cause: Limited by DocAve API, Governance Automation cannot identify which data belongs to the same site from the data provided by DocAve API. Therefore, when removing the site collection level group permissions, Governance Automation cannot find the data that belongs to the current site and cannot highlight it."

- If security trimming is turned on in the Content Move service, and the requester has permissions to access the source site but not the lists within the source site, then the source lists are copied to the destination node upon the completion of the request. To apply security checks down to the item level will cause performance issues.

  Workaround: Select **Copy security** in the Content Move service. This way, the source user permissions will be copied to the destination and the requester will not have permissions to access the child node in the destination.

- Alternate Access Mapping (AAM) URLs are invalid in a site collection's Content Move service request due to the fact that SharePoint Online dedicated instances cannot retrieve the username and password of the AAM URL.

  Workaround: Register the AAM URL of the site collection in DocAve before submitting the request.

- When requesting libraries/lists in bulk, if the template names are entered in Japanese in the CSV file and then imported, the imported CSV details in Governance Automation interface will not display the imported data. This is because the CSV file is encoded using ANSI.

  Workaround: Open the CSV file with Notepad and save it with the Unicode encoding type.

- In Governance Automation Service Pack 2, enable Custom Action in a service. Place the executable file and the PowerShell script file in the DocAve Agent Directory *…\Agent\bin*. Create, submit, and approve a request for the service. The approval process is executed successfully according to the custom action. Create and submit a new request for the service. Update Governance Automation Service Pack 2 to Governance Automation Service Pack 3. In Governance Automation Service Pack 3, approve the request. Error task is created and warns that the custom action files do not exist. Copy the executable file and the PowerShell script file to *…\Agent\bin\GovernanceAutomation*. Then, retry the error task and the error still occurs.

  Root cause: The executable file name or the PowerShell script file name consists of letters and numbers, and the length of the file name is the integral multiple of four. Besides, the request submitted in Governance Automation Service Pack 2 cannot retrieve the executable file name or the PowerShell script file in the *…\Agent\bin\GovernanceAutomation* directory.

- Create My Site service: When the display language of Governance Automation is French and the system language of the machine where the users login to Governance Automation is not French, create a service request in which Bulk Mode is enabled. Download the template file with CSV. In the CSV file, the column names are not displayed in French. Enter the necessary information, upload the template file, and click the check icon to check the uploaded template file. The file is invalid.

  Root cause: The system language of the server where the user logs into Governance Automation is not French.

- When accessing the Governance Automation Web part using Internet Explorer, users may encounter errors. To resolve this, navigate to **Internet Options** > **Security** tab > **Trusted Sites**, and add the URL for Governance Automation to the trusted sites without the port number (for example: https://10.2.4.43).

Notices and Copyright Information

Notice
The materials contained in this publication are owned or provided by AvePoint, Inc. and are the property of AvePoint or its licensors, and are protected by copyright, trademark and other intellectual property laws. No trademark or copyright notice in this publication may be removed or altered in any way.