



# DocAve® 6 Software Platform

## Release Notes

**Service Pack 4, Cumulative Update 2**

**DocAve For Microsoft® SharePoint®**

**Released July 2014**

## DocAve 6 SP4 CU2 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 4 (SP4) Cumulative Update 2 (CU2).

|   |  |
|---|--|
| <b>Required Minimum Version for Direct Update</b> | DocAve 6 SP4   |
| <b>Supported SharePoint Versions</b>              | SharePoint Online, SharePoint Server 2010 and SharePoint Server 2013. For more information SharePoint version support, refer to our <a href="#">DocAve 6 Installation User Guide</a> .                     |
| <b>Dependencies on Other AvePoint Products</b>    | For a compatibility matrix of the supported platform versions, refer to the AvePoint KB article <a href="#">Governance Automation, DocAve, SharePoint, and SnapManager for SharePoint Support Matrix</a> . |
| <b>New License Required?</b>                      | No   |
| <b>IIS Reset Required?</b>                        | Yes  |
| <b>Reboot Manager Server Required?</b>            | No   |
| <b>Reboot Agent Servers Required?</b>             | No   |
| <b>How to Verify a Successful Update</b>          | Navigate to DocAve <b>Control Panel &gt; Update Manager &gt; View History</b> to verify the update. In the <b>View History</b> page, check the <b>Version</b> column of the newly installed update.        |

## New Features and Improvements

- The Cloud Connect module is now available in DocAve 6. With Cloud Connect, users can access and collaborate on Microsoft Box content seamlessly through Microsoft SharePoint 2013 and SharePoint 2010. For more information on Cloud Connect, see to the [Cloud Connect User Guide](#).
- Added IBM Storwize Family to list of supported storage types.

# Known Issues

## 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. As a 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 at the Microsoft® Support Knowledge Base.

## Control Panel

- 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. As a 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.

## Migration

### SharePoint Migration

- 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. As a 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. As a workaround, configure a domain mapping to map the source eRoom connection name to the destination domain name.

- There is a known issue where source eRoom data exported by DocAve 6.2 fails to import to DocAve 6.3. Please import the data before upgrading or re-export the data on SP3 after upgrading.

## 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. As a 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.

## Data Protection

### High Availability

- 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. As a 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.

- High Availability does not support testing the named SQL instance with custom port as the destination SQL Instance. High Availability Synchronization jobs cannot attach the standby database to the destination Web application if the named SQL instance name with port number is specified as the destination SQL Instance. As a workaround, get all of the DocAve Agents that are included in the Agent group that is used by the High Availability group for performing jobs. Configure SQL Alias on each server where an Agent is installed. Use the same SQL Instance name as the Alias name directing to this named SQL instance with a custom port number.
- 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

- 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).
- The usernames of the Site Collection Administrators, Site Owners, and Farm Administrators groups are stored in the specified fields in the corresponding databases. The maximum length of each specified field cannot exceed 1024 (applies to SharePoint 2013).

## Platform Backup and Restore

- In Windows 2012, databases with data files stored in a Net Share path are not supported to be backed up using VSS.
- 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. As a 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.

- If performing an out-of-place restore of a backed-up TDE-encrypted database and the Master Key of the source is not created in the destination beforehand, DocAve fails the out of place restore job. As a workaround, on the destination SQL Server, use the following SQL statement to create the same master key as the source one:

```
"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.

Out of place restore from TDE-encrypted database backups cannot be restored to destinations without a Master key. 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"
```

Modify the value of the element `<ForceUseCache>false</ForceUseCache>` to **true** before performing the backup job in order to successfully generate the index.

## Administration

### Content Manager

- 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).
- When copying SharePoint objects from a site collection whose experience version is 2010 and that has activated the Document Set feature to a site collection whose experience version is 2013, the source document settings are not copied to the destination site collection whose experience version is 2013 (applies to SharePoint Online 2013 farms).

### Deployment Manager

- Nintex workflows that are unpublished cannot be deployed from a source to a destination due to API limitations.
- 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.

## 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 part's 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.
- The maximum length of usernames of Site Collection Administrator, Site Owner, and Farm Administrator groups cannot exceed 1024 (applies to SharePoint 2013).

## 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.

## Report Center

- For Best Practice Reports at the farm level, the Rating count is not included (applies to SharePoint 2013).
- 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.
- 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. As a 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.
- Most Popular Contributors and Top Discussions Web parts cannot display the discussion “views” data of Community Sites. The query string generated when viewing the discussion in Community Sites is different from that in the other sites. Report Center Social Collector cannot identify the discussion “view” event in Community Sites based on this kind of query string and display the data in Most Popular Contributors and Top Discussions Web parts.

## Storage Optimization

### Archiver

- 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. As a 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. As a 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. As a workaround, deploy the retracted Archiver solutions on the site collections automatically in Control Panel > Solution Manager.
- If you create a storage policy where the configured physical device's type is FTP, use this storage policy in an Archiver rule, run Archiver jobs using this rule, and then run the corresponding Archiver Restore jobs, the jobs may finish with exceptions if two or more Archiver or Archiver Restore jobs run simultaneously. By default, the maximum number of connection sessions for FTP Client is 2. If two or more Archiver or Archiver Restore jobs run simultaneously, one job uses two connection sessions. When two or more jobs are running, the number of the connection sessions for FTP Client will exceed the session limitation and the new connection sessions will be timed out.
- 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. As a 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. As a 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.
- SharePoint Foundation 2010 or 2013 environments do not support the In Place Records Management feature.

## Connector

- 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. The following workaround is available but may cause performance issues:

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.

- 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. As a workaround, try to 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. As a 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. As a 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

- 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. As a 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. As a 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. As a 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](#).



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