DocAve® 6

Release Notes

Service Pack 10, Cumulative Update 3
Release Date: July 2018

*The Enterprise-Class **Management Platform** for **SharePoint**® Governance*

DocAve 6 SP10 CU3 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 10, Cumulative Update 3.

Required Minimum Version for Direct Update	DocAve 6 SP10
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

- File System High Speed Migration now supports recording the source relative path of migrated folders and files as the unique identifier if a conflict occurs when both the folder/file name and relative path are the same. For upgraded File System High Speed Migration plans, this feature only works when they start with full migrations.

- DocAve now supports resuming SharePoint migration jobs with **Failed** or **Stopped** statuses. This feature is unavailable for SharePoint high speed migration jobs.

- For File System High Speed Migration jobs, you can now use the High Speed Migration API instead of the CSOM API to create folders in SharePoint Online. This enhancement will improve job performance and avoid the SharePoint Online throttling issue. If the destination container has existing content, DocAve will use the CSOM API to check conflicts in the destination container. If you ensure content in the destination container does not conflict with the source files, you can configure the IsSkipCheckFolder and IsSkipCheckFile attributes in the FileSystemMigrationConfiguration.xml file to skip checking conflicts in the destination container.

- Changes will now be merged (and not overwritten) in the MedialocConfigurations.config file to that of DocAve 6 Service Pack 10, Cumulative Update 3 when upgrading from a lower version of DocAve Manager.

Known Issues

Administration

Administrator

- When you perform the following action:

  1. Select a Web application to create two content databases.

  2. Assign the Agent account with the SharePoint_Shell_Access Database Role via SharePoint 2013 Management Shell.

  3. Select a site collection within this Web application, and click Move on the ribbon to move the selected site collection from its own content database to another content database.

  You cannot move the site collection to the new content database.

  Root Cause: The Agent account with the **SharePoint_Shell_Access** Database Role does not have enough permission to use this function.

  Workaround: To solve this issue, assign the Agent account with the db_owner Database Role.

- When you perform the following action:

  1. Assign the Agent account with the **SharePoint_Shell_Access** Database Role via SharePoint 2013 Management Shell.

  2. Select a Web application where an orphan site exists, and click **Delete Orphan Site**.

  3. Select **Scan for Orphan Sites Now** as the scan mode, and start the orphan site scan.

  4. Select the orphan site, configure other settings, and click **Finish and Run Now** to delete the orphan site.

  5. In Job Monitor, the job details indicate that the orphan site has been successfully deleted.

  6. Repeat step **2** and **3** to perform another scan, the orphan site still exists.

  Root Cause: The Agent account with the **SharePoint_Shell_Access** Database Role does not have enough permission to use this function.

  Workaround: To solve this issue, assign the Agent account with the **db_owner** Database Role.

- When you perform the following action:

    1. Add a SharePoint Online site collection into a Registered SharePoint Sites group.

    2. Share the registered SharePoint Online site collection with an Office 365 group where at least one group member exists.

    3. Apply a Policy Enforcer profile with the **User/Group Restriction** rule to this registered SharePoint Online site collection.

    4. In the **Configure Rule** window, select the **Restrict the addition of the specified users and/or groups into SharePoint sites** option, enter the display name of the Office 365 group in the people picker, and click the **Check Names** icon to verify the entered names.

    5. Run a job of the applied profile.

    6. When the job finishes, select the registered SharePoint Online site collection, and click **Generate Report**. The out-of-policy Office 365 group is not collected in the report.

    Root Cause: This issue is caused by SharePoint Client API limitation.

    Workaround: To solve this issue, enter the login name of the Office 365 group in the people picker, and click the **Check Names** icon to verify the entered names, or enter the display name of the Office 365 group in the people picker, and click the **Browse** icon to browse through a list of names.

- When you perform the following action:

    In SharePoint, create a **Lookup** type column with one or more checkboxes selected in the **Add a column to show each of these additional fields** section. Create and apply a Policy Enforcer profile with the Site Column Type Development or List Column Type Development rule to a SharePoint node. In the rule, configure rule settings to restrict a **Lookup** type column from being deployed to lists/libraries, and select the **Delete the out of policy column types** checkbox to enable the custom action. Run a Policy Enforcer job on a selected SharePoint node. The job failed to delete the out-of-policy column type.

    Root Cause: This issue is cause by a SharePoint API limitation. SharePoint restricts deleting a Lookup type column that has additional fields configured.

Content Manager

- Select a few item level nodes in the loaded pages of the source tree with the Include New feature enabled and the Select All feature disabled to perform a Content Manager job. However, the deselected items in the unloaded pages are copied or moved to the destination when the job finishes.

Root Cause: The Select All feature requires DocAve Control service to retrieve the data information in all of the loaded and unloaded pages. For item level nodes, if this feature is disabled, DocAve Control service can only retrieve the selected and deselected nodes in the loaded pages and send these data information to Agent service. Therefore, Agent cannot receive the information that no item in the unloaded pages is selected. However, the current backend logic of Include New feature is that the Control service retrieves all of the unloaded items in a selected lists node, thus these unloaded items are regarded as new objects and included in the Content Manager job.

Workaround: To solve this issue, deselect **Include New** or browse the tree to load all of the items before running the job.

- When copying/moving alerts to a SharePoint Online site repeatedly, there will be duplicated alerts in the destination.

  Root Cause: This is due to a SharePoint Online API limitation and DocAve cannot check the alert existence in the destination.

- In a Content Manger job from a SharePoint Online site to a SharePoint Online site which have both activated the **SharePoint Server Publishing Infrastructure** feature, when the source node is Page library, the source pages' **Hidden** status cannot be kept in the destination.

  Workaround: Select both the top-level site and Page library in one Content Manager job.

- The values of Lookup column in the file/item's history versions are missing in the destination after the Content Manager job from SharePoint Online to SharePoint Online or from SharePoint on-premises to SharePoint Online.

  Root Cause: This is due to a SharePoint API limitation.

- 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.

- After running the Content Manager job from a SharePoint 2010 on-premises site under My Registered Sites to another SharePoint 2010 on-premises site under My Registered Sites, the list content type workflow is not copied or moved to the destination if the destination site content type is the same as the source one. This issue occurs due to the Client API limitation.

  Workaround: There are two possible solutions, which are as follows:

  - o After running the Content Manager job, manually add the site content type workflow to the destination list.

  - o Before running the Content Manager job, delete the conflicting list from the destination. Then, run a Content Manager job using the site level nodes as the source and the destination.

- After running the Content Manager job, cannot copy or move the source terms to the destination when Managed Metadata Service Setting is set to Term set in the Content Manager plan settings. This issue occurred due to the Enterprise Keywords column's limitation. This column uses the terms in all of the term sets, and will not record which term set the used term is from. DocAve cannot find the term set where the used term is from during the Content Manager jobs. Therefore, the source terms and the term sets that those used terms are from are not copied and moved to the destination.

  Workaround: Set Managed Metadata Service Setting to Term or Managed Metadata Service when configuring the Content Manager plan.

- Column Mapping does not support mapping the unmodified built-in SharePoint columns. According to the current product logic, DocAve does not support restoring the unmodified built-in SharePoint columns.

  Workaround: Modify the properties of the built-in SharePoint columns, and then you can use Column Mapping to map them.

- When you create a site content type template using Microsoft Office InfoPath and then perform the following: Use the newly created site content type template in a sub site. Select the sub site including the newly created site content type as the source and manually input a sub site under a different site collection as the destination to run a Content Manager job. After the job is finished, the newly created content type template cannot be used in the destination. After the Microsoft Office InfoPath publishes the template, a XSN template file will be generated. If publishing the template to a site collection level node, the generated XSN template file can be stored in any library under this site collection. When we use the newly created content type template, template URL is directed to the XSN template file. However, in this bug, the template is published to the root site and the template file is published to the library in the root site. When using the template in the sub site, the template URL is directed to the XSN template file in the root site. If we select the sub site to run a Content Manager job to copy or move SharePoint objects to a sub site under a different site collection, the template file does not exist in the destination root site, which cause the content type cannot be used in the destination.

  Workaround: Selecting the source root site or selecting the XSN template file and the connected list together with the source sub site as the source nodes to run a Content Manager job will solve this issue.

- 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

- When you perform the following: Run a Data Export job for SharePoint 2016 and run a Data Export job for SharePoint Online. Navigate to the export location used in the first job and copy the **DesignManager2016** folder to the export location used in the second job. Select this export location and a SharePoint Online node to run a Data Import job. The **DesignManager2016** folder and the data in it cannot be loaded in the Source pane.

  Workaround: Copy the DesignManager2016 folder to the DesignManager2013 folder manually.

- When you deploy a SharePoint 2013 **Blog** template site collection to a Web application with **Merge** selected as container level conflict resolution, **Overwrite** selected as content level conflict resolution, and **Include user content** selected as the source content setting. After the deployment, some months in the **Archives** Web part of the site collection's home page are not deployed to the destination.

  Root Cause: Months displayed in the **Archives** Web part are based on the created time of the Posts list. However, the job that is run by the Agent account with the **SharePoint_Shell_Access** database role cannot keep the created time of lists due to the limitation of SharePoint API.

- When you run a Deployment Manager job to deploy SharePoint 2013 Managed Metadata Service terms with the Agent account that has the **SharePoint_Shell_Access** database role, after the job finishes and you rollback the job, the rollback job fails.

  Root Cause: The Agent account with the **SharePoint_Shell_Access** database role does not have enough permission to roll back the job.

- SharePoint 2016 MMS term group deletions cannot be deployed in an incremental deployment job. This 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 02 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

- There are two Web applications. These Web applications are connected to different user profile service applications. In each Web application, create a My Site host site collection. In the source user profile, create a custom property and move it to another section. In Replicator, save a site collection level plan. In the plan, the applied profile has User profiles enabled. After the replication job is finished, check the destination user profile. The location of the custom property is not the same as it is in the source.

  Root Cause: The issue is caused by a SharePoint API limitation. SharePoint API does not provide any attributes to store a user profile property's section, so DocAve cannot keep the section during the replication.

  Workaround: Manually change the section where a user profile property resides.

- Internet Protocol Version 6 (TCP/IPv6) is enabled on the server where DocAve Control service is installed. When you install the DocAve Agent, enter the IP address of the DocAve Control service server in the Control Service Host field. In Replicator, save a site

collection level one-way plan. Upload several files to the source site collection, and then run a full replication job. The job fails when the process is at 1%.

Workaround: On the DocAve Agent server, navigate to the DocAve 6 Agent Configuration Tool. In the Control Service Host field, modify the IP address to the host name of the DocAve Control service server.

- Create a column mapping. The column type is Same Type, the destination column is a non-existing column, and Use internal column name is selected. In the data source, there is a file that meets the condition of the column mapping. Run a replication job. When the job is finished, the source column is mapped to the destination column. In the data source, edit the file. Then, run a replication job again. After the replication job, there are two columns with the same source column title in the data destination, but the internal names of these columns are different.

- Since Use internal column name is selected, after the replication job is finished, the internal column name is generated in the destination. But the destination internal column name is escaped by SharePoint. In the second replication job, DocAve cannot find the existing internal column name in the data destination since the destination internal column name has been escaped. Therefore, another new column is created in the data destination.

Workaround 1: Use display name to configure the column mapping. That is deselecting the Use internal column name checkbox.

Workaround 2: In the column mapping, enter an existing and exact internal column name.

Workaround 3: Before running the second replication job, edit the column mapping and modify the destination column name to the escaped internal column name

- For SharePoint 2013: The experience version of the source site collection is 2010. The experience version of the source site collection is 2013. Save a site collection level mapping, save a plan, and run a full replication job. After the job is finished, go to the source site collection. Navigate to **Site Settings** > **Site Collection Administration** > **Site collection upgrade**. Upgrade the experience version of the source site collection to 2013. Add a view in the source site collection. Select the previously saved plan and run an incremental replication job. After the job is finished, the source view is not replicated to the destination. The mapping is still regarded as cross version. The experience versions of site collections are retrieved when loading the tree. The incremental replication job is run based on the previously saved plan. After the experience version of the source site collection is updated to 2013, the source tree is not loaded again. Therefore, DocAve cannot retrieve the changed experience version information and the mapping is still regarded as cross version.

Workaround: Edit the plan, load the tree again, and then create the mapping.

- Create a site collection level mapping and add the mapping to queue. Enable Real-Time and all of the real-time events are included. Create a plan and run the replication job. Add a group in the data source. The group is synchronized to the data destination through the real-time replication job. Then, modify the group description in the data source. The changed group description is not synchronized to the destination. The group description is affected by the hidden list item: User Information List Item. The event from the hidden list is skipped in real-time replication job.

  Workaround: Perform scheduled replication jobs to synchronize the group description.

- 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 are 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.

- When opening the DocAve Manager interface using Chrome, end-users cannot log into the Manager using the ADFS Integration users. This issue occurred due to that the URL of DocAve Manager is using the hostname when configuring the endpoint for the Relying Party Trust for DocAve in ADFS Server. The used hostname is the hostname of the server where DocAve Manager resides. Therefore, when logging into Manager using ADFS user, the ADFS user information is replaced by the Windows authentication information if DocAve is not reading the cookie quick enough.

  Workaround: Use the FQDN (Fully Qualified Domain Name) in the URL of DocAve Manager when configuring endpoint for the Relying Party Trust for DocAve in ADFS Server.

- 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

- A DocAve 6 Service Pack 4 High Availability group has included the Storage Manager BLOB data and configured the device mapping. In DocAve 6 Service Pack 4, this group was used to perform the Synchronization job and Failover job. After the Failover job is finished, the DocAve 6 Service Pack 4 is updated to DocAve 6 Service Pack 5. In DocAve 6 Service Pack 5, use this group to perform the Fallback job. The device mapping created by this Fallback job does not work. After the Fallback job, the BLOB data in the standby farm will be accessed, not the BLOB data in the production farm.

Workaround: It is recommended to perform the Fallback job before updating to a later DocAve version, if the group including Storage Manager BLOB data has finished the Failover job.

* Create a High Availability Single farm mode group using AlwaysOn Availability Group sync method and add SharePoint Configuration database, administration database, and content database to this group. Perform the Synchronization job and Failover job using this group in sequence. After the Failover job is finished, the SharePoint Central Administration interface and SharePoint site collections can be accessed, but after about ten minutes, the SharePoint Central Administration and the SharePoint site collection cannot be accessed.

  Root Cause: The AlwaysOn Availability Group sync method for Single farm mode High Availability will change the server name where the SharePoint Configuration database resides after Failover, but SharePoint uses the connection string in the regedit to connect to the SharePoint Configuration database. However, the connection string in regedit is not updated. Therefore, SharePoint still looks for the configuration database on the primary replica.

  Workaround: When using the AlwaysOn Availability Group as the sync method to create a High Availability Single farm mode group, you must add all of the databases in the production farm to the same AlwaysOn Availability Group and create a SQL Alias to point to the listener name after performing Failover.

* Create a High Availability group to include the Storage Manager BLOB data mapping the production physical device to a standby physical device. Perform a Synchronization job using this group, and then perform a Failover job to switch to the standby environment. After the Failover job is finished, upload files to SharePoint to trigger the Storage Manager rule for generating BLOB data. The BLOB data of the newly uploaded files is generated in the production physical device, not the mapped standby physical device.

  Workaround: To make the BLOB data generated in the standby physical device after the Failover job, log into DocAve Storage Manager after the Failover job is finished to modify the Storage Manager rule to use the standby physical device for storing the BLOB data.

* High Availability Synchronization job cannot make the shared SharePoint 2010 User Profile Service applications available in the standby farm for read-only view, if the High Availability group including the SharePoint 2010 User Profile Service applications has the Enable the read-only view after synchronization option selected and the following node in the
  AgentCommonHAConfiguration.xml configuration file is configured as shown below:
  <ServiceConfig SupportWarmStandby="true"><AcrossConfig NeedCross="true" />

  Workaround: Perform a High Availability Synchronization job again using this group. After the second Synchronization job, the shared User Profile Service applications will be available in the standby farm for read-only view.

- Create a High Availability group using the Standby farm mode and AlwaysOn Availability Group sync method. Select the Enable read-only view after the synchronization option, add the database to this AlwaysOn Availability Group. The secondary replica of the AlwaysOn Availability Group is hosted by a default SQL instance, but not using a default port (default port number is 1433). Save the High Availability group, and then perform the Synchronization job using this group. The Synchronization job failed or finished with exception. DocAve failed to attach the read-only database to the standby farm after the database is synchronized to the secondary replica of AlwaysOn Availability Group.

  Root Cause: SharePoint does not support attaching database to the secondary replica of AlwaysOn Availability Group which is a default SQL instance but not using the default port.

  Workaround: Go to the *...\AvePoint\DocAve6\Agent\data\SQLServer* directory on the SQL Server. Find the **InstanceMapping.xml** file, enter the default SQL instance name of the secondary replica in the **<Instance Name="" />** node, and then enter the instance name and custom port number of the default SQL instance of the secondary replica in the **<ConnectionString Server="" />** node. Save the configuration file.
  Configure an Alias on a SharePoint Server for that default SQL instance using custom port number. The Alias name must be the same as the default SQL Instance name, and the Alias must direct to the default SQL Instance of the secondary replica using the custom port number.
  Run the High Availability Synchronization job again using the same group. The job will be finished. The standby database can be attached to the destination Web application, and the standby environment will be readable after the synchronization.

- 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.

- In SharePoint 2010 and SharePoint 2013 create a High Availability Group to include the Search Service Application using the Standby farm mode and the Platform Backup Log Shipping sync method. Save the High Availability group and then perform a Platform Backup job to back up this Search Service Application. After the backup job is finished, add a new component to this Search Service Application, and then perform a High Availability Synchronization job using the previously created group. After the Synchronization job is finished, perform a Failover job. The Failover job failed, the standby Search Service Application cannot be created. If the Search Service Application topology is changed after the Platform Backup job, the current topology information used by Failover job is different from the topology information recorded in the backed

up database. Therefore, the standby Search Service Application cannot be created using the current topology and the backed up database.

Workaround for SharePoint 2010: If the Search Service Application topology has been changed after the Platform Backup job, run a Platform Backup job again using the same backup plan. After the Platform Backup job is finished, perform the High Availability Synchronization job and then perform Failover job. The Failover job will succeed, and the standby Search Service Application will be created.

Work around for SharePoint 2013: If the production Search Service Application topology has been changed after the backup, please delete the Search Service Application node from the High Availability group, refresh the SharePoint farm tree, and then add the Search Service Application to the group again. Perform the Synchronization, and then perform the Failover. The standby Search Service Application will be successfully created.

- Select a production Web application with BLOB data to add to the High Availability Group, and select Sync related stub database for the selected components option and the Enable read-only view after synchronization option to synchronize the related stub database to the standby farm and keep the standby environment readable after the synchronization, and then perform the High Availability Synchronization job based on this group. The stub files synchronized to the standby SharePoint farm cannot be accessed. After the Synchronization job is finished, which has enabled the read-only view for standby environment, the standby database will still points to the production stub database for stub information. However, the Agent account of the Standby DocAve Agent does not have enough permission to the production stub database.

  If you are about to synchronize the content database together with the BLOB data and the related stub database to the standby farm, the Agent account in the standby farm must have the **db_owner** database role in the production stub database in order to make sure the standby stub files are readable.

- Create a High Availability Group using the SQL Mirroring sync method. After performing the Synchronization job, the DocAve Agent installed on the production SQL Server is down. Perform the Failover job on this group. The Failover job failed. The SQL Server service and the mirroring session between the production environment and standby environment work well, the High Availability Failover job will be operated by the DocAve Agent on the production SQL Server. However, the DocAve Agent service on the production SQL Server is down, the Failover job cannot be operated by the DocAve Agent on the production SQL Server, thus the Failover job failed.

  Workaround 1: Activate the DocAve Agent service installed on the production SQL Server by navigating to **Control Panel** > **Agent Monitor**.

  Workaround 2: Take the SQL Server service down to make the mirroring session between the production environment and standby environment disconnected, and then perform the Failover job.

- Perform a Synchronization job based on the High Availability group that uses the Standby farm mode, SQL Mirroring sync method, and has the Enable the read-only view after synchronization option selected. After the Synchronization job is finished, add database files to the production database, and then perform the Synchronization job based on this group again. The second Synchronization job failed, the database snapshot failed to be created in the standby SQL instance, and the Standby environment becomes unreadable. In SQL Server, adding new database files to the database, and then back up the database. The create snapshot operation will also fail.

  Workaround: Manually delete the mirroring database from the standby environment, and then perform the Synchronization job again.

- 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 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

- The VM's network adapter has configured more than one IP address. Perform a Platform Backup job to back up the VM. Navigate to **Farm Clone with VM** > **Clone VM**, and then perform a restore to clone the VM to the destination using the backup data. The VM is cloned to the destination, but only one IP address is configured.

  Root Cause: Farm Clone with VM does not support configuring multiple IP addresses for one network adapter.

  Workaround: After the VM is successfully cloned, users can manually configure IP settings.

- Farm Clone job will not create Synchronization database in the destination farm, so that the backup job performed to back up the destination User Profile Service is finished with exception.

  Workaround: After the Farm Clone is finished, perform an out of place restore job to restore the User Profile Service Application with Overwrite as the Conflict Resolution. The Synchronization database will be created in the destination farm.

- Create more than one Search Service Application in the SharePoint 2010 farm. Perform a Platform Backup job to back up the whole farm, then perform a Farm Clone using the backup data. The Farm Clone job is finished with exception, and some Search Service Applications are not functional after being restored.

  Workaround: If the Search Service Application cannot be used normally after being restored in a farm clone job, perform an Out of place restore job with the Conflict Resolution of Overwrite to restore the specified Search Service Application again.

- In the source SharePoint farm, create a Secure Store service application, and generate a new key the first time you access this Secure Store service application. Create a target application on the Secure Store Service Application interface. Back up this source SharePoint farm, and perform a Farm Clone job using this backup data. After the job is

finished, you may receive the "Unable to obtain master key" error message in the destination Secure Store service application.

Workaround: If you receive the "Unable to obtain master key" error message in the destination Secure Store service application after Farm Clone, generate a new key or refresh the key to use the Secure Store service application function.

- Select NewsGator solutions and service applications when building a Platform Backup plan, and then perform a Full backup job. After the backup job is finished, remove the **newsGator.inovation.app.wsp** solution in SharePoint Central Administration. Delete NewsGator Social Platform Services in SharePoint Central Administration. Perform an in-place restore with Overwrite conflict resolution to restore all the backed-up components. The restore job hangs.

  Root Cause: The NewsGator service applications are not completely deleted, thus the restore job is failed.

  Workaround: After the backup job is finished, manually remove the NewsGator5.0, and remove the related NewsGator features with PowerShell. Perform an in-place restore job with Overwrite as Conflict Resolution.

- Perform a Platform Restore job to out of place restore a Search Service Application to a destination farm that has a Search Service Application using the same name. After the restore job is finished, the SQL Server where the source Search Service Application databases reside will be listed in the Servers in Farm interface of the destination farm.

  Workaround: You can remove the Search Service Application from the destination farm before performing the restore, or you can also remove the SQL Server of the source farm from the Servers in Farm interface of the destination farm after the restore.

- Back up the whole farm with more than one Search Service Application, then perform a Farm Clone using the backup data. The Farm Clone job is finished with exception, and some Search Service Applications are not functional after being restored.

  Workaround: If the Search Service Application cannot be used normally after being restored in a Farm Clone, perform an out-of-place restore with the Overwrite option selected as the Conflict Resolution to restore the specified Search Service Application again.

- 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.

- Perform the Platform restore job to in-place restore the backed up data of NewsGator 2.5 with Overwrite as Conflict Resolution. Perform the restore job again with Overwrite as Conflict Resolution. The second restore job report shows that the newsgator.core.wsp solution is successfully restored, but in SharePoint, the solution is in error, and the NewsGator Service Application is not restored.

  Workaround: Before restoring the NewsGator data, delete the related NewsGator solutions and features, and delete the NewsGator Service Application and the files in Global Assembly Cache.

- 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.Integrationd.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

- When you perform the following action:

  Select **Require content approval for submitted items** and **Create major and minor (draft) versions** in the library settings of a SharePoint 2007/2010/2013 library. Select the library as the source, select a SharePoint Online library as the destination, and run the migration job. The **Reject** and **Pending** approval status of the documents in the source library are migrated to **Draft** in the destination.
  Root Cause: Even if the **Require content approval for submitted items** is selected in the library settings, DocAve keeps the **Modified** and **Modified by** columns' values. Due to the limitation of SharePoint Online Client API, documents' approval status and values of the **Modified** and **Modified by** columns cannot be kept at the same time.

  Workaround: Set **True** as the **isKeepModerationToOffice365=" "** parameter value in the **<ExtendNode><NewFlags ... />** node of the profile that will be used in the migration job to keep the approval status of source documents. However, values of the **Modified** and **Modified by** columns cannot be kept at the same time.

- 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

- Migrate source data to the destination SharePoint 2013 environment that uses the Active Directory Federation Services. Users that are not configured in the user mapping settings are migrated to the destination.

Root Cause: This is due to a SharePoint API limitation.

- 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.

Lotus Notes Migration

- A source group name contains the colon (:), for example, G:A. Run a migration job to migrate the source group to a SharePoint Online site. After the job is finished, the source group is marked as Successful in Job Monitor. Check the result in the SharePoint Online site. The source group G:A is migrated to the NT AUTHORITY\authenticated users group.

  Root Cause: SharePoint Online cannot properly parses the source groups whose names contain the colon (:).

  Workaround 1: Navigate to **Profile Settings** > **Mapping Options** > **Security Mapping** > **Group Mapping**. Add a group mapping to replace the colon (:) in the source group name. For example, map G:A to G_A. Then, apply this profile to the migration job.

  Workaround 2: Navigate to **Profile Settings** > **Mapping Options** > **Security Mapping** > **AD Group Mapping**. Add an AD group mapping to map the source group to an existing Office 365 security group. For example, map G:A to Office365AD:GA. Make sure GA is an available security group in Office 365. Then, apply this profile to the migration job.

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

- After you have saved and run a Last Accessed Time report, Workflow report, SharePoint Alerts report, and the User Storage Size report for a SharePoint site, go to SharePoint site settings to change the site URL. In DocAve Report Center, run the collector job and generate those reports again. The report cannot be displayed.

  Workaround: After the Site URL is changed, refresh the Scope tree in the plan or profile first and then generate a report.

- 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: Delete the original Web parts, and then add new Web parts.

- 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.

- When you use Google Chrome browser to view the details of the Usage Activity Web Parts. In the View Details window, click Export. A new window appears but moves up. Some settings are not available to be configured.

  Workaround: Update your Google Chrome browser to the most updated version.

- In Activity Ranking Web part of the Report Center Dashboard, user cannot view the pages with permission checker enabled, which the user cannot access, but the report exported by the user contains those pages that the user does not have access.

  Workaround: Use Usage Activity Web Parts Settings in Report Center to configure the filter to exclude those pages.

- If you change the name for the page where Report Center Usage Activity Web parts are added, the Web parts cannot report any data.

  Workaround: After you change the name of the page where the Web parts resides, remove the Web parts, and then add them back.

- The Web parts cannot report any data of a checked out page and the data of this checked out page collected before will be deleted. As a result, after the page being checked in again, its data still cannot be collected.

  Workaround: Edit the page where the Web parts exist and delete these Web parts. Then, insert these Web parts again and click Save to save the configurations. Check in the checked out page and click Publish in the PUBLISH tab to publish the changes. As a result, the data of this page can be collected.

- Add the Top Documents Web part to site A, with the Site B configured as the custom report scope. Delete the Site B, and create a site whose URL is same as the site B. The URL is in the same upper and lower case. The data can be collected by the data collection job, but the report may not be able to be displayed. Add the Top Documents Web part into the newly created site, with the current site, including subsites as the custom scope. Run the data collection job. The Document Details Collector and the Follows Data Collector jobs are not started.
  If the URL of the newly added site is in different upper or lower case, the Document Details Collector and the Follows Data Collector jobs are not started.
  The same issue also exists for the Top Wiki Web part. The data collection job can be started, but no data is collected.

  Workaround: Edit the Web Part Property of the Web part in Site A. In the Social Properties pane, click Change Selection. Select the site B again in the Object Selection field, and then click OK.

- If viewing and editing Social Activity Web Parts using Internet Explorer 7, some unexpected errors may appear in the Web parts' data, layout, and hyperlinks in the Edit Properties pane for the Web parts.

  Workaround: View and edit Social Activity Web parts using Internet Explorer 8 or higher version, or the latest version of Firefox or Google Chrome.

- After updating DocAve 6 Service Pack 2 or a lower version to DocAve 6 Service Pack 4, two issues exist in Report Center:

  o Generate an Auditor report of the scope whose audit data was retrieved before the update. In the generated Auditor report, all of the values in the User column are displayed as Deleted User.

  o View the report of the Failed Login Attempts plan which is updated from the Failed Login Attempts report profile and the corresponding profile data is

collected before the update. In the report, users' display names are the same as their login names.

During the update, the UserInfo table in the Auditor database is emptied.

Workaround: For the plans/profiles updated from DocAve 6 Service Pack 2 or a lower version and whose data is retrieved via collectors or Audit Controller plans, you must run jobs to retrieve the data before viewing the corresponding reports

- In the Auditor Reports interface, fold the four accordion sections in the left pane. Shrink the window of the browser to a very small size and then maximize the window. Some of the accordion sections in the left pane are not displayed in the interface.

  Workaround: Refresh the webpage and log into DocAve again.

- 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

- When you add the Document Set content type to a library and create a document set and add a file to the document set, when you run an Archiver job to archive this library, and then restore the library and then access the document set after the restore, the document set is displayed incorrectly.

  Root Cause: This issue is due to the cache of the browser.

  Workaround: Delete the cache and try again.

- When you configure End-User Archiver settings to enable the Tag action in a site collection for end users, after the end users tag some documents, and modify the site collection URL. The Tag action is unavailable for end users in the site collection.

  Root Cause: The list configured in the **Tagging Archived Data** field does not exist after the site collection URL has been changed.

  Workaround: Update the list URL in the Tagging Archived Data field of End-User Archiver settings.

- 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 HttpHeader 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 issues 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

- There is no verification of the Publishing point name when configuring the Connector path of the Net Share with WMS storage type. Therefore, if you enter the wrong

publishing point name, your Connector path can be saved, however, the video files cannot be played with WMS server.

Workaround: There are two methods to solve this issue:
One is to update the correct Publishing point name in the Configure Connector path page.
The other is to use the Windows Media Player instead.

- 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.

- In the sites that have Form Based Authentication enabled or use the HTTPS protocol, the .rmvb and .rm videos do not work. AvePoint recommends not using the RealPlayer plugin to play the videos in these sites.

- When moving hundreds of Connector stubs or one folder containing hundreds 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 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.

SQL Server Data Manager

- Run a Restore SQL Server Data job that restores an English site to a manually input Japanese site. The job is finished with exception. The source site is not restored to the destination. A message appears to inform that the template #0 is invalid.

  Root Cause: This issue is due to the limitation of SharePoint API.

Workaround: Install the English language pack in the destination environment.

VM Backup and Restore

- There are two VMs "VM 1", "VM2" stored on one Cluster Shared Volume disk on the Hyper-V host server that is in failover cluster, and the two VMs are sharing one parent disk. "VM 1" is on Node 1, and "VM 2" is on Node 2. Perform a VM Backup job to back up the two VMs. Only one VM can be backed up successfully.

  Root Cause: When backing up VMs that are on different nodes but are stored on one Cluster Shared Volume disk, the hosts snapshot the disk at the same time. The VSS is unable to run when another instance of VSS is running, so the VMs cannot be snapshotted successfully in one backup plan.

  Workaround: When backing up VMs stored on one Cluster Shared Volume disk, separately build backup plan for VMs on each node. Arrange the time to run the backup jobs to avoid conflict.

- When you perform an in-place or out-of-place restore for a VM hosted on an ESX/ESXi or vCenter host server, and the destination datastore is on an NetApp physical device. Select **Overwrite** as the conflict resolution of this restore job. If the free space on the datastore is less than the VM total size, the restore job will fail.

  Root Cause: When DocAve starts restoring the VM, the conflict VM data has not been completely removed from the datastore due to the NetApp physical device properties. Thus, there is no enough space on the datastore for restoring the VM.

  Workaround: After the restore job is failed, you can view the free space of the datastore via vSphere on the destination host server. If the free space of the datastore is larger than the VM total size, perform the restore job again.

- Run a VM Backup job to back up a VM. Perform a VM Restore at file level to restore the backed up VM files to an ESX/ESXi or a vCenter host server through In Place or Restore to a VM Location restore type, and set the value of the MaxWorkThreadsCount="" attribute to 1 in the VMConfiguration.xml file on the Agent used to execute the restore job. Some of the files failed to be restored by this VM Restore job, and the error recorded in the job details is: The operation is not allowed in the current state.

  Workaround: Perform another VM Restore job at file level to restore the files that failed to be restored.

Notices and Copyright Information