



# DocAve® 6 Software Platform

## Release Notes

**Service Pack 3, Cumulative Update 3**

**DocAve For Microsoft® SharePoint®**

**Released December 20, 2013**

## DocAve 6 SP3 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 3 (SP3) Cumulative Update 3 (CU3).

<b>Required Minimum Version for Direct Update</b>	DocAve 6 SP3
<b>Supported SharePoint Versions</b>	SharePoint 2013 Online or On-Premises SharePoint 2010 Online or On-Premises
<b>Dependencies on Other AvePoint Products</b>	For a compatibility matrix of the supported platform versions, refer to the AvePoint KB article <a href="#">Governance Automation, DocAve, SharePoint, and SnapManager for SharePoint Support Matrix</a> .
<b>New License Required?</b>	No
<b>IIS Reset Required?</b>	Yes
<b>Reboot Manager Server Required?</b>	No
<b>Reboot Agent Servers Required?</b>	No
<b>How to Verify a Successful Update</b>	Navigate to DocAve <b>Control Panel &gt; Update Manager &gt; View History</b> to verify the update. In the <b>View History</b> page, check the <b>Version</b> column of the newly installed update.

# New Features and Improvements

## DocAve Platform

- Added German language support across the platform.
- A new fix prevents a restore issue when leveraging item-level recovery from database level backups. In all versions prior to DocAve 6 SP3 CU3, completing the wizard first leveraging a “safe restore” of databases, and *restarting* the wizard to perform single item recovery would still attempt a safe restore of the production database, removing the existing content database prior to performing the item-level restore. This feature is now restricted to database-level restores only.
- The people-picker leveraged by DocAve Administrator, DocAve Account Manager, and the DocAve API has encountered performance issues when working with very large domains (over several thousand users per domain) or cross-domains where the same user appears in multiple domains. The people picker is now optimized to support large Active Directory environments in this release (for example, over several hundred thousand users).

# Known Issues

## Installation

- When you search programs for DocAve 6 in Windows Server 2012 and Windows 8 environments, the DocAve 6 shortcut is opened by the Metro version of Internet Explorer (IE) 10 by default. Since IE 10 does not support Silverlight 5.0, you will receive a message that low screen resolution is preventing IE from running. As a workaround, open DocAve 6 with the desktop version of IE 10 or IE 11 in Windows 8.1 or Windows 2012 R2 (for example, use the shortcut on your desktop).
- If you are unable to connect to the Control Service after installing Windows update KB2756920, install the hotfix KB2637518 to resolve this issue. The download links can be found at the Microsoft® Support Knowledge Base.

## Control Panel

- If you install a DocAve Agent in a .Net Framework 3.5 environment, and then upgrade to .Net Framework 4.5 in the same environment, SharePoint Online sites will not be available in the DocAve interface. The .Net version information is captured when the Agent is first registered to the DocAve Manager. After upgrading 3.5 to 4.5, you must restart the Agent service before you can connect to SharePoint Online.
- If the **Internet Explorer Enhanced Security Configuration** is enabled for the Administrators and Users groups, job reports and license reports may fail to download in Job Monitor. As a workaround, navigate to **Server Manager**, and then click the **Configure IE ESC** link in the **Security Information** section. The **Internet Explorer Enhanced Security Configuration** interface appears. Select the **Off** radio button in the **Administrators** section and in the **Users** section, click **OK** to save the changes, and then download the reports.

## Migration

### Livelink Migration

- After migrating a Livelink Task List (including Milestone and Task Group) to a SharePoint 2013 German environment using the Livelink Migration job, the **Task Status** property of the Milestone and Task Group fails to migrate to SharePoint. In a SharePoint 2013 German environment, the Task Template does not have the Aufgabenstatus (Task Status) column. It has the Vorgangstatus (Activity Status) column instead. However, Language Mapping maps the Task Status column to the Aufgabenstatus column by default, causing this issue. To manually solve this issue, find the **LivelinkMigrationLanguageMapping1031.xml** file in the `... \Agent\data\Migrator\LivelinkMigrator\LanguageMappings` directory. Open the file using Notepad. Find the `<Item key="Task Status" value="Aufgabenstatus" />` node, and then change

the value to **Vorgangstatus**. Save the changes and close the file. Run a Livelink Migration job again.

## SharePoint Migration

- If you create a managed path in a SharePoint 2010 Web application, when you run a SharePoint 2007 to 2010 Migration job, and select a manually entered site collection as the destination, the newly-created managed path cannot be loaded in the destination tree even though you have refreshed the Web application node. As a workaround, refresh the farm node where the Web application is located.

## eRoom Migration

- If you add a directory connection by using the Windows NT Domain type in eRoom and synchronize users and groups from this domain to an eRoom, and then add a group from the synchronized groups to an eRoom and migrate the eRoom to SharePoint in the same domain, DocAve will fail to migrate the group. The eRoom Migration uses the directory connection name as the domain name, causing that eRoom Migration to consider the migration as happening between two different domains. As a workaround, configure a domain mapping to map the source eRoom connection name to the destination domain name.
- There is a known issue where source eRoom data exported by DocAve 6.2 fails to import to DocAve 6.3. Please import the data before upgrading or re-export the data on SP3 after upgrading.

## Exchange Public Folder Migration

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

## EMC Documentum Migration

- After the migration, if there are two Documentum types in the source where one type inherits attributes from another type, these two SharePoint content types do not keep the inheritance in the destination.  
**\*Note:** A type in EMC Documentum is the same as a content type in SharePoint.
- If you install the Documentum DFC Runtime Environment program in a SharePoint environment with a firewall at both the source and destination, then create a connection by using the Agent whose machine has the Documentum DFC Runtime Environment program installed, DocAve fails

to validate the connection settings or to create the connection. The Documentum DFC Runtime Environment program cannot access the EMC Documentum server.

## File System Migration

- If you are performing a File System Migration, select a destination in a German site, save a plan, and choose to configure the metadata file yourself, you will need to manually edit a German translation in the Microsoft Excel file you save. AvePoint's translation of **Keywords** in the default term set path **System;Keywords** does not match SharePoint's translation. As a workaround, open the Excel file, change **Schlüsselwörter** to **Schüsselwörter** (to match SharePoint's translation), save the Excel file, and re-run the job. The Managed Metadata column with the default value of **System;Keywords** will be successfully created in the destination node.

## Data Protection

### High Availability

- High Availability supports SharePoint 2010 only.
- High Availability sync or failover jobs may fail when multiple groups are selected from the dashboard.
- If you select multiple groups in the dashboard to run the High Availability synchronization or failover jobs, some of the jobs may fail because you added SharePoint components in the same farm to multiple groups. Jobs will fail if the number of requested processes exceeds the session limitation.

### Platform Backup and Restore

- In Windows 2012, databases with data files stored in a Net Share path are not supported to be backed up using VSS.
- In an all-in-one SharePoint farm, if the name of the machine with the Agent installed exceeds 15 characters and the IP address of this machine is used as the value of the database server to configure SharePoint, the DocAve Agent cannot obtain the correct information of its server roles in this farm. Since C# API can only retrieve the first 15 characters of the server name, there is an inconsistency with the information obtained from DNS, so the Agent cannot retrieve the server role. As a workaround, if the server name exceeds 15 characters, navigate to `...\AvePoint\Agent\bin\AgentCommonVCEnv.config`. Edit the file to change the value of **localSPServerName** to the full server name, and then save your changes.
- If multiple Search Service Applications exist in a SharePoint 2013 farm, and their index components are not stored in the same SharePoint server, index components cannot be backed up during a search service application backup.

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

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

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

Out of place restore from TDE-encrypted database backups cannot be restored to destinations without a Master key. To create a Master Key in the destination SQL Server, use the following SQL statement:

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

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

## Granular Backup and Restore

- Versions of files that are open or checked out by a registered Office 365 user are unable to be backed up (applies to SharePoint 2010).
- When using domain mapping, the domain mapping will not take effect if the suffix of the domain name is added. For example, domainname.com (applies to SharePoint 2013).
- Restoring site collections where a subsite has broken permissions inheritance results in the restored subsite inheriting permissions and the site collection permission levels absorbs any unique permission level created in the subsite prior to the backup job (applies to SharePoint 2013).
- The usernames of the Site Collection Administrators, Site Owners, and Farm Administrators groups are stored in the specified fields in the corresponding databases. The maximum length of each specified field cannot exceed 1024 (applies to SharePoint 2013).

## Administration

### Content Manager

- The value of the **Completed** column in the survey list changes from the source **No** to the destination **Yes** after performing a Content Manger job from a SharePoint On-Premise site collection to a SharePoint Online site collection (applies to SharePoint 2010).

- After running a Content Manager job to copy SharePoint objects from the source document library in the SharePoint On-Premise farm to a manually created library in the SharePoint Online site, the configured **Change to Managed Metadata** setting (Allow multiple term values) in the column mapping does not work. The values of the source columns are lost in the destination (applies to SharePoint 2013).
- After running a Content Manager job to copy the SharePoint objects from a Community site (including Discussion list) to a Team site (including Discussion list), the source discussion cannot be opened in the destination; the **Delete** action in the List Settings disappears in the destination; and the **Site Community** feature cannot be activated in the destination (applies to SharePoint 2013).
- When copying SharePoint objects from a site collection whose experience version is 2010 and that has activated the Document Set feature to a site collection whose experience version is 2013, the source document settings are not copied to the destination site collection whose experience version is 2013 (applies to SharePoint Online 2013 farms).

## Deployment Manager

- Nintex workflows that are unpublished cannot be deployed from a source to a destination due to API limitations.
- If you select a 2010 experience version and a Document Center template site collection as your source, manually enter a site collection as the destination, and perform a Deployment Manager job, the documents displayed in the Highest Rated Documents Web part will not correctly deploy to the destination.
- After upgrading DocAve from SP1 to SP3 CU3, rollback jobs initiated from SP1 deployment jobs will fail due to data structure changes from SP1 to SP3 CU3.
- When content types in both the source and the destination have matching names but mismatched types, the content type will not be overwritten to the destination. A new content type will be added with a number appended to the original name (applies to SharePoint 2010).

## Replicator

- In SharePoint, adding a new group to a source site collection generates an event that triggers a real-time replication job, replicating the group to the data destination. SharePoint automatically adds the group owner to group users, which does not generate an event and does not trigger the Real-Time replication job. The group owner is not replicated to the destination group users. The group owner will replicate correctly when the next replication operation triggers.
- When using Content Query Web Parts in the source and destination the queried lists must be replicated as well. This requires the dependant 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 dependant on as they could be anywhere in the site.
- Replication of Managed Metadata terms is not possible unless both the source and destination have the Managed Metadata services associated and configured at the Web Application level.

- When you import plan jobs in the **Plan Manager** interface, occupied memory may get stuck even after the jobs complete due to memory sticking to a built-in error event bound to the control named **ItemsControl**. As a workaround, logout of DocAve and then log back in. The occupied memory will now be available.
- Modified Timeline configurations are excluded from incremental replication jobs. Incremental replication jobs can discover records in the SharePoint event cache table, but in SharePoint, modifying a Timeline is not recorded in the event cache table. Timeline configurations are therefore excluded from incremental replication jobs (applies to SharePoint 2013).
- Content Query Web part contents do not always display correctly in the destination because the Content Query Web part's associated content does not exist in the data destination and is therefore not included in the replication job. As a solution, ensure that the Content Query Web part's associated content is included in the source scope or that it exists in the data destination (applies to SharePoint 2010).
- To avoid issues replicating related terms on the item level in SharePoint 2010 environments, make sure Managed Metadata Service is associated with the Web Application in both the source and destination.
- New file versions created by the Hold and eDiscovery feature of SharePoint 2013 cannot be replicated by Real-Time replication because the new file keeps the Modified Time of the previous version. The file will be replicated when a scheduled replication job runs.
- The maximum length of usernames of Site Collection Administrator, Site Owner, and Farm Administrator groups cannot exceed 1024 (applies to SharePoint 2013).

## Report Center

- For Best Practice Reports at the farm level, the Rating count is not included (applies to SharePoint 2013).
- If users do not re-deploy Web parts in SharePoint after upgrading their DocAve version to SP3 CU2, they may have issues collecting and saving social data.
- Top Discussion and Top Blog Post Web Parts in SharePoint 2010 experience version site collections within a SharePoint 2013 farm will still collect data of discussion board “likes” and Web parts in the SharePoint 2013 experience version site collections, even though the “like” feature does not exist in SharePoint 2010. As a result, the number of “likes” is included in the total count of discussion and blog post activities, but not displayed in the reports.
- When you set the scope of a Social Activity Web Part as “Current site, including subsites,” and a new subsite is created, the Social Collector does not recognize the newly created subsite. As a workaround, after creating a new subsite, navigate to the Social Properties selection of the Web part, click **Change Selection** to open the **Item Display Configuration** window, and then click **OK** to re-save the configuration. After the object selection has been updated, data for this Web part will be collected properly.

- In SharePoint 2013 environments, rating data is stored as a property of each item or document in the corresponding content database instead of the social database, causing difficulties in collecting the rating data of all of the items/files at the farm level. The rating data stored in each content database is not related to the social database and should not be included in the social database limitations.
- DocAve cannot distinguish the Shared Services' data of a publishing farm from the data of consuming farms. Therefore, data in a publishing farm and consuming farm will be displayed together and not grouped by farm.

## Storage Optimization

### Storage Manager

- 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.

### Connector

- When moving hundreds/thousands of Connector stubs or one folder containing hundreds/thousands of Connector stubs from one list to another list in SharePoint's Explorer View, a **Could not find this item...** error may appear, but the folder or Connector stubs will still be moved to the destination successfully. This issue is caused by a SharePoint limitation. For more information, refer to the TechNet article [Issues Uploading Large Files to SharePoint](#).
- For a Connector library that uses a net share path and has versioning enabled, unpublishing a previously published major version of a document that also has multiple minor versions can cause loss of data for that file in the .fsdl\history folder. This is a SharePoint issue.
- When there are more than 5000 files in a connected folder, the files in the connected folder's subfolders cannot be synchronized to the SharePoint Connector library. This issue occurs because of the limitation of the SharePoint API. Microsoft does not recommend users put more than 5000 items in one list, because there will be issues when using the SharePoint API to obtain the count of the subfolders. The following workaround is available but may cause performance issues:

Open the SharePoint Central Administration, navigate to **Application Management > Manage Web Applications**. Click to select the Web application that hosts your list (for example, SharePoint - 80. 4). On the ribbon, select **General Settings**, and then select **Resource Throttling**.

The 5000 List View Threshold limit is now visible, and you can edit the value. Click **OK** to save the modification.

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

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