



# DocAve<sup>®</sup> Governance Automation Service Pack 7

## Release Notes

For Microsoft<sup>®</sup> SharePoint<sup>®</sup>

Released March, 2016

# Governance Automation SP7 Update Details

Refer to the **Updating Your Governance Automation Instance** section of the [DocAve Governance Automation Administrator Guide](#) for instructions on updating your Governance Automation instance.

The following table provides important update details specific to Governance Automation SP7.

<b>Required Minimum Version for Direct Update</b>	Governance Automation SP6 is the minimum version required to directly update to Governance Automation SP7.
<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, and SnapManager for SharePoint Support Matrix</a> .
<b>New License Required?</b>	No
<b>IIS Reset Required?</b>	No
<b>Reboot Manager Server Required?</b>	No
<b>Reboot Agent Servers Required?</b>	No
<b>How to Verify a Successful Update</b>	<p>To verify your Governance Automation update, choose one of the following methods:</p> <ul style="list-style-type: none"> <li>• If you updated Governance Automation via DocAve Update Manager, navigate to <b>DocAve Control Panel &gt; Update Manager &gt; View History</b>. Select the Governance Automation update, and click <b>View Details</b> to check whether the update installed successfully in the selected Governance Automation servers.</li> <li>• If you updated Governance Automation via the AvePoint Update Manager tool, navigate to <b>AvePoint Update Manager &gt; View History &gt; Patch</b>. Click <b>View History</b> in the <b>Action</b> column of the installed Governance Automation update; the <b>Installation History</b> interface for the update appears. View the <b>Status</b> column to check whether the update installed successfully in the corresponding Governance Automation servers.</li> </ul>

# New Features and Improvements

## GUI Common

- Governance Automation Service Pack 7 supports Voluntary Product Accessibility Template (VPAT) on Internet Explorer 11.

## Monitoring and Reporting

- When an IT Administrator configures **Permissions** for a custom group in **Account Manager**, the IT Administrator can select the **Enable security trimming** checkbox for **Site Collection Report** and **Site Report**. If security trimming is enabled, in the Site Collection Report or Site Report, a group's users can only view site collections or sites to which they have permissions.
- Added the **Dashboard** tab, in **Monitoring and Reporting**. IT Administrator can configure bar charts, line charts, and pie charts to monitor SharePoint site collections, Governance Automation user activities, and Governance Automation tasks.
- Added a **Start a Request** option for **My Sites**. When viewing reports in **My Sites**, the user can select a site collection or site then click **Start a Request** on the ribbon to start a request for the site collection or site.
- In **Monitoring and Reporting > Dashboard**, three default charts are predefined for first time users of the Dashboard. The default charts are: Site Collection Status, Service Types of Tasks, and Task Status Distribution.
- In **Settings > Custom Filter on My Sites**, an IT Admin can add a lookup metadata as a criterion.
- In **Monitoring and Reporting > Site Collection Report** and **Monitoring and Reporting > Site Report**, added a **Last Operation Time** column to display the last operation time of archiving, deleting, or locking site collections and sites.
- In **My Sites**, added **Description**, **Created Time**, **Quota Size (GB)**, **Site Collection Size (GB)**, **Lease Period Expiration Date**, and **Site Maximum Depth** columns and columns used to display metadata. Added additional filters: Status and Lease Period Expiration Date.
- In **My Sites**, local accounts are able to view site collections and sites owned by their mapped Office 365 accounts.

## Creating Site Collections

- Added an **Allow Business User to create Active Directory groups** checkbox, in the **Create Site Collection** service > **Security Groups**. This feature allows business users to create Active Directory groups when they start a Create Site Collection request.
- In several fields of the **Create Site Collection** request page, added the **Search for similar site collections** link to search for similar site collections based on the information provided in the request. In several fields of the **Create Site** request page, added the **Search for similar sites** link to search for similar sites based on the information provided in the request. These provide

requesters with similar site collections or sites to avoid creating a duplicate site collection or site that would serve a similar purpose.

- SharePoint Online simplified storage management by providing a way to remove the overhead of having to manage individual storage limits. In a Governance Automation site collection policy for SharePoint Online, the required icon for the **Storage quota** field was removed. A storage quota less than 1024 GB will take effect only if storage limit is required for each site collection in the SharePoint Online environment. Otherwise, 1024 GB will be used as the default value.
- In a site collection policy > **Content Database**, an IT Admin can select the **Create a new database** option, then enter the **\$SiteURL** role as the whole or partial content database name. In the Create Site Collection service > **URL** to which the content database policy configured above is applied, the IT Admin can select the **Automatically generate URL** checkbox, and enter characters in the **Prefix** text box. Requesters start a Create Site Collection request and create the site collection. The content database name will acquire the prefix value. The **\$SiteURL** role will be successfully replaced.

## Workflow Management

- Added support for more roles for the **CC** field of an auto-approve approval process.
- In the GUI descriptions that provide multiple available roles, hide the long list and description of available roles and added a **View Available Roles >** link to view available roles.

## Granting Permissions

- In **Grant Permissions** request > **Select Users**, after requesters select users and/or groups, the current permissions of the selected users or groups are displayed.
- In **Grant Permissions** service > **Select Users**, add an **Allow business users to add members to Active Directory groups** checkbox. This checkbox allows business users to add members to Active Directory groups when they start a Grant Permissions request.

## Content Move

- In the **Content Move service > Scope > Destination Scope**, added the **Specify a destination URL** option. This option provides the following options to narrow the destination scope: **Set a specific destination URL** and **Set a destination starting URL**. For the specific destination URL, the requester can only copy or move content to this object. For the destination starting URL, the requester can define a destination URL based on the starting URL.

## Service Management and System Settings

- In **Recertification Profile Management**, added a **Site Collection Automated Locking** field for recertification profiles. An IT Admin can select the **Enable automated locking** checkbox of this field and configure the relevant settings to enable site collection automated locking if the site collection's recertification task is overdue.

- Added support selecting multiple languages in the **Language** field for a service or a questionnaire. When configuring a service or a questionnaire, an IT Admin can choose one or more languages for the service or the questionnaire. When starting a request, the services and questionnaires can be filtered according to their languages.
- An IT Admin can select an Active Directory group as an Administrator Contact when configuring services.
- Governance Automation can automatically deploy the Site Information Card and Site Directory app parts to the homepages of imported site collections or sites.

## App and App Part

- The **Site Information Card > Service Request** tab displays questionnaires to which the logged-in users have access.

## Bug Fixes

- The Deployment Manager plans that have source nodes which are SharePoint objects selected during a Governance Automation site collection policy or Create Site Collection service can now be loaded correctly.
- When updating Governance Automation from Service Pack 5 Cumulative Update 1, users will no longer receive an error page when accessing the My Recertification Report.
- Now able to populate the Archiver Profile for SharePoint online in Governance Automation site collection policy.
- In the Governance Automation request form, Lookup metadata values filtered by Date and Time metadata can now be retrieved from SharePoint Online lists.
- Metadata variable is now working when only ADFS authentication is enabled.
- When starting a Clone or Transfer Permissions service request, with ADFS authentication configured on SharePoint, the task assignee (an ADFS role) will now display the ADFS role's login name correctly.
- In **Settings > Governance Automation Terminology Management**, rename the terminologies **Primary Site Collection Contact**, **Secondary Site Collection Contact**, **Primary Site Contact**, and **Secondary Site Contact** to custom ones. The terminologies contained in the role names **\$Primary Site Collection Contact of Source**, **\$Secondary Site Collection Contact of Target**, **\$Primary Site Contact of Source**, and **\$Secondary Site Contact of Target** can now be replaced with custom values.
- Site Collection Reports, Site Reports, and My Sites now support filtering and searching by **Yes/No** and **Date and Time** metadata.
- When deleting a Governance Automation managed SharePoint Online site collection, the deletion status is now synchronized in the Site Collection Report.
- Governance Automation can now communicate with DocAve Agent after the Governance Automation update, when using custom certificate.
- When using the User Profile Service synchronization job, deleted users will now appropriately have the **isdelete** property applied to them in the **dbo.Users** table of Governance Automation Configuration Database.
- In **Site Collection Report**, if an error occurred while changing policy in batch mode, the **Policy** column displays **Pending Update** and the site collections are locked. The policy can be applied to these site collections by clicking **Apply Policy** again.

## Known Issues

- In **Settings > Metadata Management**, an IT Admin creates **Person or Group** metadata, selects the **Allow a variable role reference to this metadata in the approval process** checkbox, enters multiple values in the **Default Value** text box, chooses to assign them by IT Admin, and saves this metadata. In **Approval Process Management > Approver(s)**, the IT Admin enters **\$Service Metadata ("Metadata Name")**, **\$Site Collection Metadata ("Metadata Name")**, or **\$Site Metadata ("Metadata Name")** as the approver. In the **Metadata** field of all services applied with the newly created approval process, the IT Admin applies the newly created metadata to the services and saves and activates the services. A business user starts and submits requests via these services. Each request has an error task generated and the error task displays the following error message: **Cannot find the assignee. The user does not exist or is disabled.**

**Workaround:** The IT Admin intends to use specific approvers for requests, the IT Admin can specify the users or groups as approvers when configuring approval processes for the services, instead of specifying these users or groups as the **Person or Group** metadata value.

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

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

- In **Settings > SharePoint Permission Level Management**, an IT Admin selects a SharePoint permission level and clicks **Edit** on the ribbon. In the Permissions field, the IT Admin modifies the permissions to change the permission level and clicks **Save** to save the changes. After that, in **Create Site Collection service/Create Site service > Security Groups**, when granting permissions to users or editing permissions of the security groups, the IT Admin selects the modified SharePoint permission level. Then, a business user starts a request via either of the two services. The modified SharePoint permission level that applied to the newly created site collection or site remains unchanged.
- Use Governance Automation Service Pack 5 Cumulative Update 2 with DocAve 6 Service Pack 5 Cumulative Update 1 or SnapManager 8.2 for SharePoint. Create a site collection policy with a Scheduled Storage Manager profile applied. Apply this policy to a Create Site Collection service. After a request for this service is submitted, an error task is generated.

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

- In the people picker that supports the **\$Manager of Requester** role within any type of service, enter **\$Manager of Requester** and set it as **Assign by Business User**. Start a request for this service. If the user's manager did not log into Governance Automation, then the manager's username is not validated in any people picker. In the request form, the manager is loaded, but the username is displayed as invalid.
- Use Google Chrome to access Governance Automation and go to **Service Management**. Select more than 25 services and click **Print Preview**. A pop-up window of the browser appears to remind that the page has no responses. The pop-up window hangs, and then the print page appears.

- Use AvePoint Update Manager to update Governance Automation Service Pack 5 Cumulative Update 2 to Service Pack 6. When installing the DocAve\_Governance\_Automation\_1.0\_SP6.zip update, the installation fails.
- Create an approval process with an external workflow integrated. Apply this approval process to a service and then submit a request for this service. Approve or reject the generated task with comments within the external workflow. Go to Governance Automation interface to view the task. The comments are not displayed. In the request denied or approved notification e-mail, the Comments reference is not replaced with the real comments.
- Only for SQL Server 2012. Submit several requests. Then, the SQL Server (MSSQLSERVER) service is restarted. Submit more requests. View the request IDs of these requests. The request IDs does not grow properly. For example, the request IDs of the request submitted before the service restart are 1, 2, 3 and the request IDs of the request submitted after the service restart are 1003, 1004, 1005.

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

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

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

- Use Import Existing Site Collections and Sites to import a site collection. The site collection URL is entered in non-default zone format, for example, an Alternate Access Mapping (AAM) URL or extend zone URL. Start a Content Migration request. The imported site collection is in a mapping as the destination node, but the Destination Registration Status is Unregistered. Submit this request. An error task is generated with the error message: Failed to add the destination site collection to Public Site Collection Directory.
- In Governance Automation Service Pack 7 Content Migration service > **Migration Database**, the **Use the specified migration database to store the data generated by migration jobs** checkbox is unavailable.
- Governance Automation Service Pack 6 is used with DocAve 6 Service Pack 5 Cumulative Update 1. In the Content Migration service, the Migration Database settings are unavailable even if the migration database has been configured in DocAve 6 SharePoint Migration.

- Use Internet Explorer 8 or 9 to access the Governance Automation Web Part. In the Web part, create a service. In the **Metadata** field, create new metadata. In the **Create Metadata** window, the editor in the **Additional Column Settings** field is not displayed properly; buttons are displayed as text.
- Start a Clone or Transfer Permissions request. Choose a SharePoint Online node on the tree. Choose Replace as the permission option to remove the target user's permissions before adding the source user's permission to the target user. When the target user is in a SharePoint Online group, the target user's permissions to the SharePoint Online group is not removed after the request is completed.

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

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

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

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

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

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

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

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

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

- In an approval process, select **Integrate with external workflow** and select a SharePoint Designer workflow. Save and activate the approval process. Create a service in which the previously created approval process is applied. Go to SharePoint Designer and edit the workflow

that has been selected in the approval process, then publish the workflow. Submit a request based on the service. An error task is generated.

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

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

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

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

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

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

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

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

- The Questionnaire feature is not supported for use with Internet Explorer 8.
- There is a group in site collection 1. Create a list/library/folder/item in the site collection and break the permission inheritance. Apply a site collection policy to the site collection. Permission recertification is enabled in the policy. In the permission recertification task, remove the group's permission from the site collection. The site collection level record is highlighted, but the records of the site collection's list/library/folder/item are not highlighted.

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

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

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

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

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

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

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

- Use Governance Automation Web API to save a Content Move request. In the request, the URL of a folder or file within the built-in library Documents is added in the mapping. The request cannot be saved successfully.
- In Governance Automation Service Pack 2, enable Custom Action in a service. Place the executable file and the PowerShell script file in the DocAve Agent Directory ... \Agent\bin. Create, submit, and approve a request for the service. The approval process is executed successfully according to the custom action. Create and submit a new request for the service. Update Governance Automation Service Pack 2 to Governance Automation Service Pack 3. In Governance Automation Service Pack 3, approve the request. Error task is created and warns that the custom action files do not exist. Copy the executable file and the PowerShell script file to ... \Agent\bin\GovernanceAutomation. Then, retry the error task and the error still occurs.

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

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

**Root cause:** The system language of the server where the users login to Governance Automation is not French.

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



# Notices and Copyright Information

## Notice

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

## Copyright

Copyright ©2016 AvePoint, Inc. All rights reserved. All materials contained in this publication are protected by United States and international copyright laws and no part of this publication may be reproduced, modified, displayed, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of AvePoint, 3 Second Street, Jersey City, NJ 07311, USA or, in the case of materials in this publication owned by third parties, without such third party's consent. Notwithstanding the foregoing, to the extent any AvePoint material in this publication is reproduced or modified in any way (including derivative works and transformative works), by you or on your behalf, then such reproduced or modified materials shall be automatically assigned to AvePoint without any further act and you agree on behalf of yourself and your successors, assigns, heirs, beneficiaries, and executors, to promptly do all things and sign all documents to confirm the transfer of such reproduced or modified materials to AvePoint.

## Trademarks

AvePoint<sup>®</sup>, DocAve<sup>®</sup>, the AvePoint logo, and the AvePoint Pyramid logo are registered trademarks of AvePoint, Inc. with the United States Patent and Trademark Office. These registered trademarks, along with all other trademarks of AvePoint used in this publication are the exclusive property of AvePoint and may not be used without prior written consent.

Microsoft, MS-DOS, Internet Explorer, Office, Office 365, SharePoint, Windows PowerShell, SQL Server, Outlook, Windows Server, Active Directory, and Dynamics CRM 2013 are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Adobe Acrobat and Acrobat Reader are trademarks of Adobe Systems, Inc.

All other trademarks contained in this publication are the property of their respective owners and may not be used without such party's consent.

## Changes

The material in this publication is for information purposes only and is subject to change without notice. While reasonable efforts have been made in the preparation of this publication to ensure its accuracy, AvePoint makes no representation or warranty, expressed or implied, as to its completeness, accuracy, or suitability, and assumes no liability resulting from errors or omissions in this publication or from the use of the information contained herein. AvePoint reserves the right to make changes in the Graphical User Interface of the AvePoint software without reservation and without notification to its users.

AvePoint, Inc.  
Harborside Financial Center, Plaza 10  
3 Second Street, 9th Floor  
Jersey City, New Jersey 07311  
USA