



Ontrack PowerControls for SharePoint ReadMe

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About the Free Trial

After installation, Ontrack PowerControls operates as a Free Trial by default until a license file is applied. The Free Trial of Ontrack PowerControls is limited in functionality and time-limited to 30 days of use.

With the Free Trial, you can:

- Open sources
- Open targets
- Perform searches

If you would like to have full functionality, or learn more about the purchasing options and product information for Ontrack PowerControls, visit our website at <http://www.ontrack.com>.

Supported Environments

Component	Requirement
Operating Systems	<p>The following operating systems are supported:</p> <ul style="list-style-type: none">▪ Windows Server 2008 R2▪ Windows Server 2012▪ Windows Server 2012 R2▪ Windows Server 2016▪ Windows Server 2019▪ Windows Server 2022▪ Windows 7▪ Windows 8▪ Windows 10▪ Windows 11
	<p>Note:</p> <p>32-bit and 64-bit versions, virtual and physical, of the listed operating systems are supported.</p> <p>Ontrack PowerControls can only be run by users with administrative privileges and in administrative mode.</p>

Component	Requirement
Microsoft Office SharePoint Server/Microsoft SQL Server	<p><u>Source Data:</u></p> <p>Ontrack PowerControls can open:</p> <p>Microsoft Office SharePoint Server 2007 up to SP3 data stored on:</p> <ul style="list-style-type: none"> ▪ Microsoft SQL Server 2005 up to SP4 ▪ Microsoft SQL Server 2008 up to SP3 ▪ Microsoft SQL Server 2008 R2 up to SP1 <p>Microsoft Office SharePoint Server 2010 up to SP2 data stored on:</p> <ul style="list-style-type: none"> ▪ Microsoft SQL Server 2005 up to SP4 ▪ Microsoft SQL Server 2008 up to SP3 ▪ Microsoft SQL Server 2008 R2 up to SP1 ▪ Microsoft SQL Server 2012 up to SP1 <p>Microsoft Office SharePoint Server 2013 up to SP1 data stored on:</p> <ul style="list-style-type: none"> ▪ Microsoft SQL Server 2008 R2 up to SP2 ▪ Microsoft SQL Server 2012 up to SP1 ▪ Microsoft SQL Server 2014 <p>Microsoft Office SharePoint Server 2016 data stored on:</p> <ul style="list-style-type: none"> ▪ Microsoft SQL Server 2014 ▪ Microsoft SQL Server 2016 ▪ Microsoft SQL Server 2017 <p>Microsoft Office SharePoint Server 2019 data stored on:</p> <ul style="list-style-type: none"> ▪ Microsoft SQL Server 2016 ▪ Microsoft SQL Server 2017 ▪ Microsoft SQL Server 2019 <p>Microsoft Office SharePoint Server Subscription Edition data stored on:</p> <ul style="list-style-type: none"> ▪ Microsoft SQL Server 2016 ▪ Microsoft SQL Server 2017 ▪ Microsoft SQL Server 2019 ▪ Microsoft SQL Server 2022

Component	Requirement
Microsoft Office SharePoint Server/Microsoft SQL Server	<p><u>Target Servers:</u> Ontrack PowerControls can connect to the following target servers:</p> <ul style="list-style-type: none"> ▪ Microsoft Office SharePoint Server 2007 through SP3 ▪ Microsoft Office SharePoint Server 2010 through SP2 ▪ Microsoft Office SharePoint Server 2013 through SP1 ▪ Microsoft Office SharePoint Server 2016 ▪ Microsoft Office SharePoint Server 2019 ▪ Microsoft Office SharePoint Server Subscription Edition <p><u>Remote Blob Stores (RBSs):</u></p> <ul style="list-style-type: none"> ▪ FILESTREAM Provider ▪ Metalogix StoragePoint Provider (versions to 5.9) ▪ StorSimple SharePoint Database Optimizer
Virtual Environments	Note: <i>Virtual operation of tape devices may have restrictions imposed by virtual operating systems.</i>
Additional Software	<p>Microsoft .NET Framework:</p> <ul style="list-style-type: none"> ▪ 4.5

Architectural Notes

Ontrack PowerControls can access offline content databases and view, search and copy data to a file system or live Microsoft SharePoint Server environment. When copying or restoring to an active Microsoft SharePoint Server farm, a second program, Ontrack PowerControls Agent for Content Transfer Service (ACTS), is required to be installed on a Web Front-End (WFE). ACTS performs three primary tasks:

- Listens for communications from Ontrack PowerControls
- Processes authentication for requested actions
- Receives transfer packages from Ontrack PowerControls and distributes data as directed by the user.

If a load balancer has been implemented on the farm, you must either:

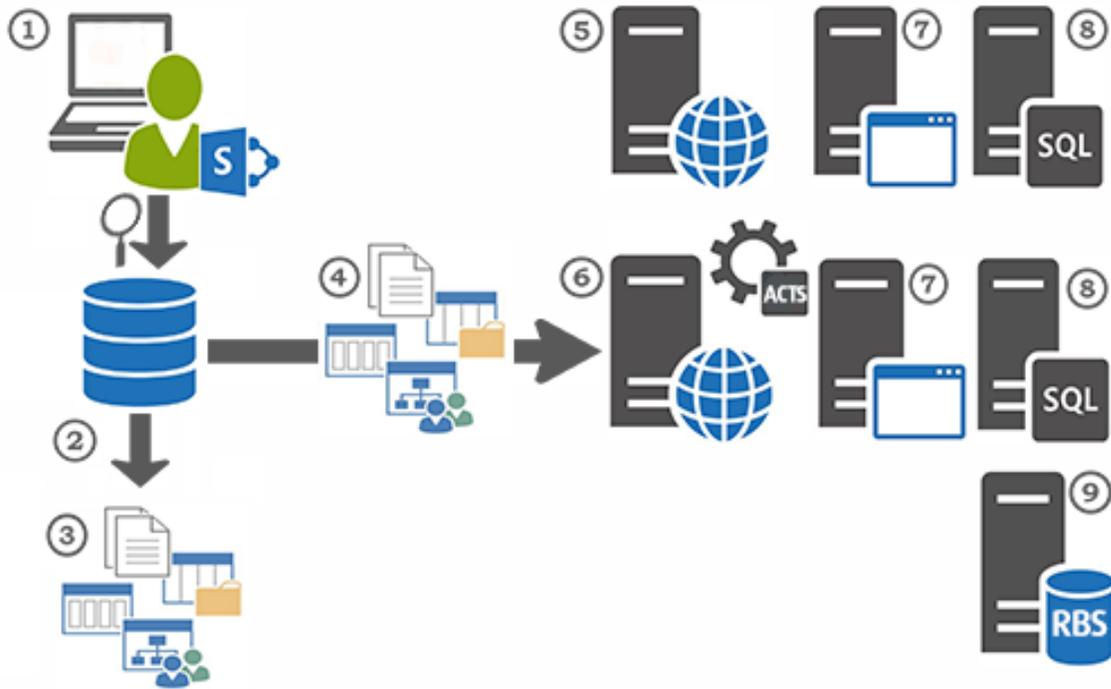
- Install ACTS on one of the WFEs and do one of the following:
 - Configure the load balancer to allow the traffic between Ontrack PowerControls and the ACTS system.
 - Configure the system running Ontrack PowerControls to bypass the load balancer and connect directly to the ACTS system.

–or–

- Install ACTS on all of the WFEs and configure the load balancer to allow sticky sessions from the system running Ontrack PowerControls and the ACTS system.

The appropriate configuration depends on how load balancing technology is implemented in the host environment. Please consult your vendor documentation or support group for guidance and configuration information.

The following diagram displays the proper configuration for Ontrack PowerControls and ACTS when deployed on a load balanced Microsoft SharePoint Server farm.



1. Ontrack PowerControls installed on a user's Windows system
2. Reviewed offline content database (including MDF, NDF, and LDF files and RBS data)
3. Data (items, document libraries, lists, and sites) exported to a file system
4. Data copied or restored to a Microsoft SharePoint site
5. Load balanced WFE*
6. Load balanced WFE with ACTS installed
7. Application servers
8. Microsoft SQL Servers
9. RBS solution back-end servers

*If sticky sessions have been configured, this load balanced WFE would also have ACTS installed.

Upgrading Ontrack PowerControls

If Ontrack PowerControls 9.2 or earlier is installed, is active, and you are upgrading to Ontrack PowerControls 9.3 or later, you cannot reuse the existing Ontrack PowerControls license file with Ontrack PowerControls 9.3 or later.

Upgrading Ontrack PowerControls when OAS is Required

If the Ontrack Administrative Server is required through the use of the Agent for Administrative Services, **before** upgrading Ontrack PowerControls versions prior to 9.6.0, it is necessary to first upgrade your OAS server. Please see the OAS user documentation for details on how to perform an upgrade installation.

To upgrade site installations requiring Ontrack PowerControls

1. Close all Ontrack PowerControls clients.
2. Upgrade the previous version of Ontrack Administrative Server to Ontrack Administrative Server 9.6.0.
3. Start the Ontrack Administrative Server management console to verify Ontrack Administrative Server has upgraded.
4. Use existing Ontrack PowerControls installation.

***Note:** Previous Ontrack PowerControls installations can be upgraded to Ontrack PowerControls 9.6.0 or later as required.*

Installing Ontrack PowerControls Agent for Content Transfer Service

To restore content using Ontrack PowerControls, you must first install the Ontrack PowerControls Agent for Content Transfer Service (ACTS) on each Microsoft SharePoint Server you intend to use as a target.

Prerequisites

- Administrative privileges
- SharePoint Farm Administrator credentials

To install Ontrack PowerControls Agent for Content Transfer Service

1. Log onto the Microsoft SharePoint server using Administrative privileges.
2. Run the Ontrack PowerControls Agent for Content Transfer Service installation wizard, **SetupACTS.exe**.
3. Once you reach the **Logon Information** page, enter the **User Name** and **Password** for the SharePoint Farm Administrator User who will run ACTS. The User Name should be in the format DOMAIN\Username.

4. Once you reach the **Agent for Content Service Setting** page, enter the following:
 - In the **Port Number** field, use the default value or enter a different available port number.

Important: In order to ensure correct operation of ACTS and any Ontrack PowerControls clients, firewall solutions must be configured to allow communication on the TCP port that ACTS is configured to use.

Note: The **Temporary File Location** path is used during the copy process. Ensure that there is sufficient space for this task, possibly up to the amount of data being restored in a single operation.

For further information about operating the ACTS, please refer to the Ontrack PowerControls User Guide.

Upgrading Ontrack PowerControls for the Agent for Content Transfer Service

When upgrading an environment prior to Ontrack PowerControls 7.2, you should upgrade the Agent for Content Transfer Service on all Microsoft Office SharePoint servers in your environment before upgrading Ontrack PowerControls.

The new version of ACTS is backwards compatible with previous versions of Ontrack PowerControls. By upgrading ACTS first, the existing installations of Ontrack PowerControls can continue to connect and copy to the Microsoft Office SharePoint servers.

Ontrack PowerControls Licensing

All Ontrack PowerControls editions require a license file. Ontrack PowerControls software is licensed based on the enabled agents

To view the currently applied license

- On the **Help** menu, click **About** and then click **License Info**.

To obtain a new or updated license

- Visit <http://www.ontrack.com>.

To apply a new or updated license

- Do one of the following:
 - On the **Help** menu, click **About** and then click **License Info**. On the License dialog box, enter the **License** or click **Browse** and navigate to the license you want to apply.
 - Replace the existing .ini file with the new .ini file. The default location for this file is in the Ontrack PowerControls installation folder.

Limitations

- Ontrack PowerControls can copy Microsoft Office SharePoint Server 2007 data to a Microsoft Office SharePoint Server 2007, 2010, or 2013 system with the 2010 Experience.
- Ontrack PowerControls can copy Microsoft Office SharePoint Server 2010 data to a Microsoft Office SharePoint Server 2010 system, or to a SharePoint 2013 system. Lists, Items and Folders are supported when copying SharePoint 2010 data to SharePoint 2010 system or later.
- Ontrack PowerControls can copy Microsoft Office SharePoint Server 2013 (2013 Experience) data to a Microsoft Office SharePoint Server 2013 or later.
- Ontrack PowerControls can copy Microsoft Office SharePoint Server 2016 data to a Microsoft Office SharePoint Server 2016 or later.
- Ontrack PowerControls can copy Microsoft Office SharePoint Server 2019 data to a Microsoft Office SharePoint Server 2019 only.

- When copying a Microsoft SharePoint 2013 Site with a 2010 Experience to a Microsoft SharePoint 2013 Site with a 2013 Experience, the resulting Site on the target Server displays errors. Upgrading the 2010 Experience Site on the Source to a 2013 Experience before attempting the copy to the 2013 Experience target avoids the errors. Copying from a Microsoft SharePoint 2013 Site with a 2010 Experience source to a Microsoft SharePoint 2013 Site with a 2010 Experience target, and then upgrading the target to a Microsoft SharePoint 2013 Experience also avoids the errors.
- After restoring content from a source location, it is recommended that you use the Copy Progress dialog box to verify the links, security settings, and Web Parts on the target server.
- The following Microsoft SharePoint 2013 site collection templates are not supported:
 - eDiscovery Case Site Template
 - Developer Site Template
 - Project Site Template
 - Community Site Template
 - Community Portal Template
 - Product Catalog Template
- The following Microsoft SharePoint 2016 site collection templates are not supported:
 - eDiscovery Portal Site Template
 - In Place Hold Policy Center
 - Point Publishing Hub
 - Point Publishing Topic
 - Microsoft Project Site
- The following Microsoft SharePoint 2019 site collection templates are not supported:
 - eDiscovery Portal Site Template
 - In Place Hold Policy Center

- Point Publishing Hub
- Point Publishing Topic
- Microsoft Project Site
- When copying a Microsoft SharePoint 2013 site collection with the Enterprise Search Center, Enterprise Wiki, Business Intelligence Center, or Publishing Portal site collection templates to a new site collection, the site displays an error in the web page after the copy is completed.
- When copying a Microsoft SharePoint 2013 site or site collection with the Project Functionality feature, the feature is not enabled on the target.
- When copying a Microsoft SharePoint 2013 site or site collection with the Site Notebook feature, the feature is not enabled on the target.
- When copying a Microsoft SharePoint 2013 blog site to the target, the posts list may switch from like ratings to star ratings.
- When copying a Microsoft SharePoint 2013 site or site collection with the BICenterSampleData hidden feature, the feature is not enabled on the target.
- When copying a Microsoft SharePoint site or site collection with the GBWProvision hidden feature, the feature is not enabled on the target.
- When copying a site collection with the community feature enabled as the SharePoint farm account, an extra System Account user may appear in the Community Members list. To correct, edit the list and remove the extra entry.
- When copying a site or site collection, any inactive users become active users in the target.
- When copying Tasks with multiple versions, the Predecessors property displayed in the version history may be incorrect.
- When copying an Image list, picture thumbnails are not displayed.
- When the Record Center feature is on, thumbnails for some copied items may not be displayed.
- The Attachment icon is not displayed for the default view when copying a project tasks item or list.
- Fast site collection creation is not supported. Sites masters are hidden in the tree view.
- Fields from list templates must exist on both the source and target to be copied.
- The following authentication methods in Microsoft SharePoint are not supported:
 - Modem Authentication
 - OpenID Connect (OIDC) 1.0

Technical Support

If you have issues not addressed in the user guide or the online Help, contact our Technical Support group (1-952-937-2121). When reporting an issue, please include any information that might help us diagnose the problem and have the following:

- The version of Ontrack PowerControls you are using (on the Help menu, click About)
- The versions of Windows operating systems that you are running

- The version of SQL Server that contained the source database file
- The version of Microsoft SharePoint Server for the source data
- The version of Microsoft SharePoint Server for the target
- The circumstances and sequence of steps that led to the problem
- The text of the error messages (if any appeared), and the contents of the Details dialog box
- A list of other Windows-based programs that you were running when the error occurred

About KLDISCOVERY Ontrack, LLC

KLDISCOVERY Ontrack provides technology-driven services and software to help legal, corporate and government entities as well as consumers manage, recover, search, analyze, and produce data efficiently and cost-effectively. In addition to its award-winning suite of software, KLDISCOVERY Ontrack provides data recovery, data destruction, electronic discovery and document review.

For additional information about KLDISCOVERY Ontrack, its products and services, or the location of an office near you, call our corporate headquarters or visit our website.

Corporate Headquarters

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