ControlPoint Known Issues

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INSTALLATION AND CONFIGURATION

- If the Service Account password fails the initial validation, it is not re-validated after being corrected. (Work Item 2692)

  Workaround: Abort then restart the installation.

- If ControlPoint is uninstalled using an account that does not have sysadmin privileges, any existing ControlPoint Policies cannot be removed. (Work Item 3111)

  Workaround if you want to delete existing ControlPoint Policies:

  - Before uninstalling ControlPoint, delete the policies using Manage ControlPoint Policies.

  OR

  - Uninstall ControlPoint using an account that has sysadmin privileges.

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- The Launch ControlPoint shortcut is not removed from the desktop when ControlPoint is uninstalled. (Work Item 2694)

  Workaround: Delete the shortcut manually.
- When performing an upgrade, the "Upgrade" option may be missing from the Configuration Wizard. (Work Item 177502)

  Workaround: Run a Manual Install. Contact Metalogix Support for details.
- Native 2016 Edition: At the end of the installation process, a pop-up dialog with the message "The system cannot find the file specified" displays. (Work Item 212519)

  Note that this message is benign and can be dismissed.

LOGIN AND SECURITY TRIMMING

- When Firefox or Chrome is used as the browser, the Sign out option refreshes the page but does not sign the user out. (Work Item 1764)

  Workaround: This is not an issue with Internet Explorer.
- If a ControlPoint user has permissions to SharePoint sites *only* through a web application Full Control permission policy, and this permission was granted *after* the initial run of ControlPoint Discovery, site collections and sites within that web application will not display in Search Hierarchy results if cached data is used.

  Workaround: Before running Discovery, give the user any level of permissions to any site within each site collection in the web application. Only then will Discovery be able to "discover" that the user has Site Collection Admin rights via the web application policy. After the next Discovery run has finished, you can remove the site-level permissions.

BUSINESS ADMINISTRATORS FUNCTIONALITY

- Members of the Business Administrators group can run live permissions reports even when the ControlPoint Setting "BAPreventRealTime" is set to True. (Work Item 1459)
- For SharePoint 2010 Claims-enabled web applications, members of the Business Administrators group cannot access sites to which they have permissions if those permissions are granted via an Active Directory Group. (Work Item 5009)

  Workaround: Grant the user permissions to the site(s) directly.

USER INTERFACE

- The "Clone Work Area in the new browser window" does not work for dashboard links due to the "Selection" tab being empty. (Work Item 7768)
- For a SharePoint 2013 farm: When Chrome is used as the browser, the SharePoint Hierarchy may not be expandable.

  Workaround: Refresh the browser or invoke a ControlPoint operation from the left navigation pane (to trigger an event). Note that it is not necessary to actually *run* the operation.
- For a SharePoint 2013 farm: The first time ControlPoint is invoked after an upgrade, the dashboard may not display in the main page.

  Workaround: Refresh your browser.

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- When running ControlPoint on a SharePoint 2013 farm using Internet Explorer 8, Charts for the Top Site Collections By Size and Sites Created In the Last 30 Days are not displayed correctly in the Dashboard.

  This is not an issue with other versions of Internet Explorer or with Chrome or Firefox.
  Reports do not render on SP 2010 w/IE11 or SP 2007 w/IE 10 and Compatibility View off. (Work Item 3740, Work Item 4200, Work Item 5851, Work Item 5713 Work Item 6008)
  Workaround: Turn Compatibility View on or use different browser.
- When using Internet Explorer build 11.0.9600.18617, report results do not fill the entire results section. (Work Item 274025)

  Workaround: Use a different build of Internet Explorer or a different browser.

CONTROLPOINT POLICIES

- SP2007: When using the "Control File Upload by Type" policy, excluded extensions are being uploaded and the policy is not enforced. (Work Item 10316)
- When using IE with Compatibility View turned off, when the policy rule 'Control Document/Item deletion' is selected, the 'Allow Attachments to be Deleted' checkbox is disabled. (Work Item 9576)

  Workaround: Turn Compatibility View on or use a different browser.

PERMISSIONS OPERATIONS

- When a Set SharePoint Group Permissions action is run with the parameter "Propagate to all items with unique permissions" checked, the permissions level is not propagated to the items. (Work Item 133981)
- The Manage Permissions Inheritance action fails to restore inheritance at the list item level. (Work Item 188506)

COPY/MOVE

- When a Move action is run in real time, the "Delete Site" action is not created at the source.

  Workaround: Run the action as a scheduled job.
- 2013 Native Edition: An issue was reported with copying a Site Collection to a new location. (Work Item 4089)
- 2016 Native Edition: The Move Site Collection to Another Content Database action cannot be completed and an exception is raised. (Work Item 212514)

OPERATIONS INVOLVING WORKFLOWS

- Reusable workflows are not being migrated during the following ControlPoint operations: Copy/Move Site, Copy/Move List, and Duplicate Workflow Definition. (Work Item 1596)
- In a SharePoint 2010 Native Edition installation, a cross-farm Copy/Move List operation fails with access denied error when including workflows. (Work Item 8008)

OPERATIONS INVOLVING MANAGED METADATA

- In a SharePoint 2010 environment, when a ControlPoint Managed Metadata operation (such as Create Managed Metadata or Set Metadata Value) is run, selected Managed Metadata terms that were selected in the Parameters section may not be validated, and the message *There was an error processing the request* may display.

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Workaround: Make sure that the SharePoint August 2013 Cumulative Update has been applied.

SITE PROVISIONING

- When running SQL Server 2012, you may not be able to create a custom template for a site *collection* using a 2013 Experience. (Work Item 5108)

  Workaround: Install Microsoft SQL Server 2012 SP1 Reporting Services Add-in for Microsoft SharePoint, which can be found at http://www.microsoft.com/en-us/download/details.aspx?id=35583
- Site Provisioning errors when using an https url. (Work Item 190522)

COMPLIANCE FUNCTIONALITY (SENSITIVE CONTENT MANAGER)

- Native Editions: When a ControlPoint Compliance Action is created and the Alert Users box is checked and a user is selected, a "Now exact match was found …" message displays. (Work Item 263018)
- Workaround: Make sure you select the version of the user name that includes the Claims prefix.
- The Analyze Content grid does not always accurately reflect the status of a scan job. (Work Item 264120)

  Workaround: Re-invoke the Manage Quarantined Documents page from the SharePoint Hierarchy.
- After a rule is applied to a scan, the page is refreshed and the scan details are not visible. (Work Item '133975)
- 2013 Standard Edition: When Chrome is used as the browser and a member of the Compliance Administrators group attempts to initiate a Compliance action, a pop-up message displays that the user must be a member of the Compliance Administrators group. (Work Item 226272)
- Workaround: Either try logging out and logging back in or use a different browser.
- The "Detailed Actions Taken Analysis" Search function does not filter results properly. (Work Item 263014)
- "Unable to Classify" files display as "Undetectable" in the exported file. (Work Item 232918)
- When a ControlPoint Policy to scan content is created, the compliance action is to remove content, and the ControlPoint Setting "Add Scan Results Column to Scanned SharePoint List" is set to *true*, an error is logged when the "remove content" and "add column" activities conflict. (Work Item 259933)
- The ControlPoint Policy "Scan item for sensitive data when content is added" fails when "Require documents to be checked out " is enabled. (Work Item 262609)
- If a file is rescanned after its name has changed and Scanned Files by Scope is run using real-time data, the file displays twice in report results, with both the old and new name. (Work Item 372208)

CONTROLPOINT SENTINEL FOR ANOMALOUS ACTIVITY DETECTION

- The ControlPoint Anomalous Activity Detection timer job is not created in Central Administration upon an upgrade. (Work Item 10447)

  Workaround:
  To add the timer job, re-run the ControlPoint Installer as a Repair.
  OR

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Have Anomalous Activity detection performed as part of the ControlPoint Scheduled Job Review. Refer to the topic "Preparing Your Environment for Using ControlPoint Sentinel" in the *ControlPoint User Guide* for details.

REPORTS

- When a report is run on real-time data, only the first page of results that are visible in the UI is exported. (Work Item 314973)
- Workaround: If you schedule the report, full results will be included in the output file.
- When running a Duplicate Files report, subsites might not be considered in the results. (Work Item 9424)
- SP2013: The site link in the site properties report does not correspond to the correct site. (Work Item 9579)
- SP2010/2013 Standard and Native: When running a "Site Activity Analysis" with default parameters, i.e. Farm Scope, the report only displays sites with activity. Existing sites without activity are not included. (Work Item 9995)
- If a ControlPoint Task Audit is run, the expand/collapse option for the report will not work correctly. The report will be displayed in expanded format, no matter if that option was checked or not. (Work Item 9412, 9409)
- Change Log analyses return a maximum of 2000 results. (Work Item 1455)

  Workaround: Run the analysis on smaller scopes
- When a Most/Least Activity report is scheduled with one or more (but not all) Include Report: options selected, and the Output Type is SharePoint List, a separate list is created for each "Include Report" option. Empty lists are created for options that were not selected. (Work Item 2481).
- Trend analysis for Activity returns results only when Discovery is run on one or more *targeted* site collections. (Work Item 134560)
- All users listed as "Inactive" in a 2010 ADFS Environment. ControlPoint's "Inactive Users" report essentially compares results of two other reports. The total users list generated by a Site Permissions report is run against the total list of users with activity, as determined by Activity by User. An environment with only 2010 ADFS users is erroneously reporting all users inactive. (Work Item 3409)
- In a SharePoint 2007 environment, Active Directory group users' Display Names are not listed in the Inactive Users report. (Work Item 134372)
- The Site Collection Properties lists only site-level features, and lists no features when the "Limit reports to site collections with the following features" filter is applied. (Work Item 134238)

CONTROLPOINT FOR OFFICE 365 (CONTROLPOINT ONLINE)

- If a Permissions analysis is run with the Show External Users Only option selected, both internal and external users are included in analysis results. (Work Item 292366)

  NOTE: This issue generally occurs only when the logged in user is *not* an Office 365 Global Administrator.
- In SharePoint Hierarchy Report results, subsites of a site in one site collection may show the results of other sites on a different site collections. (Work Item 300422)

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- If the server on which ControlPoint is installed is rebooted, results of analyses (including the ControlPoint Task Audit) that are run in real time fail to render in the ControlPoint application interface. Instead, the message *An unanticipated error has occurred* displays.

  Workaround: On the server on which ControlPoint is installed, open IIS Manager and recycle the MetalogixOnline Application Pool.
- Users specified in the ControlPoint Setting ExculdedUsersAudit are not actually being excluded from the Audit Log analysis. (Work Item 1450)
- When you open an item in the ControlPoint Configuration Setting list for editing, a blank Title field displays and will not allow you to save your changes until it is populated.

  Workaround: Copy the Parameter Name to Title field before saving or use the ControlPoint Settings page in the application interface
- Sites migrated from BPOS (pre Office365) are not visible in ControlPoint (Work Item 7977)

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