



Replicator

SharePoint Support Process

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Technical Support

For information about Metalogix Technical support visit <http://metalogix.com/support>.

Technical support specialists can be reached by phone at +1-202-609-9100. The level of technical support provided depends upon the support package that you have purchased. Contact us to discuss your support requirements.

Contents

Sharepoint Support Process 4

 Clearing Replicator Information From Specific Databases 5

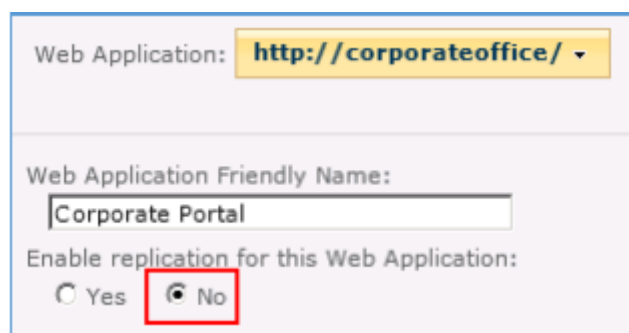
Sharepoint Support Process

Microsoft Product Support Services fully supports Microsoft SharePoint customers using Metalogix Replicator for SharePoint. Metalogix Replicator meets or exceeds all Microsoft SharePoint supportability requirements.

When you work with Microsoft Support, you must first roll back any changes made to your SharePoint databases as described in the Microsoft knowledge base article 841057, which is available at <http://support.microsoft.com/kb/841057>.

If there is an issue with SharePoint and you are required to uninstall third-party applications when working directly with Microsoft Support, we recommend the following:

1. Roll back any Replicator configuration changes by either:
 - Uninstalling Replicator. When prompted, do not remove the Replicator databases from your system.
 - Disabling replication for the specific web applications you are requesting support for. On the Central Administration Application Management page, under Metalogix Replicator, select Configure web application. From this page, select a web application and disable it for replication. Repeat this step for each web application you are reviewing with Microsoft Support.



Web Application: **http://corporateoffice/** ▼

Web Application Friendly Name: **Corporate Portal**

Enable replication for this Web Application:

☐ Yes ☒ No

Replicator configuration information is stored in its own independent database. This database is not deleted when uninstalling Replicator or when you disable replication for a web application using the steps above. By not removing Replicator databases, you will be able to reinstall or re-enable Replicator and keep your existing configuration.

1. Troubleshoot and resolve the SharePoint issue with Microsoft Support.
2. Either reinstall or re-enable Replicator, depending on your choice in the first step.

If the resolution requires a SharePoint hotfix or service pack, then Replicator will also be updated in accordance with our maintenance policy.

We recommend that before applying any SharePoint hotfixes or service packs that you click the "Get Version Information" button on the About Metalogix Replicator page in Central Administration. This will display the most recent version of SharePoint that Replicator has been tested with.

As part of our Annual Maintenance and Support Agreement for Replicator, Metalogix provides updates to our software when new releases of SharePoint require an update. This procedure should be followed each time you upgrade SharePoint. For more information, see the [Metalogix Replicator Advanced Installation Guide](#).

Clearing Replicator Information From Specific Databases

The procedure above will remove Replicator configuration from all content databases associated with a web application. To remove Replicator configuration from a specific content database, do the following:

1. Disable or remove any map families running on web sites or site collections stored in the content database.
2. Open the Replicator Management Shell using the Run as administrator option: To start the management shell, Start > Programs > Metalogix > Replicator > Replicator Management Shell.
3. Run the following command: `Clear-ReplicatorWebAppConfig -Url <web application Url> -ContentDatabaseName <name>`

After the command finishes, Replicator configuration is removed from the specified content database. To restore this configuration later, disable and then re-enable the web application for replication.