Metalogix SharePoint Backup

Known Issues

Metalogix strives to ensure our products provide quality solutions for your SharePoint needs. The following known issues for Metalogix SharePoint Backup are described in this section.

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Farm backup and restore considerations

If you use a scheduled farm backup with differential backups to back up a SharePoint component and also use another product that uses Microsoft Volume Shadow Copy Service (VSS) to perform a backup of the same component, the Metalogix SharePoint Backup differential backups succeed, but cannot be used to perform a restore. This happens because use of the third-party product invalidates the data that VSS uses to create differential backups.

In the same way, if the other product supports differential backups and you perform a full backup with Metalogix SharePoint Backup, you may interfere with the other product.

If you use multiple products to perform backups, you should only use full backup farm backups in Metalogix SharePoint Backup.

- ☐ Sometimes grooming does not work as expected when configured based on backup set age. (TFS# 245238)
- ☐ Out of place restore operations for SharePoint components skip a user account when a host-named site collection is selected as target in SharePoint 2010. (TFS# 244980)
- ☐ The granular restore operation completes with warnings when list items with attached files are restored over SharePoint 2016. The items are restored correctly, however. (TFS# 242455)
- ☐ The farm backup of a content database fails when the amount of content in the database to be backed up on the farm is larger than a certain size. This could be because there were not enough available worker threads to process the backup set. (TFS# 230028)
- ☐ Sometimes SharePoint Backup is unable to retrieve farm components from SharePoint 2016 when the farm has a server with Search server role. (TFS# 228761)

- ☐ Backup is not able to restore default ribbon colors on a site in SharePoint 2016. (TFS# 223869)
- ☐ It is not possible to mount content database from BAK files with multiple passwords. (TFS# 122473)
- ☐ It is not possible to mount a content database between SQL 2014 servers when the target SQL has the master key and certificate imported from source SQL server. (TFS# 122441)
- ☐ BAK backups made using file group option fails at time to mount the content database. (TFS# 122327)
- ☐ Backup content is displayed empty when MDF and LDF files of a non-content database are selected in the browse option of Mount and Link CDB wizard. (TFS# 122303).
- ☐ Workflow creates an incorrect task type after a restore operation in SharePoint 2013. (TFS# 122264)
- ☐ List and document libraries with numbers in their title may be out of order after executing a restore operation. (TFS# 121792)
- ☐ The background image of a custom theme is not restored on SharePoint 2013. (TFS# 121763)
- ☐ Differential backups are escalated to full backups if other VSS snapshots are taking place against the same DBs. (TFS# 120859)
- ☐ When a site collection containing another language is restored, the left pane with links and other fields is restored to that language rather than the primary one. (TFS# 120501)
- ☐ If you try to restore a full farm backup set, with password encryption configured, over another SharePoint Backup, and type the wrong password at restore, then the password is not validated and the operation is completed with warnings. To avoid this issue please make sure that the encrypted password is correct the first time that you restore a full farm backup set. (TFS LID 13530)
- ☐ Out-Of-Place restore fails if the backup set is stored on a TSM server. (TFS LID 13678)
- ☐ If the TSM backup set location does not have enough space to store a backup set, then the backup process fails but the error message does not reflect the current problem. It states that "The directory <Backup set directory name> could not be created, Ensure that the backup service user has write permission to the directory \". (TFS LID 13712)
- ☐ In SharePoint SQL AlwaysOn environments, when performing an in-place restore of any database that is part of an availability group, an error occurs if the database still exists in the availability group. (TFS LID 15789)
  Workaround: to perform an in-place restore of any content database, you must remove the database from the availability group first.
- ☐ The restore of a site collection or sub site does not retain the state of the workflow instance. (TFS LID 15796)
- ☐ The System Account is not restored when the user restores an object with unique permissions or the object has other objects with unique permissions. (TFS LID 15800)
- ☐ When a granular restore is done on a SharePoint 2013 website that has a newsfeed, some newsfeed content may be lost. (TFS LID 16117)
- ☐ When performing a restore and attempting overwrite an existing web site or a site collection that does not have the Nintex workflow feature enabled, the workflow feature is restored but the user can no longer manage it to enable it. (TFS LID 16277)
- ☐ On SharePoint 2013, when attempting to restore a Site Collection that has a Nintex Workflow installed, the state of workflow is not intact and will display 'Failed on Start'. (TFS LID 16280)

- ☐ For items and lists that have Managed Metadata columns applied, when an out-of-place restore is done to a completely different site collection, the managed metadata is not applied to the restored item. Currently, managed metadata is supported for restores done within the same site collection that the content was backed up in. (TFS LID 17051)
- ☐ Workaround: you need to select the entry list if you are going to restore an item of a subfolder that is inside a list, or use the in-place restore option.
- ☐ Issue where users receive an error message related to "Failed to call GetTypes on assembly Microsoft Analysis Services" when mounting a content database from a previous SharePoint version (TFS# 117019)
- ☐ Issue where disk space information cannot be retrieved by the management console when the Amazon or Azure backup sets are marked as the primary backup set. (TFS# 120450)
- ☐ Issue where the Management Console displays two elements (a folder and an item) for each discussion board item. (TFS# 122304)
- ☐ Issue where the default backup location of SQL Management Studio console is being removed after executing a Farm backup operation. (TFS# 122465)
- ☐ Issue where RecoveryUser2013 list cannot be restored on SharePoint 2013 when SSR is deployed. (TFS# 122822)
- ☐ Issue where changing the name of a discussion board list in the restore wizard during an in-place and/or out-of-place restore operation restores the items selected for a discussion board but does not update the name of the board. (TFS# 122993, 123487)
- ☐ Issue where during an out-of-place restore, discussion board items are being restored without the attached images. (TFS# 123489)
- ☐ Issue where the restore of Managed Metadata service application fails when the SharePoint Administration Service is not running the first time on the primary backup service. (TFS# 124007)
- ☐ Issue where the import backup set in a multi-farm scenario works properly the first time, but if the user attempts to import the same backup set one more time over a different farm managed by the same Management Service, then the import operation fails, even if the information dialogue indicates otherwise. (TFS# 124934)
- ☐ Issue where use receives a warning when attempting to install the management Service with an account that only has DB_Creator and Security Admin privileges over SQL. (TFS# 170475)
- ☐ Issue with Metalogix mount wizard allowing the mounting of encrypted imported backup sets when the password has been typed in incorrectly the first time. (TFS# 171794)
- ☐ Issue where list items of a list with management metadata column, when the managed metadata column is pointing after backing up and mounting the constant database. (TFS# 188815)

SharePoint 2013 considerations

- ☐ Project Server service application cannot be backed up in SharePoint 2013. (TFS# 226096)
- ☐ Users should not back up a site using SharePoint 2010, and then restore the site over a Site Collection with SharePoint 2013 Experience. If you do perform this action, Metalogix SharePoint Backup does not display an error message, but the user interface is corrupt.
- ☐ If you have a site collection on a SharePoint 2013 that was restored from a backup set taken on a SharePoint 2010, the next time that the site collection is backed up and restored again, the Navigation links will be duplicated. (TFS LID 4879)

Installation considerations

- ☐ Configuration Wizard is unable to retrieve farm servers from SharePoint 2016 when one of the servers has the custom role. (TFS# 220103)
- ☐ SharePoint 2007 and SharePoint 2010 users who uninstall Metalogix SharePoint Backup 3.1.x or 3.2.x but leave the database intact will receive an error message after installing Metalogix SharePoint Backup 4.0 and then attempting to connect to the existing repository. To avoid this issue, remove the existing database before installing Metalogix SharePoint Backup 4.0.
- ☐ The Metalogix SharePoint Backup Install the Metalogix SharePoint Backup Repository page of the Installation wizard is unable to find and display SQL Server instances located on windows Server 2012 machines. Use the **Browse** button to locate these missing instances.
- ☐ User may unable to verify account during Configuration Wizard because the user account provided in the Configuration Wizard is on a different OU than users contained in AD. Additionally, this user account does not have read permissions in the Users container. (TFS LID 13578)
  Workaround: To avoid this problem make sure that this user account has at least read permission in the Users container.

General considerations

- ☐ An unexpected error occurs with TSM session and Backup service is restarted, where TSM API is recreating session several times. (TFS# 219513)
- ☐ Managed Metadata fails or remains on 100% when the SharePoint Administration Service is not running on the primary backup service. (TFS# 124007)
- ☐ A list folder cannot be copied in the same site collection when its name has been edited using Content Matrix. (TFS# 121958)
- ☐ Metalogix SharePoint Backup 4.0 users who attempt to restore a Dashboard Web part may experience that the Web part is not restored correctly. For example, the Key Performance Indicator Dashboard Web part does not always restore properly while the KPI Details" Dashboard Web part is restored but the configuration is lost.
- ☐ Metalogix SharePoint Backup displays an error message when the user opens the Manage Records Center page after restoring. This error is the results of being unable to process the rcconsole.aspx file.
- ☐ After a restore, some users may notice that certain Web parts and filtered views do not properly restore.
- ☐ Some users may experience an issue with differential backups that cause Metalogix SharePoint Backup to display as deleted all items that were deleted and restored before performing the differential backup.
- ☐ SharePoint Backup 5.0 does not prevent users from mounting a BAK file more than once, allowing for the creation of additional mounted content database of the same BAK file. (TFS LID 14956)
- ☐ When restoring sites that use Personalization site templates in SharePoint 2010, the "built-in" web parts are restored in different places. (TFS LID 15491)
- ☐ For Group Work Site Template, Basic Meeting Workspace Template or Record Center template, of SharePoint 2010 "built-in" calendar, team discussion, and task web parts are restored but look and feel is a slightly different. (TFS LID 15492)

- ☐ "Secondary Administrator" option available on the Restore wizard does not work when restoring a Site Collection, as the secondary administrator is not added during a restore. (TFS LID 16140)

Granular backup and restore considerations

You rely on the backup and restore solution that you select to safeguard the data that is stored in your SharePoint farm. For you to trust the backup solution that you use, you need to fully understand the abilities and limits of the tool that you select. Metalogix is committed to giving you the information that you need to know about Metalogix SharePoint Backup.

Metalogix SharePoint Backup can back up both SharePoint farm components and granular SharePoint objects. Farm component backups and granular backups work differently, and have different advantages and limitations. Your needs and your SharePoint environment may call for you to use one of the backup methods and not the other. Most SharePoint 2010 farms use both methods, because they are complementary, rather than a direct replacement.

Recommended Solutions

The Metalogix Knowledge Base contains recommend solutions to known issues (such as those that follow), and can be accessed from the Customer Portal at https://metalogix.force.com/customerportal.

Number	Title
00004100	What ports are used by Metalogix SharePoint Backup?
00003666	Metalogix SharePoint Backup Management Console constantly displays the "Loading ..." message when you attempt a backup or restore.
00003762	Users receive 'Access is Denied' or '403 Forbidden' error while sites are being backed up with Metalogix SharePoint Backup.
00004099	Warning during backup, "Unable to export the XML for web part."
00003433	Error when configuring WFE for Metalogix SharePoint Backup, "Unable to retrieve the configuration database connection string."