V15 Insight "How To"

Q: I can't create a network place on a machine running XP OS. Works fine on Win2000, what could be wrong?

A: If you are running, Microsoft Windows XP, you must disable Web Client Services before adding a network place.

> **To disable Web Client Services:**
> - ? In Control Panel, click Administrative Tools, and then click Services.
> - ? From the list, right-click WebClient and select Properties.
> - ? Change the Startup type to Disabled.
> - ? Change the Service Status to Stopped.
> - ? Click OK.

Q: What are the mandatory properties required for Solid Edge documents?

A: Insight contains a set of eight mandatory properties that are used to manage Solid Edge documents in SharePoint.

The **SEDocID** property contains information that Insight uses to manage links. Every document managed by SharePoint has a unique ID. Insight stores the link information in the SEDocID property. If Insight cannot find links in the relative path structure of a managed document, it attempts to find the document based on the unique ID.

The **SELinkData** property contains a text representation of all the links in the document. It is used in where-used searches, reports, and to determine which documents to copy to the local cache during download.

The **SERevisedFrom** property contains the name of the document from which the selected document was revised. It is populated when you run the Set Action to Revise command in Revision Manager.

The **SEStatus** property contains the status of the document that is set on the Status tab of the File Properties dialog box.

The **SEStatusUser** property contains the name of the last user to change the status of the document on the Status tab of the File Properties dialog box.

The **SELastKnownLocation** property contains the URL where the document was stored the last time it was checked in. It is updated every time you check in a document and helps to find files that have been moved.

The **SERevisionRoot** property is the SEDocID for the very first document to be revised in the revision history. This makes it easier to find all of the files revised from a common root.

The **SERevisionLevel** property contains information that determines the location of a file within the revision tree so that the correct revision of the file is displayed when revision rules are used when opening the file.

Q: How do I add the mandatory Solid Edge properties to a document library?

A: Before you can use Solid Edge Insight, as the administrator, you must create the set of mandatory properties on the server and set up the users and roles for access to specific folders in the managed library.

To do this:
On the Start menu, point to Programs, then point to Solid Edge Insight Server, and then click Workspace Editor.
- ? On the Mandatory Properties Creation On Server dialog box, type the name of your document library and click Create.
- ? A dialog box is displayed when the properties are successfully created.
- ? On the dialog box, click OK.

Note: To save time, run create mandatory properties, add your custom properties, and then save the document library as a template. You can then use the template to create your other document libraries. You can also save sites as a template.

Q: I have used the "Microsoft.Sharepoint.Workflow.SetupWizard.exe" to create a simple workflow over a document library. I have set two Approvers (Moderators) in serial fashion, and followed each and every instruction provided in the Insight Help. Everything is working fine when I see it through the WSS site, only thing which is not working is the 'e-mail notification'. I have configured the SMTP server. If anyone has used this wizard and is getting Email Notifications properly, kindly let me know the proper procedure.

A: Do you have SMTP loaded on the SharePoint server? If not, go back and install it onto the server. It's part of the IIS setup and you can add it as an extra component without rebuilding from scratch.

If you set a SharePoint alert, do you get alert email notifications like you should? If not, need to configure your virtual server and SharePoint email settings through the SharePoint Central Admin pages.

Check the Advanced Delivery options in the Default SMTP Virtual Server Properties page (start IIS Admin Services and select properties from the Default SMTP virtual service shortcut). To get mail to work within the EDS domain, we had to set the masquerade domain to eds.com, the fully qualified domain name to the fully qualified domain name (example: mycomputer.somedomain.eds.com), and the SMTP host set to one of our exchange servers (again a fully qualified domain name). You will also need to add a local alias domain by selecting the domains object under Default SMTP virtual server (in IIS manager) and use the name of your domain as the alias (example: eds.com).

Q: While I understand there is no way to specify a version limit per document at this time. If versioning is turned on, is there a way to remove all older versions once a project is released?

A: The only way at present is to delete the old versions you don't want to keep.

Q: When attempting to setup an Insight Web Part Page, none of the Insight web parts are in the list of available web parts.

A: The problem was caused by entering a static IP address in for the web site identification. Because the virtual server was set to use an IP address, the batch command was trying to run using the server name. Since it was a static IP address, the server name did not resolve. Setting the web site back to all unassigned resolved the issue. Here are the steps to do so:

1.) Open the IIS MMC
2.) Right click on the virtual server name and choose properties
3.) In the web site tab IP address drop down menu, set that to 'all unassigned"
4.) Restart IIS

For additional information, click the article number below to view the article in the Microsoft Knowledge Base:
816576 HOW TO: Create a New Virtual Server or Web Site in Internet
Information - - http://support.microsoft.com/?id=816576

Q: Some of our client machines are experiencing much slower file download / open times while other client machines do not, what could be wrong?

A: V15 Insight testing uncovered that client performance was negatively impacted when the Media Type property on the Client Network adaptors was set to AutoSelect instead of 100Mb Half or Full Duplex. After manually setting the Client network adaptors to 100Mb Full Duplex, client performance was consistent with other machines.

Microsoft's recommendation has been to hardcode the speed on the client to match the switch. The redirector needs to determine the link speed; this fails if the client or switch is set to auto-negotiate. So to answer your question, the link speed on client and server does not need to match, but the link between the Windows machine and their first switch/hub should be hard coded to match.

Q: How do I turn on debug logging?

A: Go to Solid Edge install folder and run EnableInsightLogging.exe and enable to logging. This exe must be run on the client as well as server machine so that we have complete logs. The log files location are listed on the dialog that pops up when you the run the EnableInsightLogging.exe.

Q: How do you move an SQL database from one drive to another on the same server?

A: Follow these steps:
- ? Create the content database and let it default to the SQL drive (c:\)
- ? Write down the name of the content database here _____
- ? Start SQL Enterprise Manager on the server
- ? Browse down to the Databases section for the local server
- ? Right-mouse-click on the content database and select All Tasks: Detach Database...

- ? On the Detach Database dialog, click OK if there are no users connected to the database (there shouldn't be. if there are click on Clear to force them out)
- ? Leave the SQL Enterprise Manager Application running.
- ? Through File Explorer find the <databasename>.mdf file (from step 2) By default the .mdf and .ldf files will be in c:\program files\Microsoft SQL Server\MSSQL\Data.
- ? Move the <databasename>.mdf and .ldf files to the E:\ drive (can move to a subfolder if you so desire).
- ? Go back to SQL Enterprise Manager
- ? Right-mouse-click on Databases and select All Tasks: Attach Database...
- ? On the Attach Database dialog, click on the Browse control (...) and browse to the E:\<database>.mdf file
- ? Take all the defaults on the dialog and click on OK
- ? If everything works, you will get an "Attaching database has completed successfully." dialog. Select OK to finish.

Q: How do I restore a (WSS) SQL Server backup to *another* server?

A: Note: restoring to the same server is covered in the WSS Admin Guide. Here are some detailed suggestions on how to restore to a new site:
1) On the Backup server (standby or whatever you are calling) extend the virtual server as a WSS site.
2) Restore the backup of content database to the backup server.
3) Using the WSS Admin UI, go to the Virtual Server you have extended-Manage content database and remove the database. Then using the same UI, now add the restored database.
4) This will populate the config databases for you with the right information (please note you do not have to restore the config database to the Backup Server)
5) Please note that the Content App Pool account of this backup server must have the same account that you have been using for the Production server. If not then using SQL queries you need to change the DBO owner of the restored database to the one you are using (the Admin guide gives you a query on how-to do this)
6) Once added now you will be able to browse to the site you want and restore the documents from there or do a stsadm backup and restore an entire site collection the Production server.

Q: What's the process for migrating V14 Insight (and prior**) SharePoint v1 Web Storage data to SQL Document Library storage in Insight V15?**

A: An Insight Migration tool is being developed for the migration. The tool will not be available with the initial release of Version 15. The Migration tool will be made available as soon as it is complete in a V15 Update.

Here's an outline of the process (Note: this process may change as the migration tool evolves):

1. Set up a 2nd server with Windows Server 2003, WSS, SQL 2000 SP3, v15 Insight Server.
2. Create sites and document libraries, set security, and add Solid Edge properties at this time.
3. Install Solid Edge V15 on one client machine.
4. Run the migration application and setup the folder mappings - - SPDataMigration.exe
5. Migrate V14 Insight documents to V15 Insight starting with documents least likely to change. Suggest the following order:
    a. Baselined
    b. Released
    c. Obsolete
6. Available/In Work/In Review
7. When all the documents are successfully migrated, run a small pilot to verify that everything is setup and working properly.
8. Take the V14 Production server off-line
9. Migrate any documents modified between the initial migration and taking the production server off-line.
10. Backup Insight data on both servers, V14 & V15.
11. Setup/Rebuild the V14 Insight production server with Windows Server 2003, WSS, SQL 2000 SP3, v15 Insight Server
12. Restore the V15 Insight backup on the production server
13. Run another small pilot to verify that everything is setup and working properly.
14. Educate / Update users on the V15 changes.
15. Deploy / go-live.

Q:

A:

Q:

A:

Q:

A: