Software Version 3.7


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<td>REPST-1-10123</td>
</tr>
<tr>
<td>Distribution</td>
<td>Commercial- In Confidence</td>
</tr>
<tr>
<td>Prepared by</td>
<td>Alan McMillen</td>
</tr>
<tr>
<td>Updated by</td>
<td>Gavin Strawbridge</td>
</tr>
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</table>
Introduction

1.1 Document Overview

This document describes the support that Repstor provides to address customer issues for Repstor affinity. The intended audiences for this document are helpdesk staff who support users of Repstor affinity.

1.2 Repstor affinity Support Basics

Repstor offers customers the ability to extend support through a support and maintenance agreement that provides access to the Repstor Support team for 3rd and 4th line support requests. Repstor requires the customer’s IT team to handle 1st and 2nd line support queries. Customer IT teams are better placed to understand common queries that can include user and computer management that the Repstor team have limited access to support. You can do one of the following to raise a support ticket:

- e-mail our dedicated support Inbox at support@repstor.com
- call Repstor within UK business hours to discuss and diagnose your support queries.

The support queries are logged into the Repstor support system. Each support query generates a unique support reference ticket number and sends an acknowledgement to the customer. The acknowledgement includes our reference for further correspondence.

1.3 Support Request – Mandatory information

All support requests must be sent as email to support@repstor.com with the following basic information.

- Customer Organization
- Customer Contact
- Contact Email Address
- Contact Telephone Number
- Product(s) in Use
- Product Version and Build
- Connected repository type and version details
- Description of the issue and steps taken to date for diagnosis and steps required to reproduce
- Impact of the issue (High/Medium/Low/For information only)

The support desk can ask for further information regarding the technical environment depending on the nature of the support request.
Note Always attach relevant screenshots and supporting information such as diagnostic logs to the request.

1.3.1 Identifying the version and build number

Customers must provide the version and build number with any support request.

- In Outlook, click the **Repstor** tab. The version number is available as in the image below.

![Repstor tab in Outlook](image)

1.3.2 Familiarization with **Repstor affinity**.

Support staff must familiarize themselves with the **Repstor** product, installation, general set up and usage. You can find the relevant information in the following links.

- User Introduction
- Installation and Configuration Guide
Technical Introduction to *Repstor affinity*

### 2.1 Technical Architecture

*Repstor affinity* is a client only product that consists of an Outlook add-in and an Outlook wrapped message store which contains all synchronized content and configuration details. For *Repstor affinity* to work, both the add in and message store must be available.

### 2.2 Software

By default, *Repstor affinity* program files are installed to the appropriate program files directory (Program Files/Repstor) or (Program Files (x86)/Repstor) depending on the Office and Operating System combination.

### 2.3 Data files

Data files, index files and temporary files are deployed to the user’s AppData folder (Users/Username/Appdata/Local/Repstor). Each Outlook profile has a separate folder at this location. The datafile acts as a local cache for information synchronized from attached repositories. You can access the datafile properties in Outlook. Standard actions such as compacting of the file occur automatically according to the general settings in place for Outlook.

### 2.4 Registry Entries

- You can find the registry For 64 Bit Windows (with Office 32 Bit) at:

  ```
  HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Repstor
  HKEY_CURRENT_USER\Software\Repstor\Repstor Affinity
  ```

- You can find the registry For 32 Bit Windows (or 64 Bit Windows/Office 64 Bit) at

  ```
  HKEY_LOCAL_MACHINE\SOFTWARE\Repstor
  HKEY_CURRENT_USER\Software\Repstor\Repstor Affinity
  ```

  **Note**  A list of the Registry keys is provided in Appendix A

### 2.5 Repstor License

*The Repstor license key* defines the products a customer can use and can:
• limit the use of the product to specific user communities.
• limit which modules and connectors are available after licensing.

Limitations are mentioned in the email in which the license is sent to your organization. The Repstor- provided license key is called the parent license key. When a user starts Repstor affinity their license is activated through a call to the Repstor licensing server for that user. The user’s machine receives an activated license (the child license) which is tied-in to their email address and machine.

Notes
• RepstorConfig utility is installed into the Repstor installation directory.
• The ribbon and other menus in Outlook vary depending on the modules that the license key enables.
Initial Diagnosis and resolution of issues


Initial diagnosis of issues establishes some base information to narrow down the area to which the issue is related. This section describes some of the common categories of issues that you can face. In most cases these issues are because of incorrect configuration. Adjusting the configuration settings of the Repstor affinity installation or the repository that the user is connecting to will resolve them.

3.1 The Repstor affinity Ribbon and Toolbar are Missing

<table>
<thead>
<tr>
<th>Cause 1</th>
<th>Repstor affinity add-in has been disabled</th>
</tr>
</thead>
</table>
| Steps to Check: | a. In Outlook go to File>Options>Add-Ins>Manage Com Add-ins and click GO.  
b. In the COM Add-ins dialog box that appears, check if the software is listed and selected. |
| Resolution: | a. In Outlook go to File>Options>Add-Ins>Manage Com Add-ins and click GO.  
b. In the COM Add-ins dialog box that appears, select the check box for the add-in you want.  
c. Click OK. |
| Cause 2: | Repstor affinity is not installed or has been un-installed |
b. In the Apps & features dialog box that appears, check if the software is listed. |
| Resolution: | Install the software |

3.2 User cannot Access any Repstor affinity Folders or Content

<table>
<thead>
<tr>
<th>Cause 1</th>
<th>Outlook has not opened the Repstor affinity data file</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steps to Check:</td>
<td>In Outlook, check if the Repstor affinity Datafile appears in the top level of the folder structures</td>
</tr>
<tr>
<td>Resolution</td>
<td>Ensure that the datafile is accessible.</td>
</tr>
</tbody>
</table>
3.3 Repositories are not synchronized

<table>
<thead>
<tr>
<th>Cause 1</th>
<th>The user has switched off synching</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steps to Check:</td>
<td>- In Outlook, click the Repstor tab and see if the Synch is Enabled box is selected.</td>
</tr>
<tr>
<td>Resolution</td>
<td>- In Outlook, click the Repstor tab and click the Synch is Enabled box.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause 2:</th>
<th>The user is not connected to the network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steps to Check:</td>
<td>Open the Sync Log. Messages appear indicating that there is a Possible Connection or authentication Error.</td>
</tr>
<tr>
<td>Resolution</td>
<td>Reconnect the network</td>
</tr>
</tbody>
</table>

**Notes**

- If the above are not causes, check the sync log for messages that might identify the cause.
- If additional diagnosis is required, switch on logs and check for errors, see Diagnostics.

3.4 Individual Repositories do not Synchronize or cannot be Accesssed (other locations are working)

<table>
<thead>
<tr>
<th>Cause 1</th>
<th>Source location is not available because it is offline</th>
</tr>
</thead>
</table>
| Steps to Check: | a. In Outlook, go to Repstor affinity. 
b. Right-click on the folder you want to check and click Open Location. If the Location does not open, it is not available for synchronization.
c. For additional information open the Sync log and perform an explicit synchronization on the relevant repository, check for messages. |
| Resolution | Report that the source location is offline. |

**Note**  If the above is not the cause, check the sync log for messages that might identify the cause, if additional diagnosis is required, switch on logs and check for errors, see Diagnostics.

3.5 Difficulty in adding new repositories

<p>| Cause 1 | The Connect to Outlook function invokes the standard SharePoint function rather than the Repstor specific function |</p>
<table>
<thead>
<tr>
<th>Steps to Check:</th>
<th>In Internet Explorer, in Add-ins, see if the Repstor SharePointSyncHandler add-in is present and enabled.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution</td>
<td>a. In Outlook, click the Repstor tab and click Options.</td>
</tr>
<tr>
<td></td>
<td>b. In the Options dialogue box that appears, click <img src="assets/reset.png" alt="Reset Connect To Outlook" />.</td>
</tr>
<tr>
<td>Cause 2</td>
<td>The Connect to Outlook function is greyed out in SharePoint</td>
</tr>
<tr>
<td>Resolution</td>
<td>a. If the Repstor SharePointSyncHandler add-in is not enabled, in the Internet Explorer (32 or 64 bit) Add-ins then, In Outlook, click the Repstor tab and click Options. In the Options dialogue box that appears, click <img src="assets/reset.png" alt="Reset Connect To Outlook" />.</td>
</tr>
<tr>
<td></td>
<td>b. If the add-in is present and enabled, check that the site being accessed is included in the trusted sites list or is included in a group that has sufficiently low security settings to allow the function to be invoked.</td>
</tr>
<tr>
<td>Cause 3</td>
<td>Search for new repositories does not return results</td>
</tr>
<tr>
<td>Resolution</td>
<td>Verify that the Repstor search scope is configured correctly and points at the repository.</td>
</tr>
</tbody>
</table>
Dealing with Sync Errors

4.1 Useful sources of information

When dealing with Sync errors, the following sources of information can help.

4.1.1 The Sync Log

The *Repstor affinity* sync log shows the latest progress in synchronizing repositories:

- In *Outlook*, click the *Repstor* tab and then click ![Sync Log](image).

  The *Repstor affinity - Synchronization Messages* dialog box appears.

4.1.2 Mail Search Folders

The Search folders under *Repstor affinity* in *Outlook* show the status of specific content that the users update or access.
• In Outlook, click Repstor affinity and then click Search Folders.

<table>
<thead>
<tr>
<th>Items</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Edits</td>
<td>Items the user is currently editing.</td>
</tr>
<tr>
<td>Pending Changes</td>
<td>List of updates and added items, yet to synchronized.</td>
</tr>
<tr>
<td>Sync Conflicts</td>
<td>Changed items that currently encounter a conflict</td>
</tr>
<tr>
<td>Sync Errors</td>
<td>List of items with synchronization errors.</td>
</tr>
</tbody>
</table>

### 4.2 Dealing with Sync Issues

#### 4.2.1 Refreshing content in the local cache

In some circumstances the user must refresh their local cache to remove or handle inconsistencies. Users can refresh a single folder or an entire hierarchy.

**Note**  Synchronize or back-up locally any files that are pending synchronization before refreshing content.

**Caution** Before using any of the following functions ensure that Synchronization is enabled.

#### 4.2.2 Actions on a Single Folder

**Basic synchronization**

1. In Outlook, in Repstor affinity, right-click the folder you want to synchronize and click Properties.
2. In the Properties dialog box, click the Repstor affinity tab.
3. Click to do a standard synchronization checking for updated content since the previous synchronization.

**Refresh Synchronization**

1. In Outlook, in Repstor affinity, right-click the folder you want to synchronize and click Properties.
2. In the **Properties** dialog box, click the **Repstor affinity** tab.

3. Hold down Ctrl and click to refresh the entire folder updating current contents with changes.

### 4.2.3 Actions affecting a folder and its subfolders

#### 4.2.3.1 Delete and Refresh Synchronization

1. In Outlook, in **Repstor affinity**, right-click the folder you want to synchronize and click **Properties**.

2. In the **Properties** dialog box, click the **Repstor affinity** tab.

3. Hold down Ctrl+Alt and click to remove all local contents of the folder, and its subfolders.

   The folder is resynchronized, and the lower level folders sync according to the background synchronization set up. Users can entire repository hierarchy by selecting the top level of the repository and its properties.

#### 4.2.3.2 Delete Individual Items

- If a user cannot delete an item using a standard delete, the user can hold down Shift and Press Delete (in the keyboard).

The user can use this to delete items that are added to the Outlook folder but that cannot be synchronized and are marked with an error. The items are deleted from the client side but no changes occur on the server side. Users can use this to clear out items that will not sync to the server through server settings (e.g. where an EXE has been added which is an invalid type for SharePoint).

#### 4.2.3.3 Delete a Folder from Outlook without Deleting it from the Source Repository

**To delete a folder (without checks)**

1. In Outlook, under **Repstor affinity**, click the folder you want to delete.

2. Press SHIFT+Delete on the keyboard. A confirmation message appears. Do not click Yes.

3. Hold down Ctrl +Alt on the keyboard.

   The folder is deleted from Outlook but still available in the source repository.
4.2.3.4 Rebuilding the local cache from scratch

Note To rebuild from scratch first ensure that all pending updates and local edits are secured and synchronized.

There are two options to rebuild the local cache from scratch.

- Option 1 – For every repository, perform a delete and refresh synchronization at the top level.
- Option 2 – Close the data file.

Tip
- Ensure that you deal with any local edits or pending changes and have a complete record of the repositories that are connected.
- Right click Repstor affinity>Export repository list. Save the tsv file in your local machine. Right-click Repstor affinity>Close ‘Repstor affinity’. Restart Outlook. Right-click Repstor affinity and click Import repository list.

To Close the data file
1. In Outlook right-click the Repstor affinity in the folder hierarchy.
2. Click Close “Repstor affinity”. In some installations the name can be customized, then click Close “Customized name”
3. A message appears asking you to confirm to deletion.
4. To delete the local cache completely, click **Yes, delete any local changes and remove ‘Repstor affinity’**

5. Click **OK**. The Repstor affinity node is removed.

6. Restart Outlook to generate a new datafile and synchronize any centrally configured repositories.
   
   You must add the manually configured repositories that were noted before the datafile was closed to ensure that the user has access to the relevant content.
Diagnostics

Repstor affinity generates detailed diagnostics that help diagnose user-issues. This section describes how to activate diagnostic logging and use the generated logs to diagnose issues.

5.1 Understanding Diagnostics

1. In Outlook, in the Repstor tab, click Options. The Options dialog box appears.
2. Click the Advanced tab.

![Options dialog box with Diagnostics (restart required) area]

The Diagnostics (restart required) area has three check boxes.

- To include error conditions that Repstor affinity encounters, select the Error Messages check box.
- To include information that will provide a context to the error messages, select the Log Messages check box.
- To include the details of information sent to and received from services, select the Service Calls check box.

Repstor affinity uses Web services to connect to SharePoint and other repositories.

5.2 Recommended Process for Generating Logs to Help Diagnose Issues:

1. In Options dialog box, under the General tab, clear the Schedule regular synchronization of all active repositories check box. This reduces the size of the logs and helps investigate logs relevant to the issue.
2. In the **Advanced** tab, select the **Log Messages** and **Error Messages** check boxes in the **Diagnostics (restart required)** area.

**Note**  Service Calls are often not necessary.
3. Restart Outlook
4. Perform the steps to reproduce the issue
5. In the **Advanced** tab, clear the check boxes in the **Diagnostics (restart required)** area (Switch off logging).

![Diagnostics tab]

7. Restart Outlook.
8. In the **General** tab, select the **Schedule regular synchronization of all active repositories** check box. This will turn on background synchronization.

![General tab]

### 5.2.1 Diag messages

Diag messages provide *Repstor* with information about the metadata sent between *Repstor* and SharePoint. *Repstor* Support will ask for the diag message to resolve the issue.

**To Send Diag messages to Repstor Support**

1. Hold down Ctrl+Shift and right-click on the email with an issue.
2. Click **Diag Message**. An email addressed to Repstor Support at support@repstor.com appears with the diag messages.

3. Whilst sending the email provide as much information as possible.

### 5.2.2 Anti-Virus Software Issues

*Repstor* may have some performance issues with Outlook running slow after installation of *Repstor* application with some Anti-Virus providers. It is recommended to exclude three files in your Anti-Virus from scanning:

```
C:\Program Files (x86)\Repstor\Repstor affinity - ROAMFilterMgr32.exe, ROAMFilterMgr64.exe
C:\Users\%Username%\AppData\Local\Repstor\%Office Profile% - OfflineStore.db
C:\Windows\SysWOW64 - Roam32.dll
```
Repstor affinity Deactivation

To switch a Repstor license from one user to another, you must deactivate the license within the Repstor licensing server. This will ensure that the old license does not count against the number of installed Repstor affinity installations. When deactivating a user, it is important that Repstor is uninstalled from their Outlook environment first. License deactivation is done using the Repstor-Config.exe utility which is installed as part of Repstor affinity (V3 onwards).

The Repstor-config.exe file is in the Repstor affinity installation folder (usually, c:\Program Files (x86)\Repstor\Repstor affinity). To deactivate a license, the following commands are available:

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repstor-Config.exe /deleteCurrentActivation</td>
<td>Looks up the current child license on the installed machine and deletes this activation within the Repstor licensing servers.</td>
</tr>
<tr>
<td>Repstor-Config.exe /deleteActivation &lt;child_license&gt;</td>
<td>Deactivates a specific child license.</td>
</tr>
<tr>
<td>Repstor-Config.exe /deleteActivation &lt;parent_license&gt; &lt;email_address&gt;</td>
<td>Deactivate a specific user (without knowing their child license value) by using their email address.</td>
</tr>
</tbody>
</table>

- Start “Command Prompt” and navigate to the Repstor affinity installation folder and run the above command e.g. Repstor-Config.exe /deleteActivation XXXXXXXTESTLICENCEXXXXXXXX john_smith@test.com

**Caution**  An issue with some older versions of Repstor caused this utility to report an error even when it did correctly deactivate the license.

Repstor affinity 3.7.1 added a new capability to delete multiple activated users in a single step via a new dialog. You can use this in the place of the older command line option that deletes a single activated user.

**To View the Single Step Deactivation Dialog**

1. Start Repstor-Config.exe with Repstor-Config.exe /deleteChildActivationsUI<optional_parent_license>
2. Ensure the parent license that appears is correct and add the email addresses of the users to deactivate.

3. Separate addresses using whitespace characters, for example, space, tab, new line characters but no other punctuation.

   The following will work
   rory@repstor.com fred@repstor.com or

   rory@repstor.com
   fred@repstor.com

   But, rory@repstor.com; fred@repstor.com; will not work.

   **Note**  When a user is deactivated, reactivation is possible only through a support request to Repstor support. After deactivating several users, you can contact support to ask how many activated users are still associated with your parent license.
Appendix A – Registry Keys relevant to support

Repstor affinity is configured through various registry settings. Many of these settings can be set through group policy. If set through group policy, the group policy value for HKEY_CURRENT_USER takes precedence over HKEY_LOCAL_MACHINE. You can find Repstor affinity registry settings in the following locations:

**User defined settings**

HKEY_CURRENT_USER\Software\Repstor\Repstor Affinity

**Administrator defined settings**

HKEY_LOCAL_MACHINE\SOFTWARE\Repstor\Repstor Affinity

Or

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Repstor\Repstor Affinity

A full list of Registry keys is available in the [Installation and Configuration Guide](#).
Appendix B – Outlook Registry Keys relevant to support

Maximum size of an item
The default largest file that Outlook allows to uploaded is 20MB. This can increased by adding the Outlook Registry setting MaximumAttachmentSize.

Note Account settings in Exchange can limit the size of items sent by Exchange email accounts allowing this Outlook setting to apply to non-Exchange stores, such as the Repstor affinity store.

Location and value of the Registry item
Outlook 2013

HKEY_CURRENT_USER\Software\Microsoft\Office\15.0\Outlook\Preferences

Outlook 2010:

HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Outlook\Preferences

Then add a new DWORD value: MaximumAttachmentSize
Unlimited message size uses a value of 0. For a specific message size (recommended) enter the value in Kb. You may want to round the value down to allow for overhead, so 50MB = 50000.

Datafile size and thresholds
See Microsoft Support article at http://support.microsoft.com/kb/832925