Microsoft

WorkshopPLUS: SharePoint Server Administration

Troubleshooting: Common Mistakes

Agenda - Chapter 1

Missing server-side dependencies

Message reported during migration or in the Health Analyzer

Indicates issues with custom code that is not present in the environment

Four types: Assembly, Feature, SetupFile and WebPart

Solution documented at: https://docs.microsoft.com/en-us/SharePoint/upgrade-and-update/video-cleanup-of-databases-after-upgrade-procedure

! IMPORTANT: Procedure requires running SQL statements. Use an offline copy or a snapshot of the database for these queries.

Agenda - Chapter 2

Anti-virus exclusions

File system anti-virus solutions can seriously impact SharePoint performance

Highly recommended to configure anti-virus exclusions specifically for SharePoint

KB952167 describes which folders to exclude

Link: https://support.microsoft.com/en-us/help/952167/certain-folders-may-have-to-be-excluded-from-antivirus-scanning-when-y

Script: https://github.com/ykuijs/Powershell/blob/dev/SharePoint/SP_AV_Exclusions.ps1

Agenda - Chapter 3

CRL checking

When SharePoint servers do not have access to the internet, loading of pages can have delays.

.NET Framework is trying to contact the Certificate Revocation List (CRL) to validate certificates.

When connection is blocked, SharePoint waits for a time-out to occur.

Article below describes how to configure SharePoint to prevent the CRL checking

https://docs.microsoft.com/en-US/sharepoint/troubleshoot/sites/site-slowness-because-of-sts-certificate-crl-checking

Agenda - Chapter 4

Content-By-Query webpart

Content-By-Query queries the site collection to retrieve information => Slow!

SharePoint 2013 and later offer the Content-By-Search web part

Web part is using the search index => Fast!

Also applicable for Office 365

https://support.office.com/en-us/article/when-to-use-the-content-query-web-part-or-the-content-search-web-part-in-sharepoint-346a0f48-38de-409b-8a58-3bdca1768929

Knowledge Check

Which four types of missing server-side dependencies exist?

- Assembly, Feature, SetupFile, WebPart

How can the file system anti-virus impact SharePoint?

- It can impact the performance of SharePoint by delaying access to files because it must scan those first.

Why can the Content-By-Query webpart be slow?

- It queries the content with each request instead of using the search index.

Questions?

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