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Frequently asked Questions about using SharePoint Apps

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*Relevant to SharePoint 2013 Standard and Enterprise
Editions*



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What are SharePoint Apps?

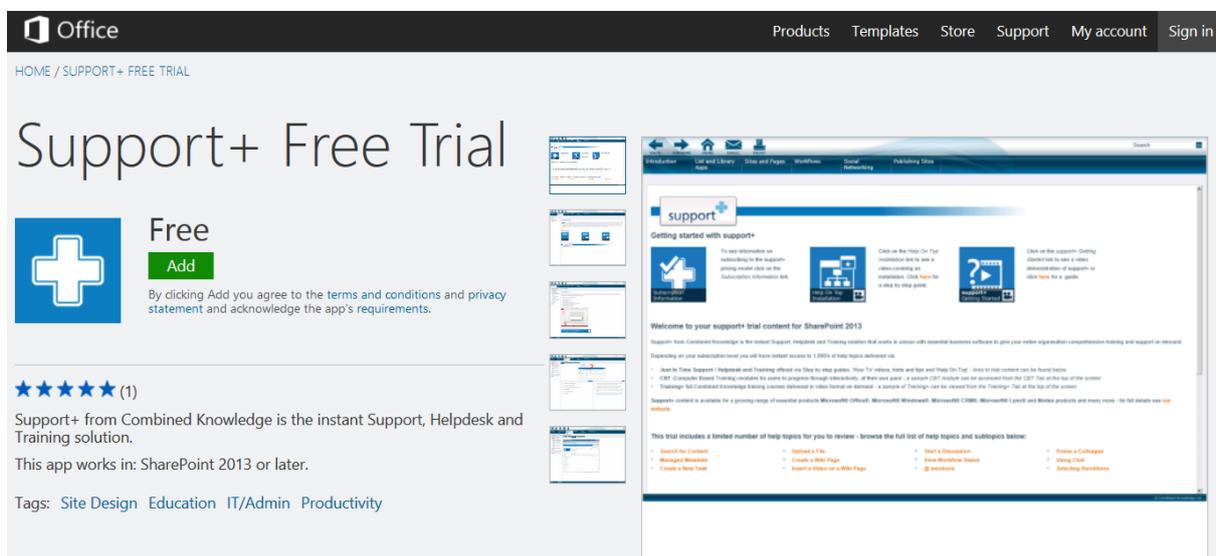
In SharePoint, the term apps is used to describe objects that add more functionality to your site in a simple, hassle-free way. This functionality can take on the form of lists and libraries but also apps sourced from the SharePoint Store or custom apps created by your own development team and provided through the App Catalog.

Some site owners often ask *“Why do the collaborators in their site have access to the app store?”*. This is because the standard team site templates in SharePoint 2013 allocate Site Members the permission level *Edit* instead of *Contribute*. This allows members in your site to add, edit and delete apps including those of the app store. This can be changed by the site owner as they can lower the level of access for that SharePoint site members group from Edit to Contribute.

From the farm administrators perspective they may not want users adding unapproved apps to their SharePoint sites. A good way to manage this is for users to request an app in their change meetings (or use the established app request system) allowing a farm administrator to test the app before deploying it at the farm level.

Marketplace and Developed Apps

You may be asking the question *“Why can I not access the SharePoint Store?”*, *“Why do I have a licensing prompt on my app?”* or *“My app is not working correctly, can anyone assist me?”*. In this section we will discuss a farm administrators control over market place and custom developed apps from Central Administration.



SharePoint and Office Store

In the Site Contents menu of a SharePoint site, users with the ability to add apps to a site can utilise the SharePoint Store. SharePoint Farm Administrators have the ability to add apps from the SharePoint store through Central Administration.

Certain apps are provided free of charge but other apps may require a license and payment for usage. Central Administration allows farm administrators to manage the licenses for your apps. If you are experiencing issues with your app, relating to licensing, speak to your farm administrator via your established support channels.

Farm administrators can also use Central Administration to remove the use of the SharePoint Store, stopping users from adding third party apps to their SharePoint sites.

App Management

Apps can also be monitored by the farm administrators, from Central Administrations app management interface allowing them to help you with identifying any issues you may be experiencing. Note that app errors keep 4 days' worth of history so make sure if you do find an error to report it as soon as you can.

List and Library Apps

Lists and libraries are the corner stones of any SharePoint site and are the primary location for storing and presenting information. In this section we will explore some common questions relating to:

- *Why have my meeting times changed?*
- *Why do I get a warning when uploading files?*
- *Why can't I create Alerts and RSS feeds?*
- *Why can't I build workflows?*
- *Why are buttons locked down in the ribbon?*
- *Why is my deleted content only kept for 30 days?*

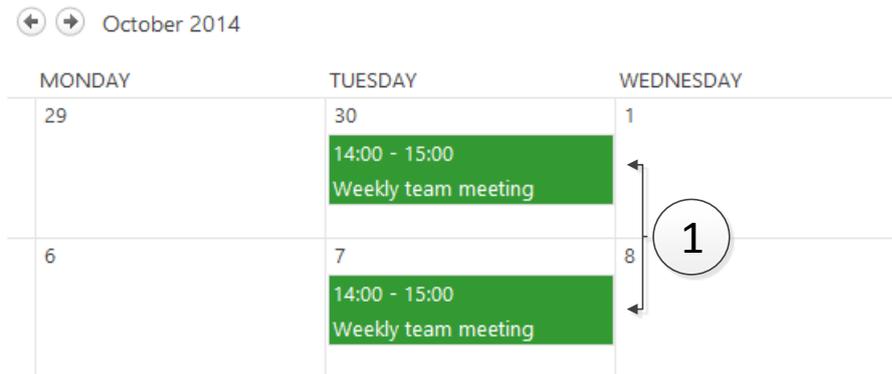
Lists, Libraries, and other Apps

| | | |
|---|---|--|
|  add an app |  Announcements 6 items Modified 3 weeks ago |  Calendar 5 items Modified 7 months ago |
|  Discussions 5 items Modified 3 weeks ago |  Documents 13 items Modified 20 hours ago |  Drop Off Library 0 items Modified 3 weeks ago |

Why have my meeting times changed?

Have you ever created content in a SharePoint list or library that uses a Time and Date field. It's more than likely you have and a common area where you might see this is in a calendar. Once you hit save, sometimes the start and end times change. Below we made an entry in calendar for our Tuesday team meeting but it was set for 10am – 11am. The time zone applied to the site is adding +4 hours onto the original time.

Calendar



The default time zone can be set up for a web application by a farm administrator. This would mean that every site collection and subsite in that web application would adopt that default time zone. If this differs from your current time zone the presentation of time values in a site are adjusted accordingly.

However, you do not need to worry about this, the setting is very flexible. Site owners can alter the regional settings of their sites manually, rather than inheriting the default time zone. On a personal level, individual users can choose their own regional settings within the regional settings options when editing their profile.

Why do I get warning when uploading files?

There can be a few reasons why your files may not upload. Issues that you can resolve yourself are ensuring that the size of your documents exceed 0KB and that your file names do not contain these characters \ / : * ? " < > | # { } % ~ &

There may be some additional reasons that your files may not upload that are beyond your control.

The Site Quota may have been exceeded

When site collections are created, a default quota can be set. The quota for a site is the maximum allocated limit for the amount of content stored across all sites in that site collection. Note that varied quota plans can be selected when creating a site collection if the administrators have set up additional quota templates.

If the members of your site collection have exceeded this quota, a farm administrator can optionally control what happens from that point onwards. They can choose to limit users uploading content until some space has been recovered.

You may be exceeding the maximum upload size

Farm administrators can define the size allowed for a single upload instance to a library. Whether there are one or many files, the combined total must not exceed the maximum upload size. This can be manually set by a farm administrator but the total value cannot exceed 2GB.

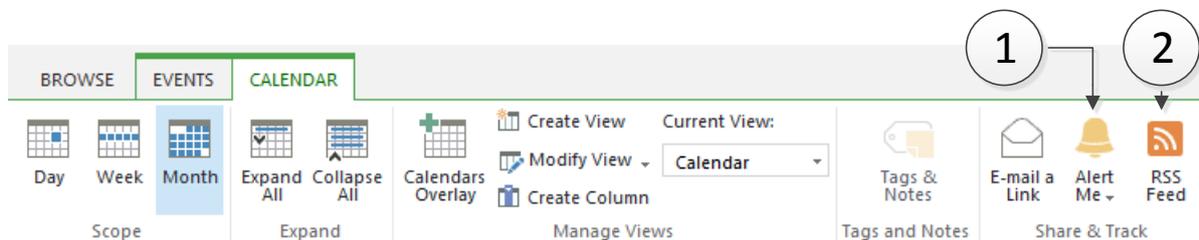
Additionally the total number of files uploaded in a single batch must not exceed 100. If you do exceed 100 files you can open a separate browser window or browser tab and upload the next 100 files in the new window or tab.

Your file type may be blocked

Some file types are blocked in a SharePoint web application. Additional file extensions can be added to this list to further enforce the types of files that are not allowed in your SharePoint sites. The reason that these files are blocked is that sometimes there is an associated risk with having these files in SharePoint. For example an exe file type could be a harmful malware program. If the file type you are uploading is blocked, speak to your SharePoint farm administrator about the files that you are working with so that they can make an informed decision on removing the block.

Why can't I create Alerts and RSS Feeds?

Whilst in lists and libraries you may have noticed that there are multiple ways to track changes to content that is important to you. Both alerts and RSS feeds provide end users with the ability to subscribe to changes to items and files in lists and libraries.



1. **Alert Me** – Can be used to set up an email alert on either a single item/file or a whole list/library. This is a configurable email notification with filters and frequency options.
 - a) SMS is also an option that is presented in this interface
2. **RSS Feeds** – RSS feeds can't be configured and simply show all changes that have occurred in the list or library. The value is that you can subscribe to RSS feeds with apps, web parts and web browsers to allow you to monitor many lists and libraries from a single location.

So you might be in a situation where you are asking “*Why can't I use alerts or RSS feeds?*”. If you are in this situation it is worth noting that both alerts and RSS feeds can be disabled for a web application. If alerts are enabled the default number of alerts a user can create is set to 500. This can be altered or set to infinite. Also SMS messages can be set up for a web application. If configured your alerts can be sent to a mobile phone using SMS functionality.

Why can't I Build Workflows?

With the right levels of access in a SharePoint site, you may complement your lists, libraries, sites and content types with workflows. Workflows in SharePoint automate simple business tasks like gathering feedback on a file or maybe getting some content approved. Workflows keep the process consistent and visible to participants who are assigned their tasks by email.

A site collection administrator will need to ensure that the site collection feature Workflows is enabled for their site collection before the function is available for site owners to use. There is also a publishing approval workflow available at the site collection level too for page approval typically used in publishing sites.



As well as there being an activation option for workflows at the site collection level, there are also options to enable and disable workflows for the whole web application. If you are asking yourself *“Why can't I use workflows in my SharePoint sites”* make sure that the site collection features have been enabled by your site collection administrator before escalating your request to the farm administrator.

Also configurable in Central Administration are options for internal users. These workflow participants can optionally be notified if a workflow task is assigned to them, even when they do not have access to the site where the task resides. Another option applies to external users. Messages sent to them from the workflow can optionally include a copy of the document that the workflow is running against.

Why are buttons locked down in the ribbon?

When it comes to permissions in SharePoint, a site owner decides what amount of access to give to which people. Site owners must make use of defined permission levels that are created by a site collection administrator. These permission levels consist of a variety of individual permissions which dictate what a user can and cannot do in the SharePoint site. The result of this for an end user might be missing options and greyed out buttons as further restrictions are applied.

- Add Items - Add items to lists and add documents to document libraries.
- Edit Items - Edit items in lists, edit documents in document libraries, and customize Web Part Pages in document libraries.
- Delete Items - Delete items from a list and documents from a document library.

Site collection administrators can create new permission levels by switching on and off individual permissions like the ones shown above.

Some organisations might want to restrict which permission levels a site collection administrator can use. This can be done by removing individual permissions that are available in the web application.

One example may be that in an organisation, site owners are not allowed to create subsites. To restrict this capability, the farm administrator can remove the user permission 'Create Subsites' from the web application.

If you feel that your access is rather limited, ensure that you speak to the owner of the site you are using if you are a collaborator. From a site owners perspective you can speak to the site collection administrator of you require additional permission levels creating. If you are a site collection administrator and there are common permissions that are unavailable in your permission levels, speak to your farm administrator.

Why is my deleted content only kept for 30 days?

The recycle bin in SharePoint will collect a user's deleted content from the current site and keep hold of it for 30 days by default before the content is removed. But have you ever thought "Why does the recycle bin only hold my deleted content for 30 days?" or maybe you do not have a recycle bin in your SharePoint sites.

Restore Selection | Delete Selection

| <input type="checkbox"/> Type | Name | Original Location | Deleted By |
|-------------------------------|--|---|--|
| <input type="checkbox"/> |  Team Site | /sites/TBD/Annual-Production | <input type="checkbox"/> Chris Casingena |
| <input type="checkbox"/> |  Old Files | /sites/TBD/Annual-Production/private/Production Packs | <input type="checkbox"/> Chris Casingena |
| <input type="checkbox"/> |  New Folder | /sites/TBD/Annual-Production/private/Production Packs | <input type="checkbox"/> Chris Casingena |
| <input type="checkbox"/> |  Projects | /sites/TBD/Annual-Production/private | <input type="checkbox"/> Chris Casingena |

The recycle bin settings are also controlled through Central Administration. For a web application the recycle bin can be disabled completely or extended to retain deleted content for even longer than 30 days (indefinite if required).

There is also a second stage recycle bin, accessible to site collection administrators. By default it is configured to use 50% of a site collections allocated quota. The second stage recycle bin allows a site collection administrator to access content in any users recycle bins for any site in the site collection. They can even access content that has been deleted from these users recycle bins. The duration of access to this content is defined by the standard duration to retain deleted content mentioned earlier.

The reason why this is restricted is due to the amount of space that deleted content takes up in your site quota. We wouldn't want users to be unable to upload crucial information because everyone retains their deleted files in their recycle bins.

Select a View

End user Recycle Bin items | Deleted from end user Recycle Bin

Restore Selection | Delete Selection

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