fileTrooper

#ROOTFUSION

User Manual

Table of Contents

Document revisions

This document refers to the software called fileTrooper, all releases included. The document revision history is detailed in the table hereafter.

October 2018	FLTP V1.1.0 - First Edition of User Manual
February 2019	FLTP V2.0.0
March 2019	FLTP V2.0.0 – FREE edition added
April 2019	FLTP V2.1.0 – Routing feature added

Chapter

1

Introduction

Purpose of the document

This document contains the user manual of the software fileTrooper. It has been created at our best effort however it may contain errors for which we do not endorse any responsibility.
This document describes the procedure to install the application on your SharePoint sites, the different features of the application and the way to use it.

Purpose of the application

The purpose of fileTrooper is to provide to the end user an easy way to manage, browse, and search files stored in the different libraries of SharePoint sites.

fileTrooper is a SharePoint add-in to extend the SharePoint experience in files management and exploration. The current version is delivered via the platform Microsoft® AppSource (including the SharePoint Store) and can be installed and executed on SharePoint platforms such SharePoint Online.

fileTrooper can be used on existing environments without the need of setting up additional server-side components.

Chapter

2

Installation

Download fileTrooper app from the SharePoint store
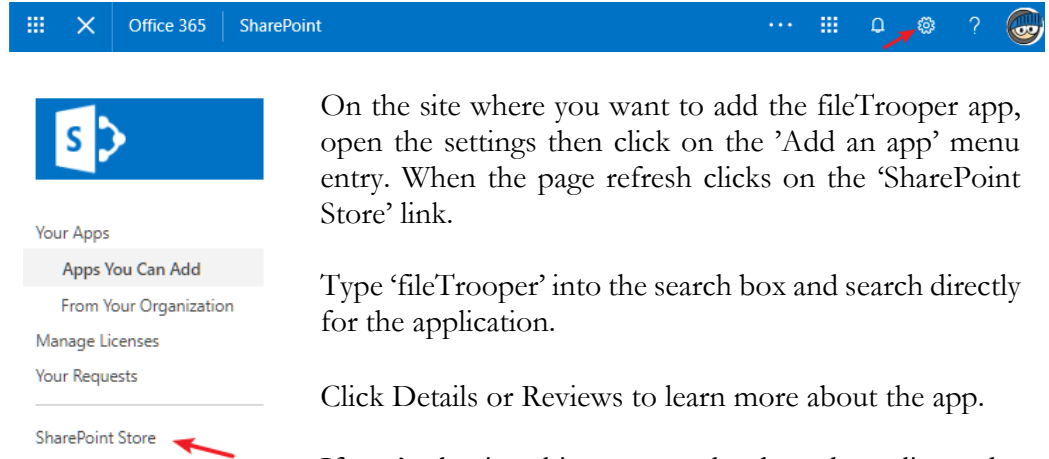
On the site where you want to add the fileTrooper app, open the settings then click on the 'Add an app' menu entry. When the page refresh clicks on the 'SharePoint Store' link.

Type 'fileTrooper' into the search box and search directly for the application.

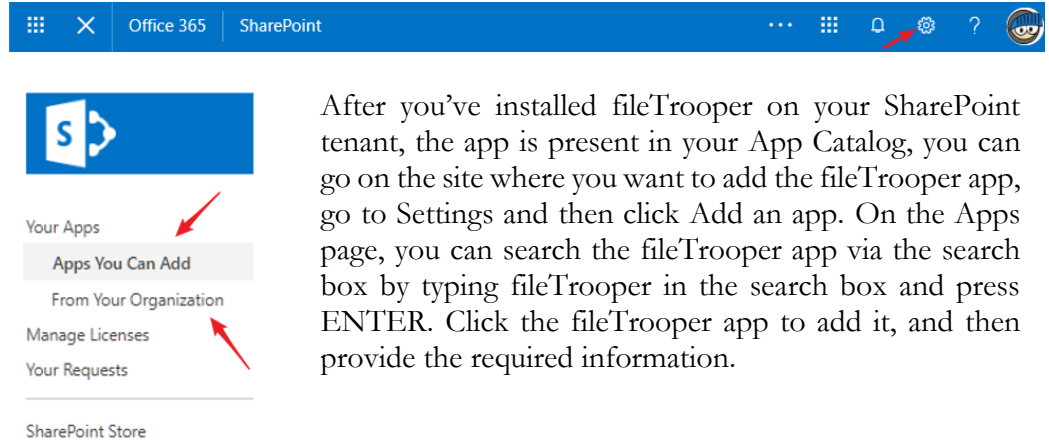Click Details or Reviews to learn more about the app.

If you're buying this app, use the drop-down list under the price to specify whether you are buying it for your own use, for use by several people. A trial version is also available.

If required, specify the number of user licenses you want to buy. To buy the app click 'Buy It'. Follow the steps to log in with your Microsoft account to buy the app. When you're asked if you want to trust the app, review the Terms & Conditions and the Privacy Statement from the app, and then click 'Trust It'. The app will now appear on the Site Contents page. You can start it by clicking its icon on the Site Contents Page, which will take you to the fileTrooper app.

Remarks:

- You must have Full Control permissions to add apps from the SharePoint Store. You already have this if you are the Site Owner.

- If your administrator has not configured your site to allow users to buy apps, you may still be able to request an app. The person in your organization who manages the App Catalog site can approve or deny requests for purchasing apps.

Add fileTrooper app to a SharePoint site

After you've installed fileTrooper on your SharePoint tenant, the app is present in your App Catalog, you can go on the site where you want to add the fileTrooper app, go to Settings and then click Add an app. On the Apps page, you can search the fileTrooper app via the search box by typing fileTrooper in the search box and press ENTER. Click the fileTrooper app to add it, and then provide the required information.

Important note: you need to install fileTrooper in a site where users of the application have permissions to view, add, update and delete list items (e.g. the site Members group). This is because users must be able to save their settings. From there, fileTrooper can access other sites of your tenant, and permissions will depend on the SharePoint accesses granted to the user.

fileTrooper uses the group membership (from the site where the application has been deployed) to determine the user profile: site owners are considered as administrators, site members as standard users.

Assign fileTrooper licenses to users

Once fileTrooper has been installed, you can manage user licenses (assign licenses to named users). From the SharePoint site content where fileTrooper has been deployed, click the 3 dots next to fileTrooper and select Manage licenses.
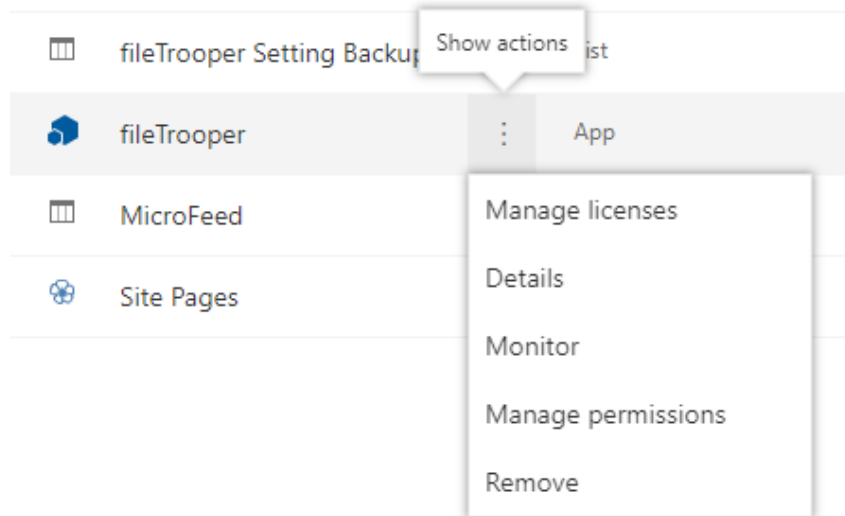
Note: for fileTrooper FREE edition, licenses assignment is managed inside the application (for 5 users maximum), in the global settings.

Chapter

3

Overview

and configuration

How to start the application?

After having installed the fileTrooper app on your site, go to site content and you can start the fileTrooper app by clicking on its icon or the associated link. This will load the fileTrooper app in your web browser.

SharePoint provide also, a quick URL to access your app. The app URL will be the one of the sites on which you installed fileTrooper followed by /fileTrooper_365.

For the FREE edition, it's /fileTrooper_365_Free

Example: https://contoso.sharepoint.com/sites/projects**/fileTrooper_365_Free**

First start of the application.

In case of first start of the app, no libraries are configured yet in fileTrooper, the application will return a popup message to invite the user to configure some libraries prior to be able to use the application. (nobody can use the app until this first configuration is done)

If you are site owner (of the site where fileTrooper has been installed), you can configure at least one default library for all your users. Configured libraries will appear automatically to the users at the start-up of the application without any configuration from their side. Site owner can configure default libraries via the menu of the application 'Global Settings'.

If you are not site owner (of the site where fileTrooper has been installed), you can override the default libraries and define your personal settings to display only the one you need. You can do it via the application menu 'My Settings'.

See the chapter about the <u>configuration</u> to have more information regarding the adding of new libraries.


fileTrooper FREE edition

This version provides all the same functionalities than the paid version. However, it is limited to maximum 5 users in your Organization, and only one instance of the SharePoint add-in can be deployed in your tenant. This version can be handy to evaluate the product without the timing constraint of a trial period. The FREE version of fileTrooper provides specific registration features (see Global Settings)

Overview

Main Screen

The main screen of fileTrooper is as follows (when user's view layout is 'Vertical'):
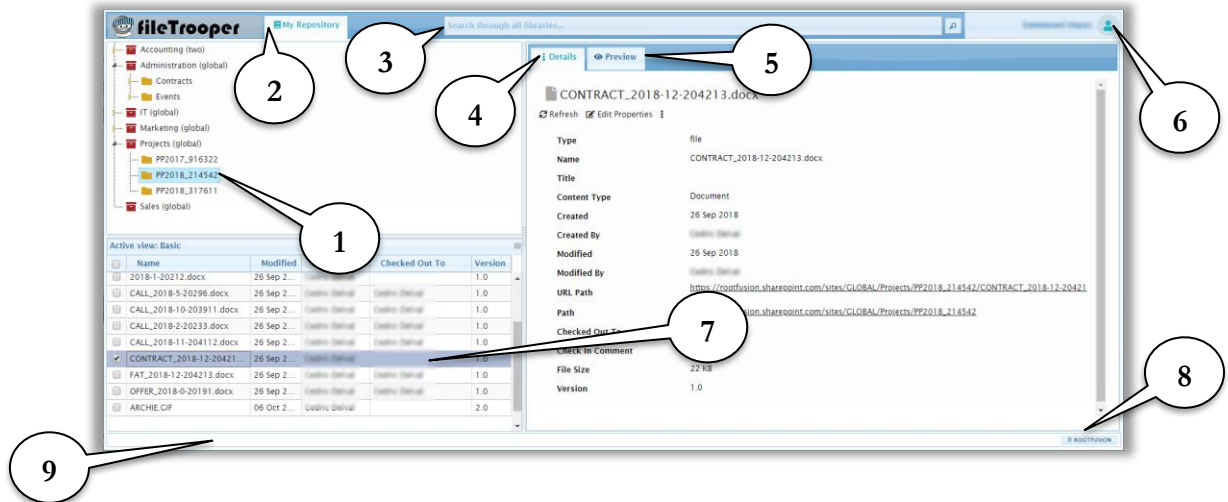
1. **Tree view area** — The document libraries and folders are displayed here. User can select a document library or a folder to have access to their detailed information's and to load files of the selected library or folder. By right clicking in this area a context menu will appear to allow actions on folders and document libraries.

2. **Repository** — The name of the repository.

3. **Search box** — The search box will allow user to search for files through document libraries and folders. Note that the search relies on your SharePoint configuration.

4. **Details tab** — When the details tab is active, the user will see detailed information about the document library, the folder or the file selected.

5. **Preview tab** — When the preview tab is active, the user will be able to preview the file (if the preview for this type of file is supported by the web browser and if the preview is authorized by the site owner).

6. **User and Menu** — Shows the connected user. By clicking on the user name, the application menu will popup.

7.	**Files explorer**	The files contained into the selected document library or folder are displayed here. User can select a file to have access to the file details or preview. By right clicking in this area a context menu will appear to allow actions on files or on the content of the selected folder or document library.
8.	**ROOTFUSION**	A direct hyperlink to our website.
9.	**Status bar**	Area reserved for displaying status information like: license state, expiration reminder, operation progression.

Application menu

By clicking on the user name, displayed on the top right corner of the app, a menu will popup. The fileTrooper main menu is as follows:
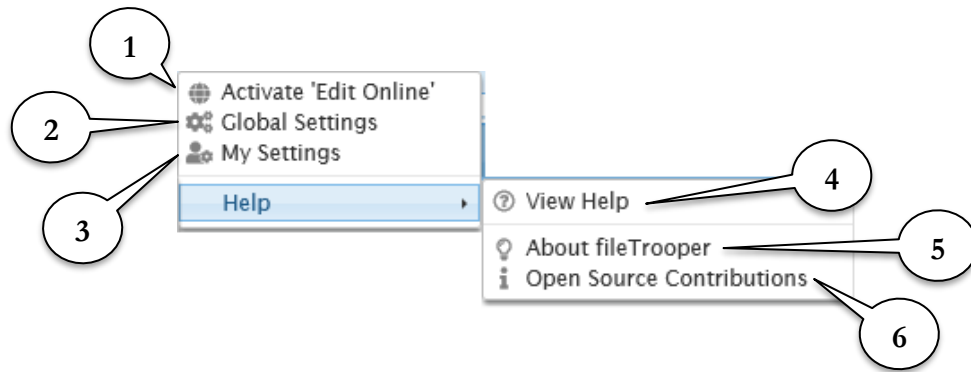
| 1.	**Activate 'Edit Online'/'Edit On Host'**	This option allows the user to select if the documents will be edited via the Microsoft Office Online or via his local copy of the Microsoft Office application.
2.	**Global Settings**	This option is only visible for the site owner and allow him to define the global and default settings of the application for the other users.
3.	**My Settings**	This option is available for all end-users to define their personal settings for the application.
4.	**View Help**	Give access to this user manual.
5.	**About fileTrooper**	Show the about screen of the application with the actual running version.

6. **Open Source Contributions**   Show the list of open source contributions in fileTrooper.
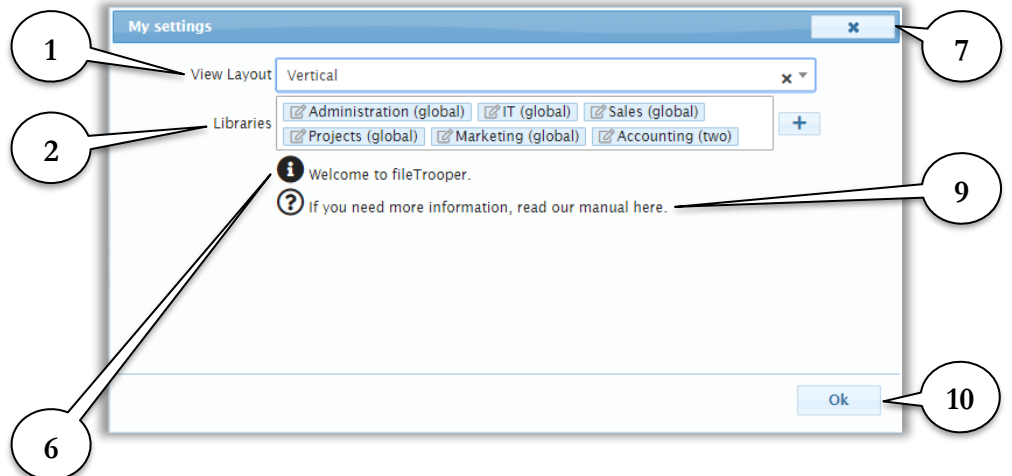
Configuration

Depending if you are site owner or not, you can configure the application via the following screen:

- Global Settings: only accessible for the site owner to define the global and default settings of the application for the end-users.
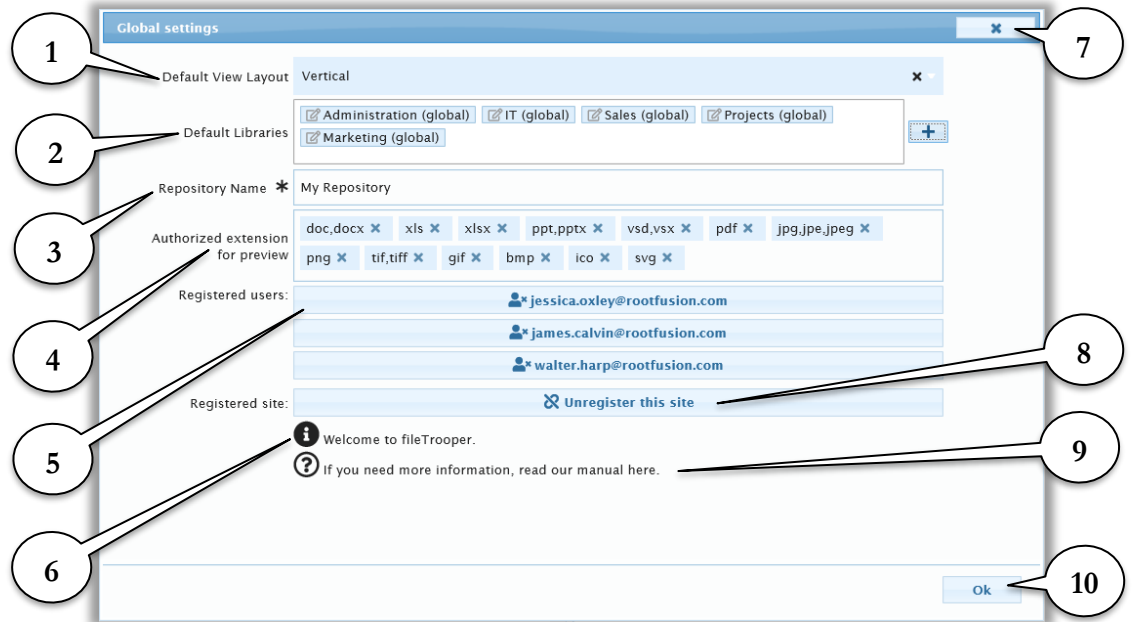

- My Settings: accessible for the end-users to define their personal settings for the application.

1. **[Default] View Layout**

This option allows the site owner to select the default view to be applied for the end-users.
In case of a user this option allows him to select the application view layout and override the global setting.

The following layout are available:

|		
Horizontal	Horizontal 2	Horizontal 3
Vertical	Vertical 2	Vertical 3
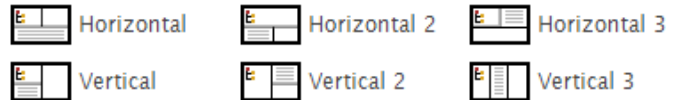
2. **[Default] Libraries**

This option allows the site owner to define the default document libraries to add for all the end-users.
The users can override with their own document libraries instead of the default one selected by the site owner.

Adding a library:
The site owner/user can add a new document library by pushing the button ➕ next to the libraries input fields.

A popup window will appear:
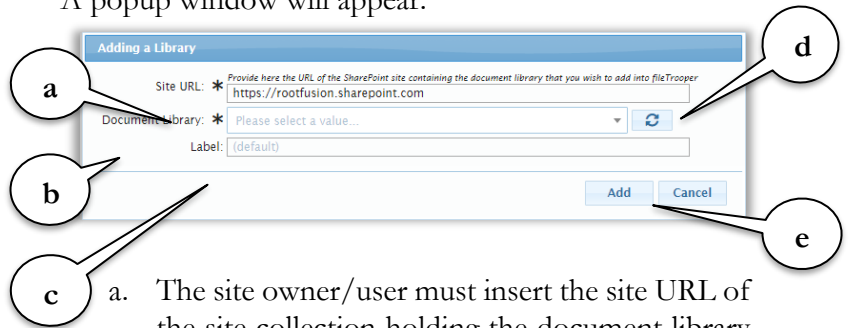
a. The site owner/user must insert the site URL of the site collection holding the document library he wants to add.

ex: http://mysite.sharepoint.com/sites/nameofsite

Rem: All the libraries must reside on the same tenant and must be accessible by your account. You will be prompted for any accessibility issue.

Rem: When you copy/paste the URL from your site collection home page, be careful to remove the 'default.aspx' page reference.

b. The site owner/user must select the title of the document library he wants to add.

ex: Administration

c. The site owner/user could define a label or let the default value, which will display the actual library title and site name.

d. You can press this button to refresh the list of available document library.

e. The site owner/user can press the button 'Add' to confirm and add the document library or press the 'Cancel' button to go back to the settings.
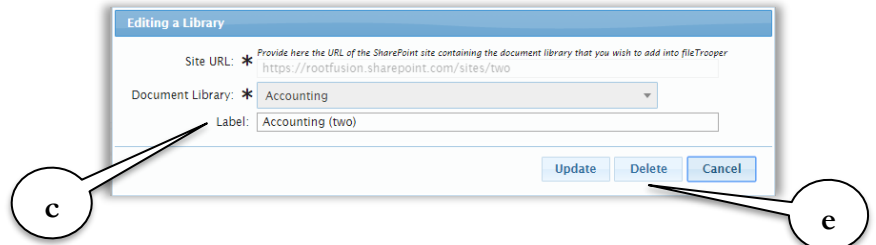
Note that a library configuration may be added automatically to a user via the document routing feature. See the chapter about the document routing.

Editing a library entry:
Any library definition could be edited or deleted by pressing the "Edit" icon associated to the tag entry:
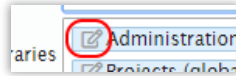

A popup window will appear:

c. The site owner/user can change the label or clean it to restore the default value.

e. The site owner/user can press the 'Update' button to apply the change on the label, 'Delete' button to remove the library entry from the settings or 'Cancel' button to go back to the settings.

3. **Repository Name**
    (only on global settings)

    This option allows the site owner to define the display name of the repository.

4. **Authorized extension for preview**
    (only on global settings)

    The site owner can decide which file types are allowed or not for the preview in fileTrooper.

    The following list of extensions is available for configuration: 'doc, docx' / 'xls' / 'xlsx' / 'ppt, pptx' / 'vsd, vsx' / 'jpg, jpe, jpeg' / 'png' / 'tif, tiff' / 'gif' / 'bmp' / 'ico' / 'svg'

    To remove an extension, you should click on the "Cross" icon associated to the tag entry:

5. **Registered users**
    (only on global settings for FREE edition)
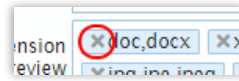
    This button allows to un-register users of FREE edition in order to free reserved slot (Maximum of 5 users)

6. **Welcome to fileTrooper**

    This hyperlink give you access to the quick guide of fileTrooper.

7. **Close**

    The cross at the top right allows to close the Settings without saving any information entered or changed.

8. **Registered site**
    (only on global settings for FREE edition)

    This button allows to un-register the site linked for the FREE edition. All users will be also automatically unregistered.

    After the un-registration of the site you will be redirect to the site home page.
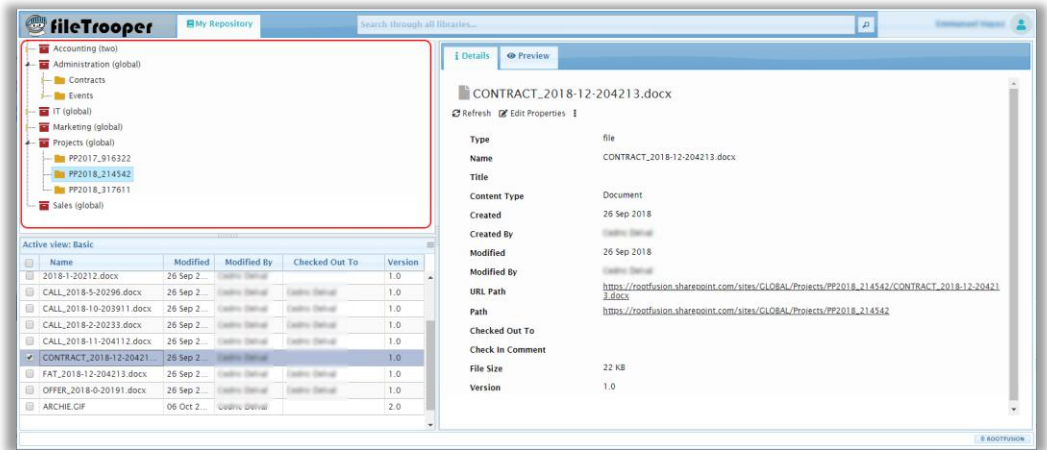
9. **Manual**

    This hyperlink give you access to the current document.

10. **Ok**

    The 'Ok' button allows to close the Settings screen and save the entered or modified data.
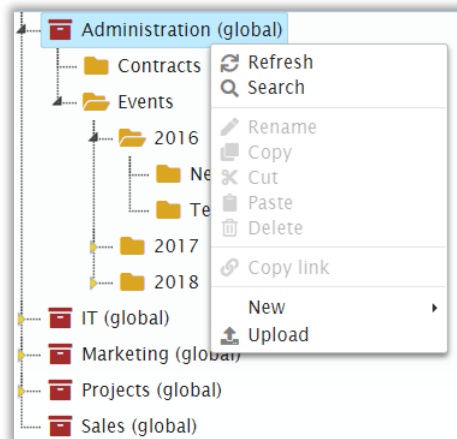
Chapter

4

Use of fileTrooper

Tree view

The tree view area allows the user to browse the document libraries and navigate through the different folders.

The tree view will display the document libraries defined by the site owner in the global settings, or the document libraries defined in 'My settings'.


The user can right click on a document library to display a context menu with several options.

Note: To move folders, you can drag and drop folder nodes. Move is only allowed in the same document library.

List of options available for a document library

Refresh	Refresh the selected document library.
Search	Open the search window to allow the user to perform a search on the selected document library.
New	
Folder	Create a new folder. The user will have to give the name of the new folder to create.
Text file	Create a new text file. The user will have to give the name of the new folder to create.
Word document	Create a new Word document file. The user will have to give the name of the new file to create.
Excel Worksheet	Create a new Excel worksheet file. The user will have to give the name of the new file to create.
PowerPoint Presentation	Create a new PowerPoint presentation file. The user will have to give the name of the new file to create.
Upload	Allow the user to upload file(s) directly in the root of the selected document library.

The user can expand a document library to view the folder(s) of the document library by clicking on the arrow preceding the document library's name or by double clicking the document library.
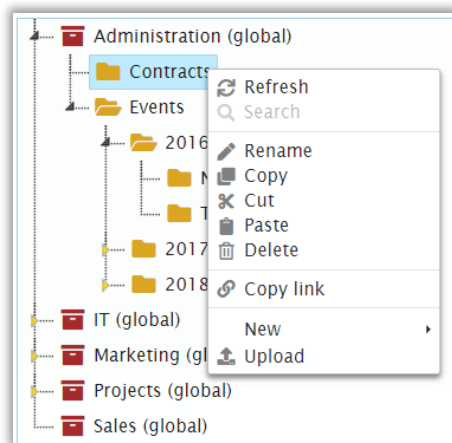
The user can right click on a folder to display a context menu with several options.

<u>List of options available for a folder</u>

Refresh	Refresh the selected folder.
Rename	Allow the user to rename the selected folder.
Copy	Copy the selected folder to allow the user to paste a copy of this folder to another location.
Cut	Cut the selected folder to allow the user to paste and move the selected folder to another location.
Paste	Paste the previously selected folder from a copy or a cut.
Delete	Allow the user to delete the selected folder.
Copy link	Allow the user to copy into the clipboard the link to the selected folder.
New	
Folder	Create a new folder. The user will have to give the name of the new folder to create.
Text file	Create a new text file. The user will have to give the name of the new file to create.
Word document	Create a new Word document file. The user will have to give the name of the new file to create.
Excel Worksheet	Create a new Excel worksheet file. The user will have to give the name of the new file to create.
PowerPoint Presentation	Create a new PowerPoint presentation file. The user will have to give the name of the new file to create.
Upload	Allow the user to upload file(s) directly in the selected folder.

Files view

If the selected document library or folder contains files, those files will be displayed in this area. The files are listed inside the grid with several columns depending on the selected view.

The user can select one or multiple files, the selected file(s) is marked as selected in the first column of the grid.
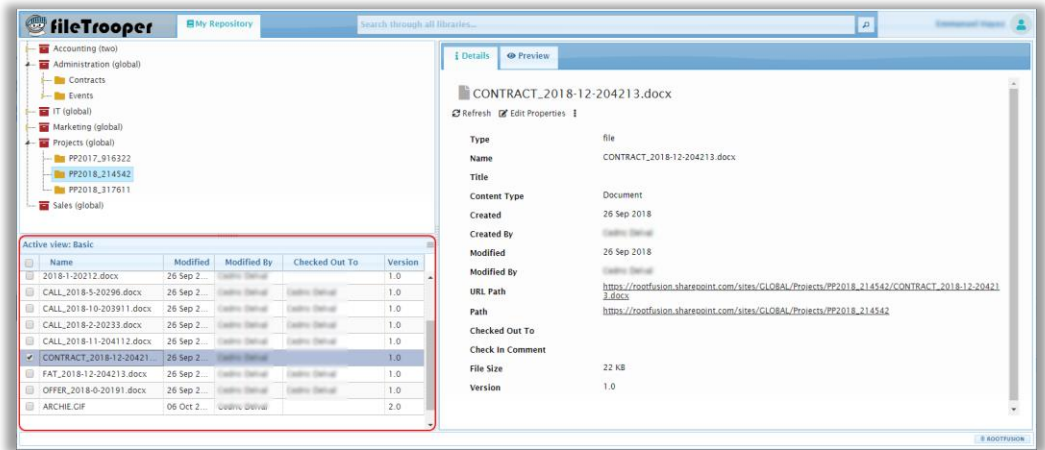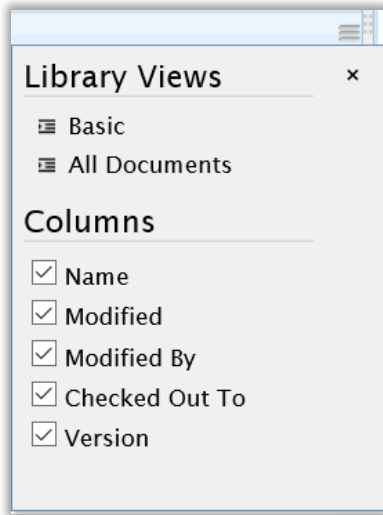

Views

fileTrooper retrieves all views definitions (public or personal) for each library and provides the columns selection, the predefined filters conditions and the grouping defined in SharePoint.

In this way you can improve and customize the display of each library in the file grid as you like.

Active view: Basic   Shows the current view for the selected library.

The grid menu lists all available views from SharePoint for the current library.

"Basic" is a fileTrooper built-in view and is available for all library.

You can also uncheck columns to hide undesirable one in the actual view.

List of columns of the grid

The first column of the grid is used to mark the file(s) as selected by the user. You can select all rows by clicking on the header checkbox.

By default, the "Basic" view is selected and display the following columns:

Name	The name of the file.
Modified	The modification date of the file.
Modified by	Name of the person who has modified the file.
Checked out To	Name of the person who has checked out the file.
Version	The SharePoint version of the file.
Approval Status	Current status of the approval flow. This column is only displayed for library that require content approval workflow.

Other views columns are based on their definition and fields available in each

The user can right click on a file to display a context menu with several options. The available options will be applicable for all the selected files (files marked as selected in the first column)

library.
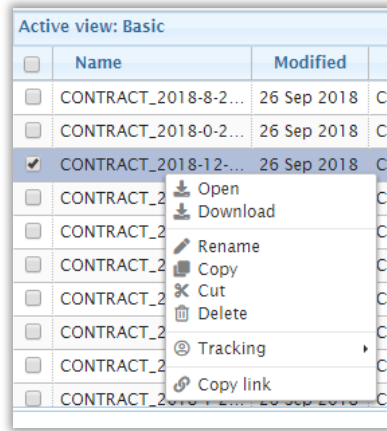
List of options available for a file

Open	Open the selected file.
Download	Download a copy of the selected file.
Copy	Copy the selected file(s) to allow the user to paste a copy of the file(s) to another location.
Cut	Cut the selected file(s) to allow the user to paste and move the selected file(s) to another location.
Paste	Paste the previously selected file(s) after a copy or a cut.
Delete	Allow the user to delete the selected file(s).
Tracking	
Publish	When available, allow you to publish a new version of the selected file.
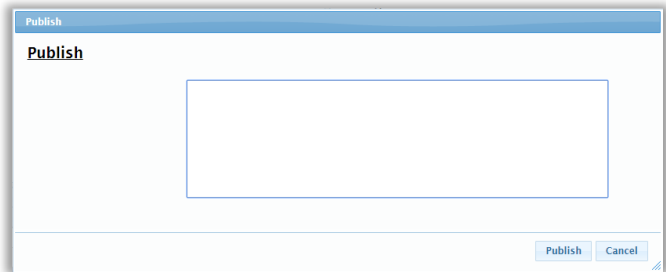
Check in	Check in the selected checked out file(s). Check in single file allow you to edit properties before continuing (see "Edit Properties" section for more information). For multiple files selection, only the check in comment is available.

Check out	Check out the selected file.
Discard check out	Discard the check-out of the selected file.
Approve/Reject	Allow the user to change the approval status of the selected file. This option is only available for library that require content approval workflow.
Version history	Open a popup screen with the version history of the selected file. (popup managed by SharePoint)
Copy link	Allow to the user to copy into the clipboard the link to the selected file.
Routing	Allow to the user to access the routing feature for the selected file
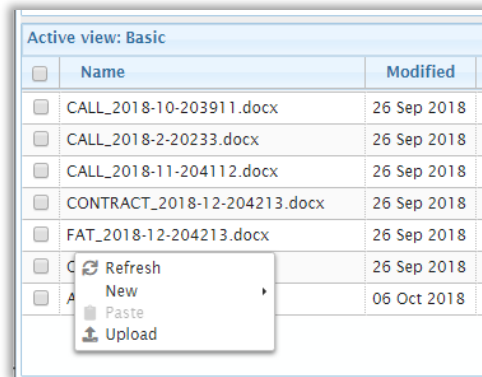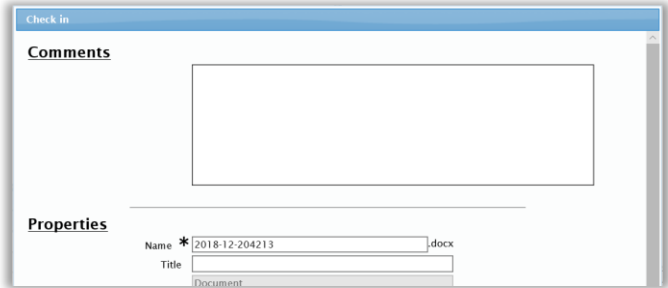
The user can right click in the file view area (on an empty row), or in the header (without clicking on a specific file) to display a context menu with several options.

List of options available in a file view

Refresh	Refresh the current folder.

New

|	
Text file	Create a new text file. The user will have to give the name of the new file to create.
Word document	Create a new Word document file. The user will have to give the name of the new file to create.
Excel Worksheet	Create a new Excel worksheet file. The user will have to give the name of the new file to create.
PowerPoint Presentation	Create a new PowerPoint presentation file. The user will have to give the name of the new file to create.
Paste	Paste the files located in the clipboard.
Upload	Allow the user to upload file(s) directly in the listed folder.

Important remarks:
Moving files or folders is only allowed in the same library.
Only the copy method is available between document library in the same or in different site collections.

Details

The details area will present to the user information about the selected document library, folder or files.
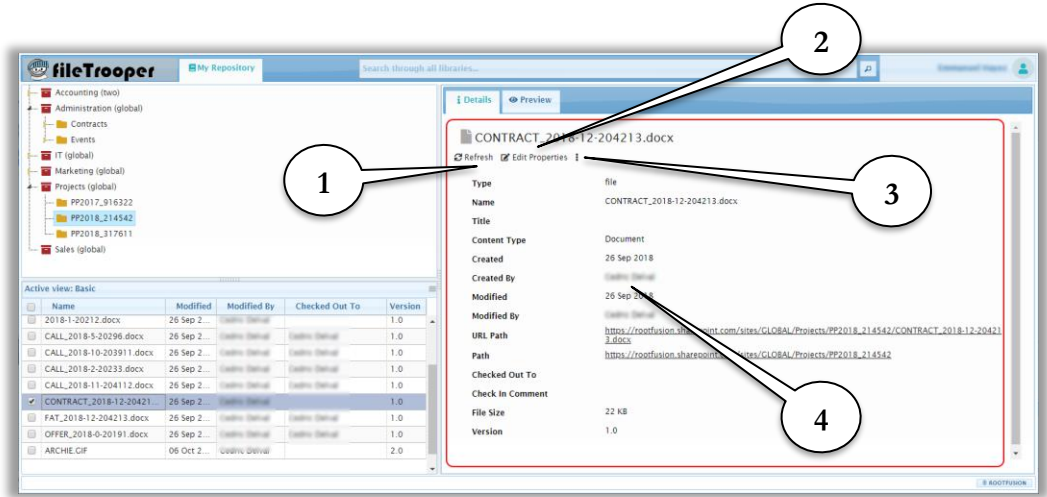
1.	**Refresh**	This button allows you to refresh the selected file info to retrieve the latest data from SharePoint.
2.	**Edit Properties**	It allows to edit the metadata configured by the site owner..
3.	**Extended menu**	
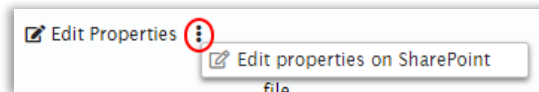
This popup menu contains a hyperlink giving you access to the selected item edit form (form managed by SharePoint).

Rem: the edit properties page will be opened to a new popup window. You will be required to close the window to return to fileTrooper

4.	**Details**	Provide you some detailed information about the selected item like: filename, title (if available), file size, creator / editor and a direct link to the parent folder/document library.

Edit properties

The "Edit properties" popup allows you to update the selected document's metadata.

The fields displayed depends of the document library definition and show only the editable one.

A validation is made before the update to ensure that mandatory values are filled and check if values match the different field type.

The following field type are supported for edition in the latest version:
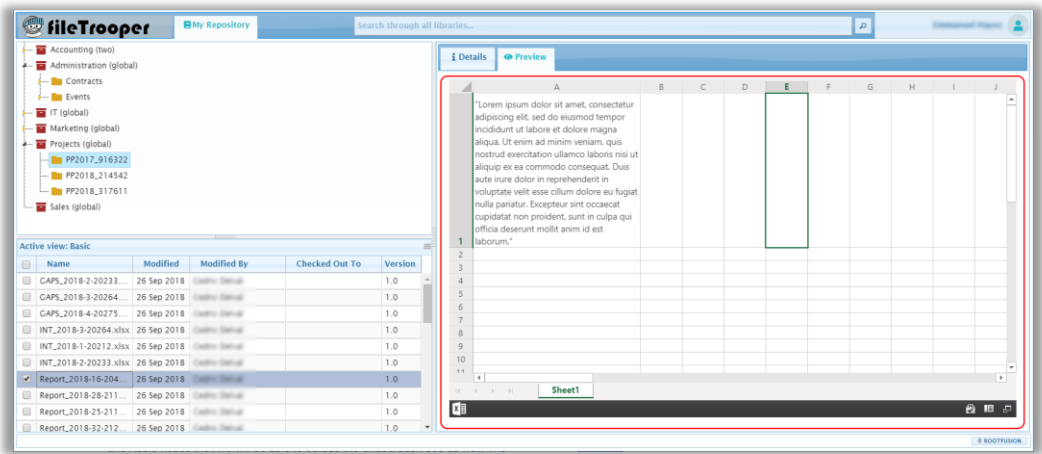- ➢ Single line of text
- ➢ Multiple lines of text
- ➢ Choice
- ➢ Number
- ➢ Currency
- ➢ Date
- ➢ Yes/No (check box)
- ➢ Hyperlink or Picture

➤ Task Outcome

Other types will be displayed as read only (greyed out). These fields should be edited in SharePoint.

Preview

The preview area will present to the user a preview of the files if possible and if authorized   by   the   site   owner.

The following extensions are supported for the preview and can be configured by the site owner in the 'Global Settings' of the application.

List supported extension for preview of file

doc,docx   xls xlsx   ppt,pptx   vsd,vsx

jpg,jpe,jpeg   png   tif,tiff   gif

bmp   ico   svg

By default, all these extensions are active and authorized for the preview, site owner must remove the one he/she wants to block for the preview.

Document Routing

The document routing feature is a simplified automated process to notify users and follow-up on actions to be performed on documents.

There are two types of routing:
  ➢ REQUEST (**REQ**): allowing the user to follow-up on requests sent to other users about a specific document.
  ➢ FOR INFORMATION ONLY (**FIO**): simply notify some users about the existence of a document, without expecting a mandatory answer from them

Example of **REQ** routing:
  • You may ask some users (let's call them routing participants) to review a draft document that you prepared, and to mark the action as complete when they are done.
  • Participants receive an email notification to review the document
  • Participants follow the direct link (from the email notification) to launch fileTrooper and review the document.
  • Participants mark their review 'as complete', or they specify they can't proceed with your request and they provide the reason for that.
  • You receive a notification each time a participant marks the action 'as complete' (or when they specify it can't be done). You can follow-up who answered or not, and when, from within the application.
  • You receive a notification when all participants answered your request.
  • You close the request. It will disappear from your listing in 30 days.

Example of **FIO** routing: You created an excel file containing some figures that may be interesting for your colleagues. You launch an FIO routing for this document to your colleagues.

Start a routing
Right click a document and select 'Routing' from the popup menu.
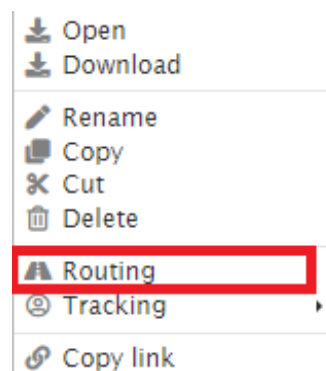
Provide values in the mandatory fields (marked by a *), and click the icon at the top right of the participants grid to assign your request to one or more users.

Automated library configuration in user settings

When a routing participant gets involved in a routing for a given document, the system will check if the document library holding the document is already configured for the participant (this is done when the participant access a document through a routing request). fileTrooper will prompt the participant to add the library if it's missing from user settings. This is an easy way to get your users connected to libraries.

Document routing TAB

If at least one request is awaiting the user input, fileTrooper opens the 'routing tab' automatically at the application start, and displays the requests awaiting answer in the first grid 'Received request(s)'.
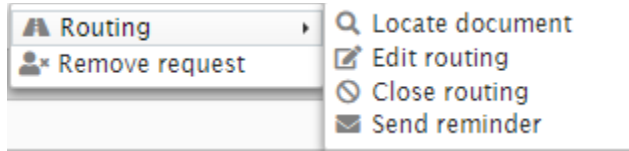Right click on the request to answer or to access the document:
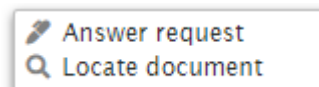
Any user can initiate and participate to document routing.
A routing initiator can see and manage the routing initiated in the second grid 'Initiated request(s)' as initiator.
Right click on a request to either remove a participant, or to manage a routing:

You can download the 'Initiated request(s)' under Excel format by using the download icon in the Routing TAB (next to the refresh icon, at the top right of the grid). Site owners can see all initiated requests, while standard users (Site members) will only see the requests that they have initiated themselves.

Edit a routing

This feature allows you to add participants through the edit routing feature.

Closing a routing

Closed routing will be removed automatically from the system 30 days after closure.

A REQ routing can be closed at any time by the initiator.
An FIO routing is closed by default, except if the user prevents this during the routing creation.

NOTE: fileTrooper administrators see and manage every routing (from any initiator). fileTrooper uses the group membership (from the site where the application has been deployed) to determine the user profile: site owners are considered as administrators, site members as standard users.
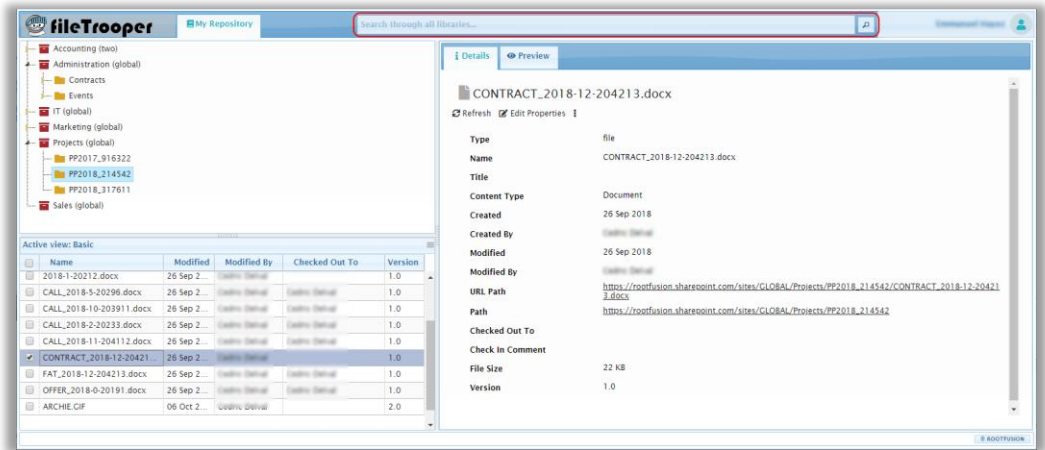
Answering a routing request
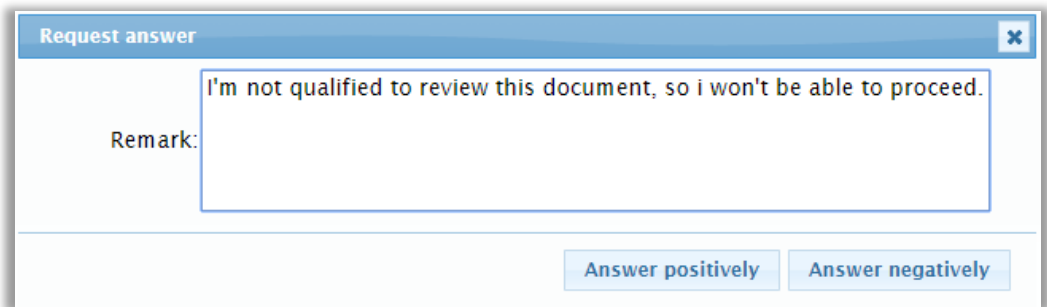
The user provides a remark and clicks the appropriate button to answer either positively or negatively to the request.

Search

End-users can search for files via the search bar located at the top of the application to execute a search through all document libraries.


When the user presses the search button, a window with the search results will appear. The user can execute a new search directly from this search results window…
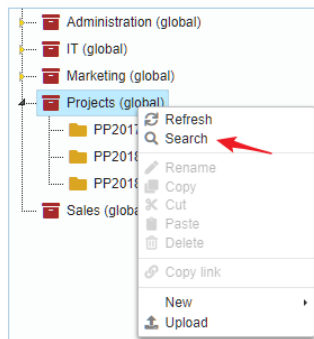
If the user wants to limit the search to a specific document library, he/she can right click on a document library and select the search option from the context menu. Later the user can still adjust the search context inside of the search result window.

Search result window

The search result window will contain the list of files resulting of the search based on the keyword(s) inside the selected search context (document library(ies)).
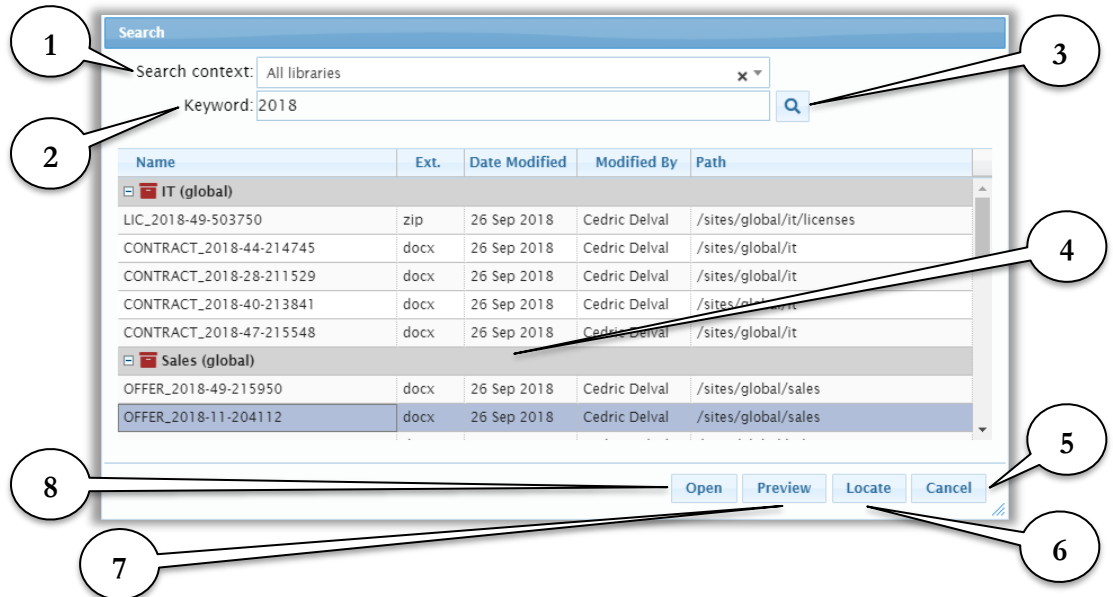
1. **Search context**   Define the context for the search by selecting a specific library for which the search must apply or by searching in all the available libraries.

2. **Keyword**   Keyword(s) to be used for the match.
   See 'Search mask' paragraph.

3. **Search button**   When the user pushes the button, the search is executed. Data already present in the result grid will be replaced by the new search result.

   Rem: This could be also accomplished by pressing [Enter] after editing the keyword.

4. **Search results**   List of the files returned by the search. (max 30).

   Rem: All the entries belonging to the same library are grouped together and hovering on any entry will pop up a thumbnail of the file content if available.

5. **'Cancel' button**   Close the search window result without selecting any files. Search result will be forgotten.

6.	**'Locate' button**	If a file is selected in the search result grid and if the user presses the 'Locate' button, fileTrooper will select automatically the file in the file view area and the tree view will be refreshed to target the correct location of the selected file.
7.	**'Preview' button**	If a file is selected in the search result grid and if the user presses the 'Preview' button, fileTrooper will open an 'interactive' preview into a new browser window.
8.	**'Open' button**	If a file is selected in the search result grid and if the user presses the 'Open' button, fileTrooper will download or open the file on your host. Rem: You could do the same operation with a double click on a file from the search result.

Search mask

The search is based on your SharePoint configuration, and uses the "Keyword Query Language" (KQL).

Keywords can be:

- Word: return result containing the full word

- Phrase: multiple words enclosed by quotation marks. Return result containing the words next to each other's.

- *: Wildcard. (Do not works as prefix)

- Space: Without quotation marks: works like an "AND" for each keyword.

For more information, see:

https://docs.microsoft.com/en-us/sharepoint/dev/general-development/keyword-query-language-kql-syntax-reference

Chapter

5

Frequently Asked Questions

How to get support for the fileTrooper app?

Only ROOTFUSION is authorized to sell or provide you with support over fileTrooper.

For any question or support request, you must FIRST send a <u>one-time registration</u> request email to **info dot fileTrooper at rootfusion dot com** with the following information:

- Company name

- Country

- Company address

- VAT number (if any)

- First name

- Middle name

- Last name

- Title (Mr/Mrs)

- Position in company

- Phone number(s)

- Email address

- Product(s)

Incomplete registration emails will be ignored. Upon receipt of a complete registration request, ROOTFUSION will return you a unique customer ID to be mentioned in the subject of future support request. Support requests received without your customer ID in the email subject will be ignored.

Any user (licensed or not) will be supported. However, the customers with a valid license will get priority through our PRO-SUPPORT service.

For PRO-SUPPORT access, licensed customers must attach their latest product invoice.   PRO-SUPPORT ensures you to get directly to the most appropriate level of engineering for your requests, and therefore to provide you a professional support service. It is reserved to licensed customers.

Note: For licensed customer, at any time ROOTFUSION may request you the latest product invoice in order to verify if your support eligibility is still valid for PRO-SUPPORT.

## I am not able to install fileTrooper on my SharePoint?

You must have Full Control permissions to add apps from the SharePoint Store. You already have this if you are a Site Owner. If your site owner has not configured your site to allow users to buy apps, you may still be able to request an app. The person in your organization who manages the App Catalog site can approve or deny requests for purchasing apps.

You can always contact your Site Owner or your SharePoint Administrator to install fileTrooper for you or to give enough authorities to do it.

Error message: "There is no library definition available".
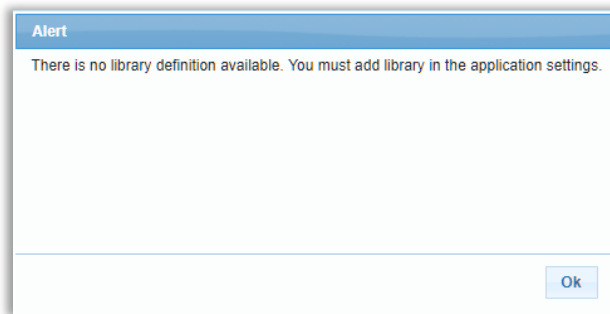
At minimum one document library must be configured in fileTrooper prior of any usage of the application, see the chapter about the configuration of the user manual to have more information regarding the adding of new document libraries.

Error message: "Connection was suspended".
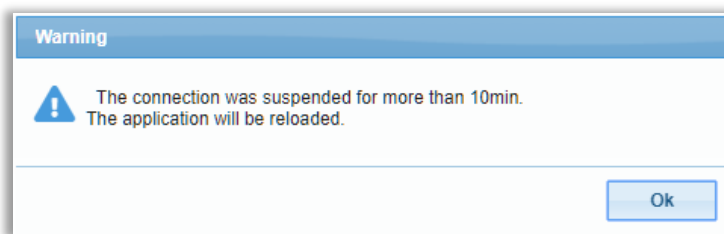
If your fileTrooper session was disconnected for more than 10 minutes, your session will be expired, the application needs to be reloaded. You can reload the application by clicking the refresh button of your browser.

Can I install fileTrooper in one place to access all document libraries of my Microsoft tenant?

Yes. It's advised to install fileTrooper on one site only (because each instance of installation has its own settings), and because having only one URL to launch the application is easier to remember:

E.g.: if installed in site "https://contoso.sharepoint.com/**userapps**", the URL would be "https://contoso.sharepoint.com/**userapps**/**fileTrooper_365**" or /fileTrooper_365_Free (for the FREE edition)

<u>Important note</u>: you need to install fileTrooper in a site where users of the application have permissions to view, add, update and delete list items (e.g. the site Members group). This is because users must be able to save their settings. From there, fileTrooper can access other sites of your tenant, and permissions will depend on the SharePoint accesses granted to the user. fileTrooper checks the user membership (in the site on which fileTrooper has been deployed) to determine the profile within the application: site Owners are considered as 'fileTrooper administrators' (providing access to global settings), site Members are considered as 'fileTrooper standard users"

Will I lose my view settings every time I restart my browser?

No. The selected view for every defined library are stored inside your browser storage. So, as long you use the same browser on the same computer, you will retrieve your view setting when you start the application fileTrooper.

Will I lose the settings if I completely uninstall then reinstall the application fileTrooper?

No if you do it on the same site. fileTrooper contains an automatic backup of the settings. So, every time someone changes the application settings, fileTrooper stores a copy of those changes in a list located on the site where fileTrooper was installed.

If you uninstall and then reinstall the application, and if fileTrooper detects the availability of this backup when it is started, it will restore the settings and users will automatically retrieve their libraries as previously configured.

Why is there a list called "fileTrooper Setting Backup" on the site collection where the application fileTrooper is installed?

This list is automatically created during the start of the application and is used to store a copy of the changes applied to the settings.

You should NEVER remove this list, because you would lose the current backup of the settings for all the users.

## Can external SharePoint users also use fileTrooper?

External users are those persons that don't have an email address within the same domain(s) as the one(s) of your organization. They are invited when someone grants them access to a file or set them member of a group. External sharing must be allowed at the site collection level.

External users can also use fileTrooper, and benefit from all the functionalities (including document routing). As for the internal users, they must be first set as member of the right groups (and therefore have access to your SharePoint and the fileTrooper application). The external users must also get a fileTrooper license assigned (see fileTrooper license assignment chapter)
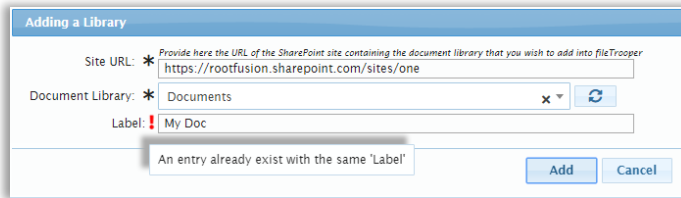
## Error message when adding a library.
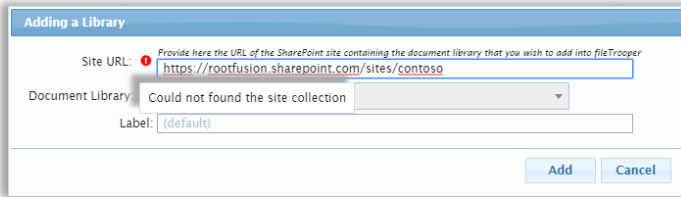
Your site collection URL is invalid, or you have no access to the provided site collection. Verify that the provided site collection belongs to the same tenant as fileTrooper app and contact the site owner if the URL is valid, but you have no access to the site.
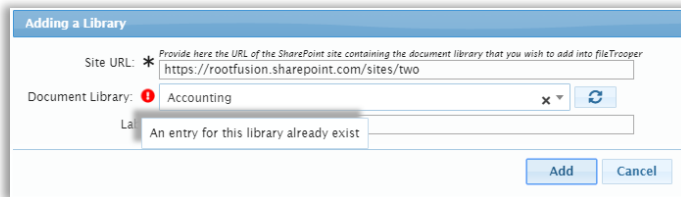
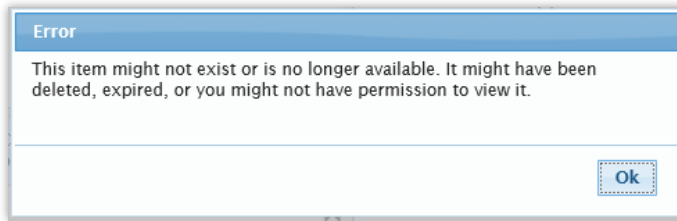The selected library is already available in your libraries tree.

The provided label for the document library is already used for an another library inside your libraries tree.
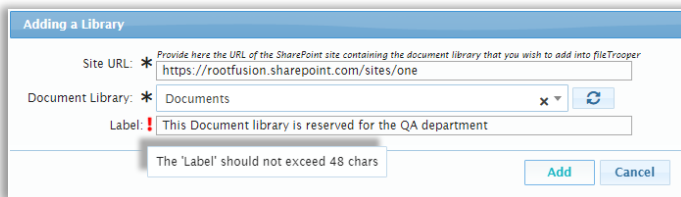
The provided label length exceeds the specification, the length should not go over 48 characters.

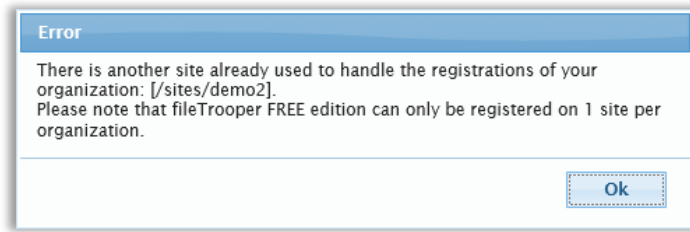## Error during the usage of the search functionality.

The index of all the items present in your SharePoint site is not updated in real-time, but around every 15 min. So, it's possible that a match provided by the search functionality does not exist anymore inside the target folder.

## Error during the loading of a library.
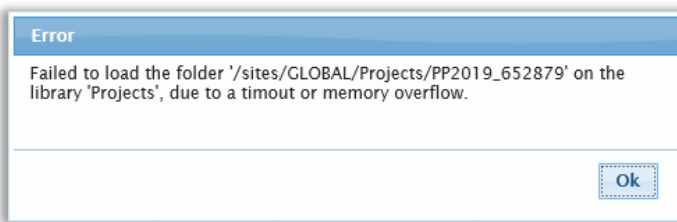
Timeout message appears after a certain delay if the loading of a library encounters an error or take too many times.

Error during the start of the add-in (FREE edition only).

Error

There is another site already used to handle the registrations of your
organization: [/sites/demo2].
Please note that fileTrooper FREE edition can only be registered on 1 site per
organization.

Ok

Another installation has already registered and started using the fileTropper add-in.
You must contact the other site owner if you need to test the application on your
site.

Error

You have already reached the maximum of 5 user's allowed on fileTrooper
FREE edition

Ok
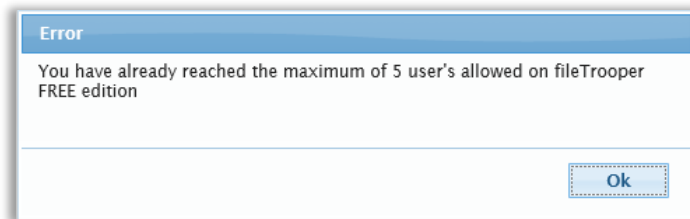
When you reach the maximum of 5 registered users it's no more possible, for new
user, to start the add-in. If you need to be able to run more than 5 users look at the
standard version of fileTrooper.

Error

fileTrooper FREE edition does not allow more than 5 registered user's.
Please contact your administrator.

Ok
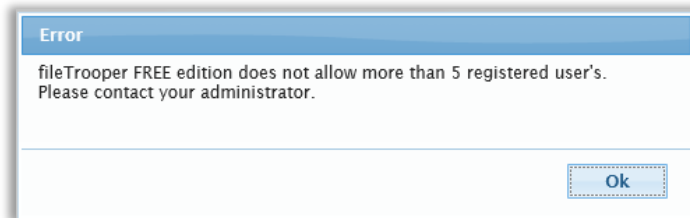
This message appear when fileTrooper detect an issue with the number of registered
users stored in the application settings. If this error appear you should contact your
administrator to investigate if somebody has altered the list.

FILETROOPER USER MANUAL
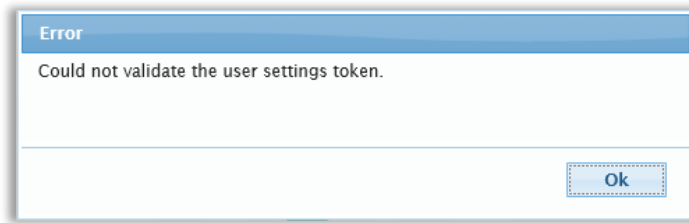
fileTrooper could not load and validate your user settings. This could append on several situation:

- Somebody altered your user settings.
- You executed the standard version of fileTrooper and a backup of your previous user settings were restored.
- User settings were duplicated/restored from an another site.

To resolve this issue, contact the site owner to unregister your user. Or completely uninstall the add-in and cleanup the 'fileTrooper backup'.
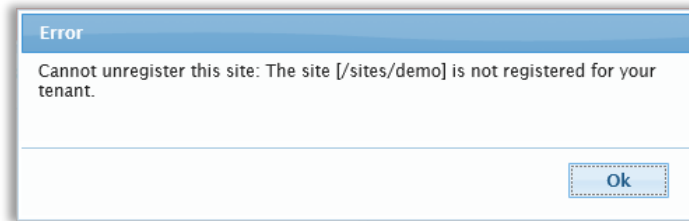
You tried to unregister your current site collection but it has been rejected by our service. This could happened if somebody else has unregistered the site at the same time and started fileTrooper on a new location within your organization.
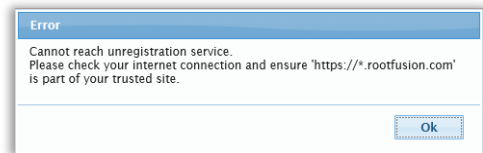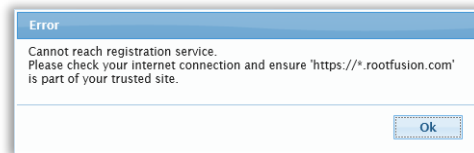
The registration service could not be reached either because the ROOTFUSION website needs to be trusted or because the service is actually unreachable.
Consider to check your trusted sites before contacting ROOTFUSION support.

Chapter

6

Hardware and software requirements

Hardware (client side)

A desktop with at least 1024x768 and 2Gb of memory.

Browser

This SharePoint app has been tested on:
- Microsoft Internet Explorer 11 or later
- Microsoft Edge
- Google Chrome

But it could be executed on any browser that supports ECMAScript 5.1, HTML5, and CSS3.

SharePoint

Minimum version: SharePoint On line 2016.

Chapter

7

Legal notices

FILETROOPER USER MANUAL

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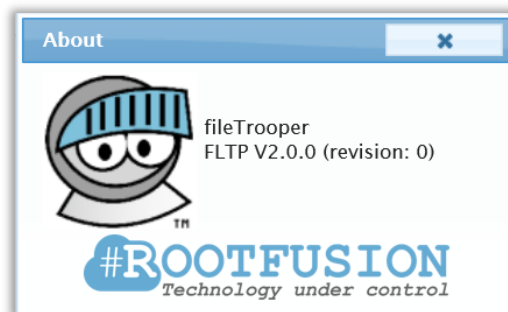
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