Collaboris

DocRead for SharePoint 2013, 2016 & 2019

System Administrator's Guide

Version 5

Contents

1 Intended Audience

This document is intended to be read and used by a SharePoint Farm Administrator who wishes to:

- Install\Uninstall DocRead to a SharePoint Server Farm.

- Upgrade DocRead.

- Manage DocRead licence keys.

- Activate and Configure DocRead on a SharePoint site.

- View and manage event logs.

- View and manage users and user licences.

2 Install DocRead on a SharePoint Server Farm

2.1 Prerequisites

Before using this guide, please ensure your SharePoint Farm meets the minimum requirements as stated below:

2.1.1 Requirements for DocRead

- **Operating system** - DocRead can be installed on all operating systems supported by SharePoint 2013 Foundation Edition (and above) and also all SharePoint 2016 and 2019 editions.

- **Browser Client** - The Browser Client requirements are exactly the same as for Microsoft SharePoint 2013, 2016 or 2019, i.e. Microsoft Internet Explorer 8 or above. Please see this document for more information on browser support: http://technet.microsoft.com/en-us/library/cc263526.aspx

- **Software** - DocRead requires the following software to be installed and correctly configured:
    - Microsoft SharePoint Server 2013 Standard, Enterprise or Foundation or Microsoft SharePoint 2016 (all editions) or Microsoft SharePoint 2019.
    - SQL Server 2008 R2 or above (for the DocRead database).
    - .Net 4.0 is required on all Web Front Ends and Application servers.

2.1.2 Requirements for the Notifications Scheduler

- **Operating System** - The Notification Scheduler requires a 64 bit operating system that can connect to the SQL server containing the DocRead Database. These operating systems are all supported: Windows server 2008 64bit, Windows 2008 64bit R2 or Windows Server 2012, Windows Server 2012 R2.

- **Software**
    - .Net 3.5 SP1.
    - SQL Server 2008 or above (for the Scheduler database)

2.2 Introduction

DocRead is a document acknowledgement system for SharePoint 2013, 2016 and 2019 that actively targets content to groups of users and allows them to explicitly acknowledge that they have read and understood it.

This guide is intended to walk you through the process of installing DocRead on your SharePoint server farm.

2.3 Download DocRead from the Collaboris Site

You can skip this step if you have already been provided with a copy of DocRead or been given an alternative URL by Collaboris.

1. Navigate to the DocRead download page at:
   https://www.collaboris.com/products/docread/ and click the 'download trial' button.

2. Enter your details into the form displayed.
3. Versions to support SharePoint 2010 (Server and Foundation) and SharePoint 2013 (Server and Foundation), SharePoint 2016 and 2019 are available.
4. Download and save the installation files to a server in your target SharePoint Farm. (An application server is recommended).

2.4 Run the Installer

Important Note! During the installation and configuration of DocRead your SharePoint Farm may become temporarily unavailable for a short period. We **strongly recommend** that you perform these steps outside of normal business hours.

1. Log on to the SharePoint server where the Central Administration site is installed (this is normally your SharePoint application server). The logged on user needs to be a **local server administrator** and a **SharePoint Farm Administrator** as well.
2. Copy the downloaded ZIP file to a local folder and unzip its contents.
3. The contents of the ZIP file are:
   a. DocRead 2013, 2016 and 2019 Folder
      i. **DocReadSetup64.msi** - The installer that deploys DocRead to the SharePoint Farm.
      ii. **Setup.exe** - The bootstrapper required to start the installer. This will be the file that you need to run to install DocRead.
   b. DocRead Scheduler Folder
      i. **Collaboris.Scheduler.Installer64.msi** - The installer for the email notification engine.
      ii. **Setup.exe** - The bootstrapper required to start the installer. This will be the file that you need to run to install the Scheduler.
4. Under the DocRead 2013, 2016 and 2019 folder right click Setup.exe and select 'Run as administrator' to start the installation wizard.
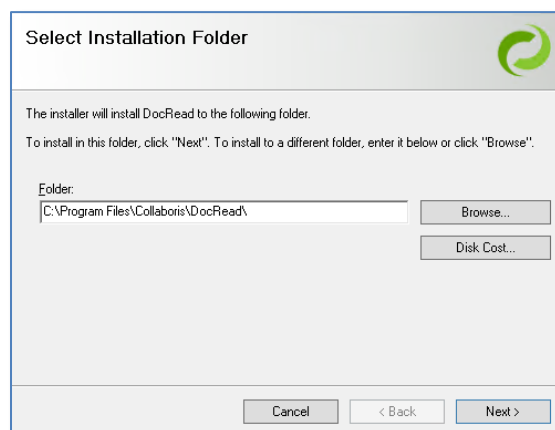
The DocRead installer set up wizard will now run.
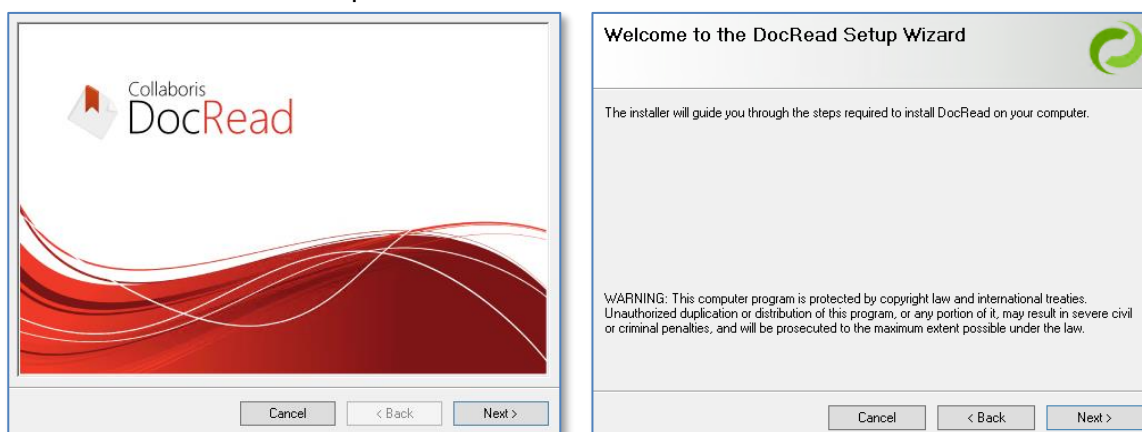
5. You must read and accept the Licence Agreement terms and conditions by choosing 'I Agree', then click 'Next'.


6. Select the correct location to install DocRead. The default location is C:\Program Files\Collaboris\DocRead\


7. Choose whether you want the installer to deploy the solution to SharePoint (recommended) or you want to manually deploy it from central administration later (see section 5).

> **Note:** Selecting 'Deploy Solution to SharePoint' will cause IIS to restart on all web front ends which means that all your sites will be temporarily unavailable. We recommend that this is completed outside business hours to minimise disruption.
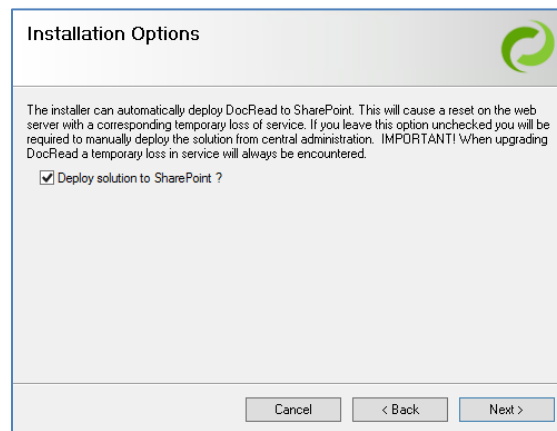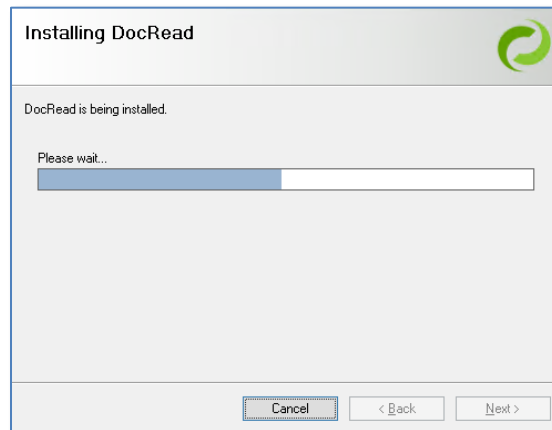

> **Note:** If you are upgrading DocRead from a previous version then 'Deploy solution to SharePoint' is ignored as the solution already exists. This will cause all of your sites to be temporarily unavailable.
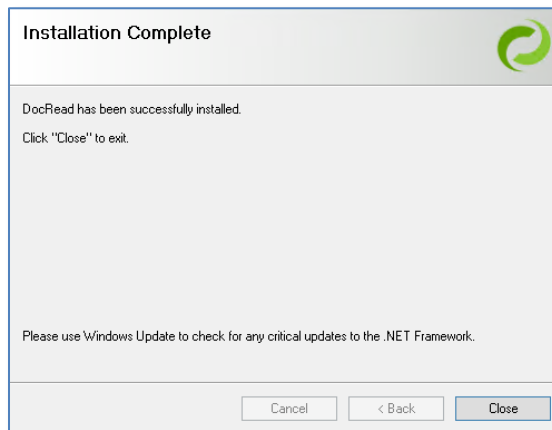
8. Confirm that you wish to proceed by selecting 'Next'.
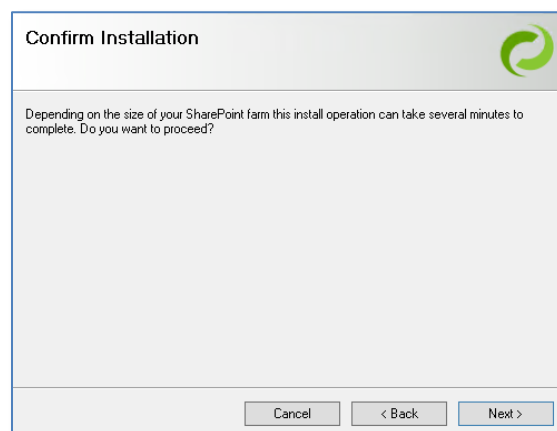
9. The programs will now install. Depending on the size of your Farm, this may take several minutes.

10. When completed you will receive an 'Installation Complete' screen. Click 'Close' to exit.


TIP: During installation, a log file is generated which can be found in the installation folder. The log file is named 'InstallLog{6-digit code}.log' and can be useful when troubleshooting.

2.5 Deploying from Central Administration

You can skip this section if you have already deployed the software during the installation process as shown in section 2.4.

> **Note:** Selecting 'Deploy Solution to SharePoint' will cause IIS to restart on all web front ends which means that all your sites will be temporarily unavailable. We recommend that this is completed outside business hours to minimise disruption.
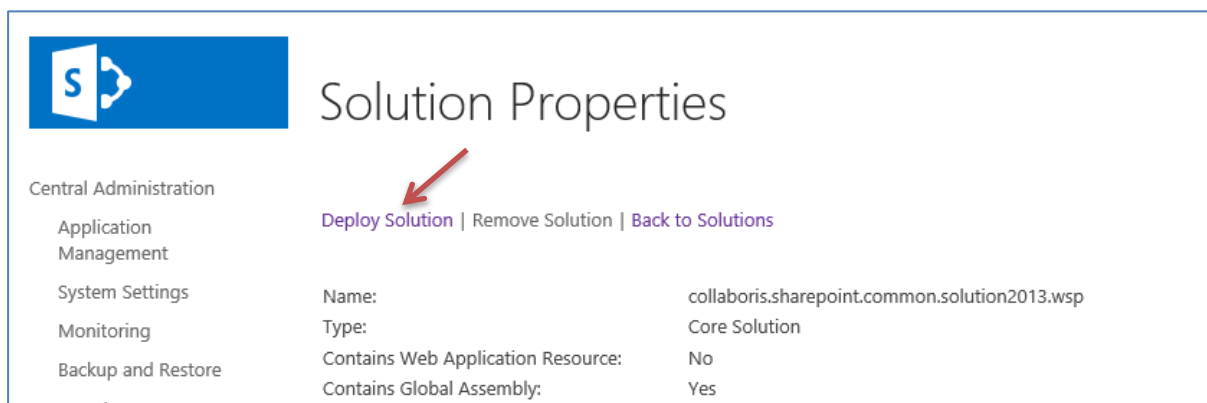
1. In Central Administration go to 'System Settings' and select 'Manage Farm Solutions'.
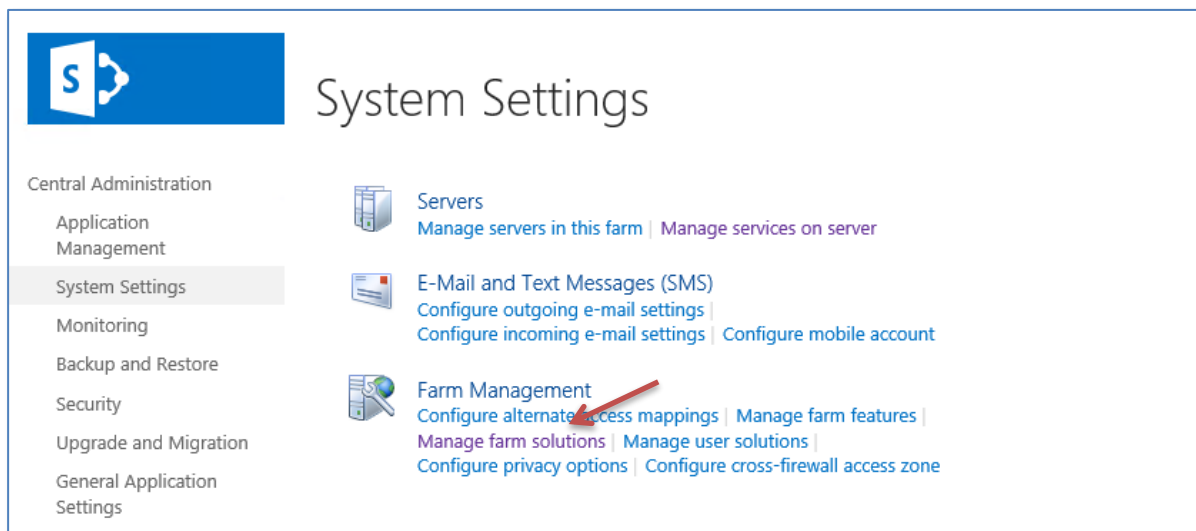
2. Select 'collaboris.sharepoint.common.solution2013.wsp' (this is the same even if you are using SharePoint 2016 or 2019).
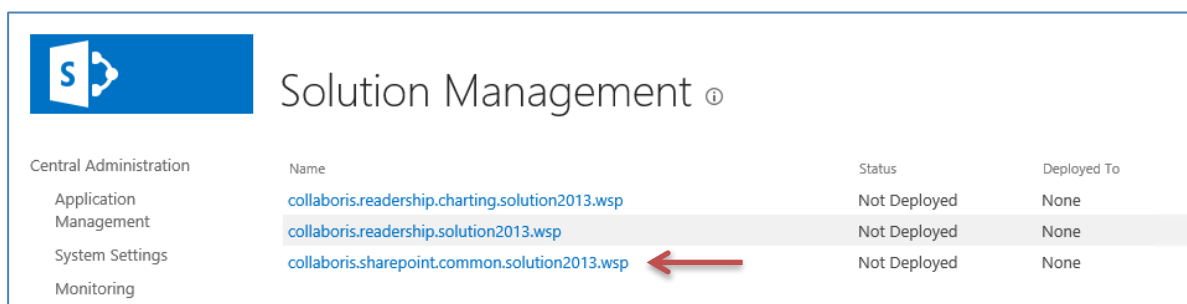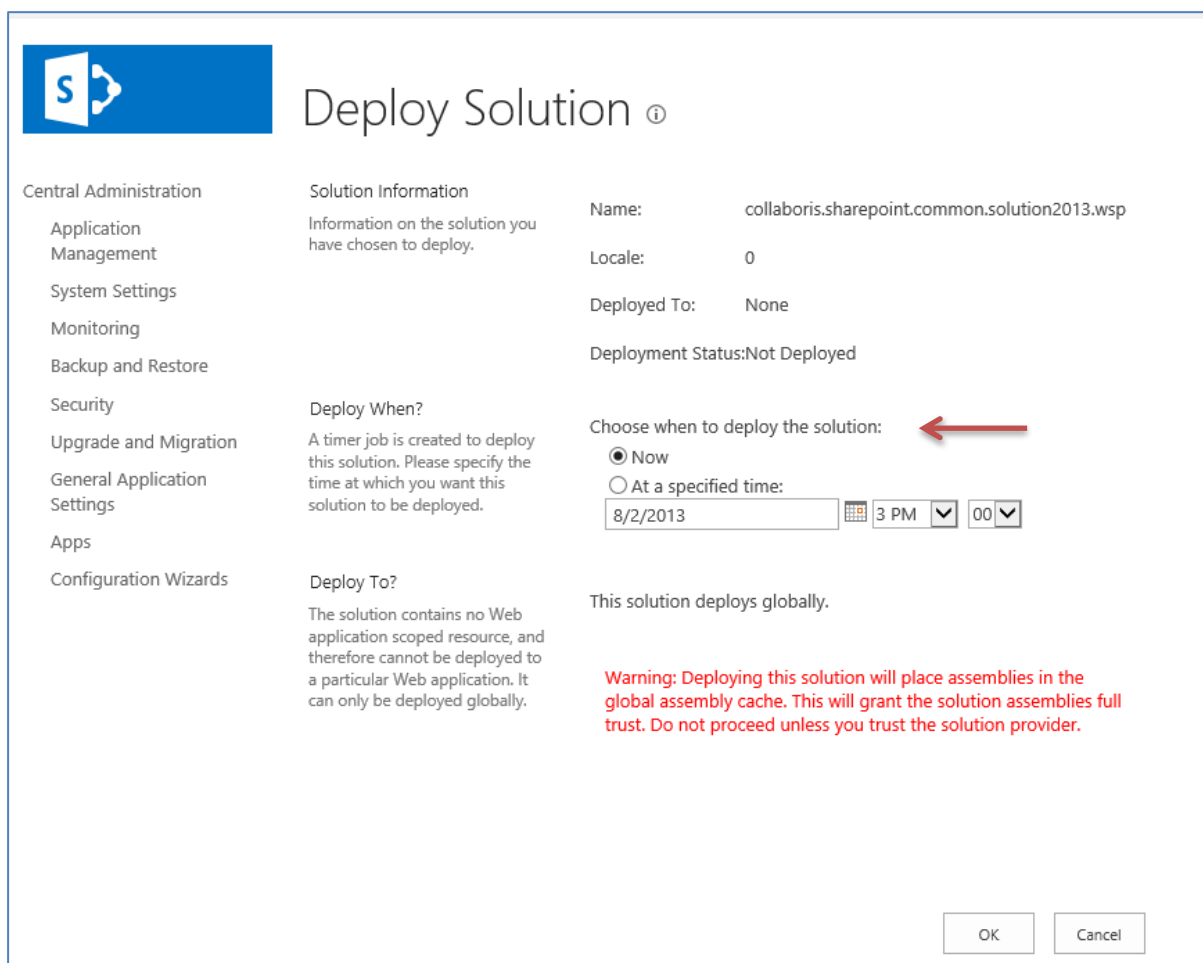

3. Then click 'Deploy Solution'.

4. Select the most convenient deployment time for yourself and click 'OK' to return to the 'Solution Management' page.

Note: You can deploy the solution either immediately or you can choose to deploy at a specified time.

5. Select 'collaboris.readership.solution2013.wsp' (again, this is the same even if you are using SharePoint 2016 or 2019).

6. Click 'Deploy Solution'.

Solution Properties

Central Administration

Application Management

System Settings

Monitoring

Backup and Restore

Security

Upgrade and Migration

General Application

Deploy Solution | Remove Solution | Back to Solutions

Name:	collaboris.readership.solution2013.wsp
Type:	Core Solution
Contains Web Application Resource:	No
Contains Global Assembly:	Yes
Contains Code Access Security Policy:	No
Deployment Server Type:	Front-end Web server
Deployment Status:	Not Deployed

7. Select the most convenient time for yourself and click 'OK'. You will need to ensure that the common solution is already fully deployed before installing this solution.

Deploy Solution ⓘ

Central Administration

Application Management

System Settings

Monitoring

Backup and Restore

Security

Upgrade and Migration

General Application Settings

Apps

Configuration Wizards

Solution Information

Information on the solution you have chosen to deploy.

Name:	collaboris.readership.solution2013.wsp
Locale:	0
Deployed To:	None
Deployment Status:	Not Deployed

Deploy When?

A timer job is created to deploy this solution. Please specify the time at which you want this solution to be deployed.

Choose when to deploy the solution:

◉ Now

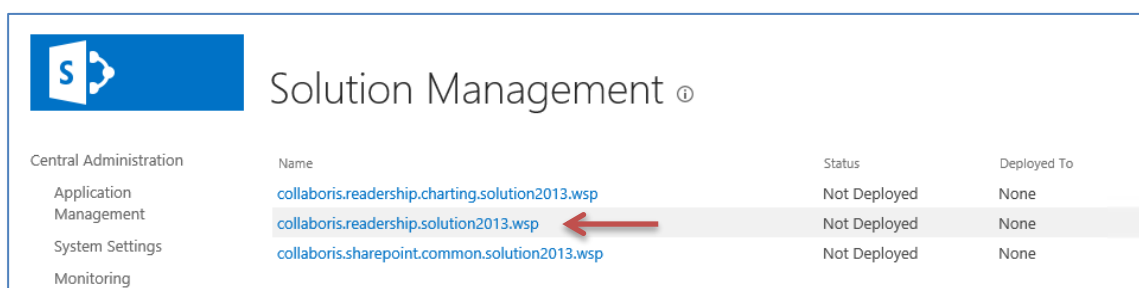○ At a specified time:

8/2/2013   3 PM ∨   00 ∨

Deploy To?

The solution contains no Web application scoped resource, and therefore cannot be deployed to a particular Web application. It can only be deployed globally.

This solution deploys globally.

Warning: Deploying this solution will place assemblies in the global assembly cache. This will grant the solution assemblies full trust. Do not proceed unless you trust the solution provider.
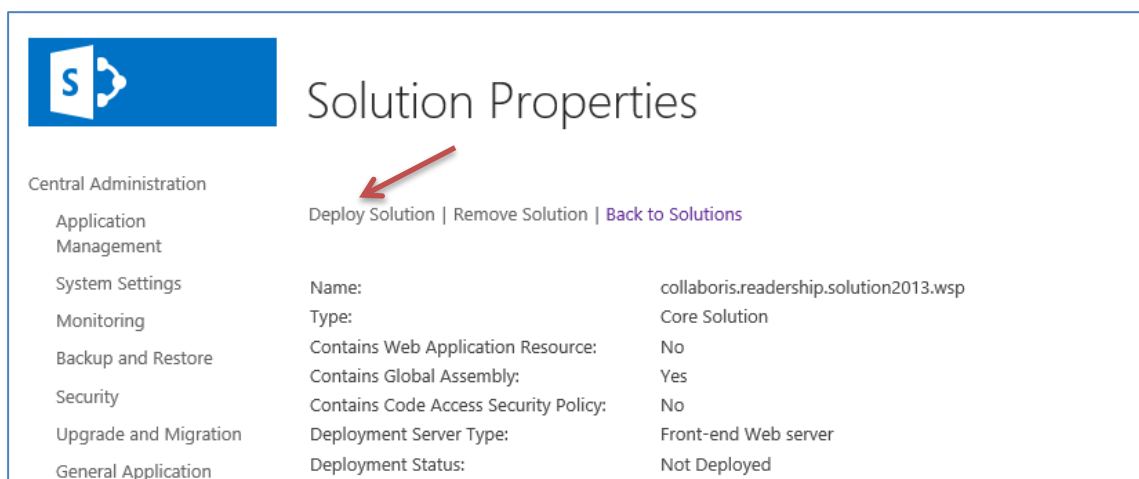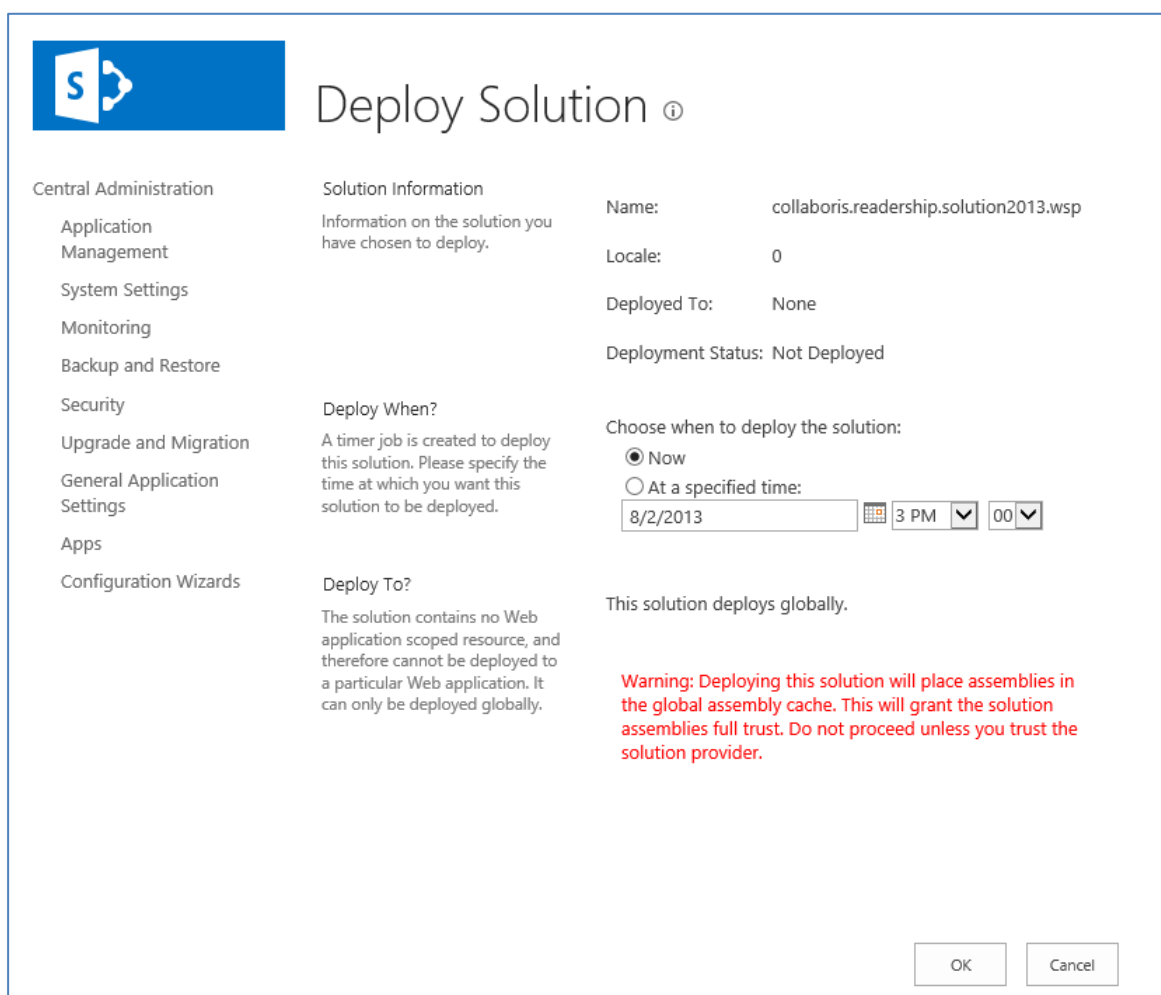
OK   Cancel

8. Before proceeding, please ensure that both solutions are deployed with no errors.

2.6 Administration and Initial Database Set Up

Once you have successfully downloaded and installed DocRead on your SharePoint Farm you need to configure DocRead using new menu options in Central Administration.

> **Note:** You need to ensure that you are logged into Central Administration as a Farm Administrator to be able to complete all aspects of the following set up procedure. You will also need to create a service account in AD to be used by the scheduler service.

Go to SharePoint Central Administration and locate the new Collaboris Settings section in the default landing page.
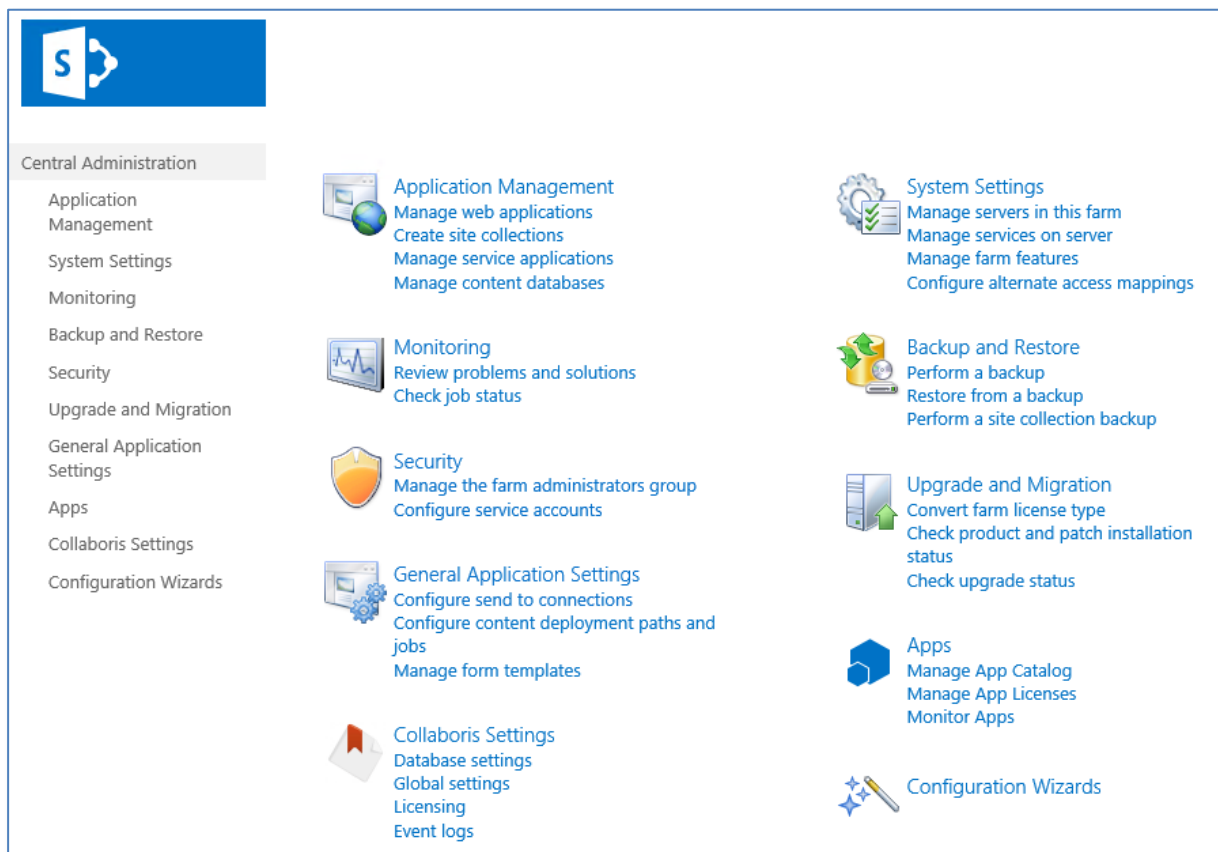
2.6.1 Database Settings

DocRead requires the creation of two SQL Server databases:

a. **Main DocRead database** - stores all the information required to assign and process tasks.

b. **Scheduler database** - stores scheduling information used by the scheduler service to send notification emails.

Completing the steps in this section will result in the creation of both databases automatically.

1. Within the Collaboris menu, select 'Database settings'.
2. Enter database (SQL) server (the default server used by your Farm will be pre-populated).
3. Enter your DocRead database name, please note this should be a unique database name, not contain any special characters and be less than 255 characters long.

4. Enter your Scheduler database name, again please note this should be a unique database name, not contain any special characters and be less than 255 characters long.
5. Enter the name of your scheduler service account (see note below). This needs to be in the format domain\username.

> **Note:** The scheduler service account will be granted the correct privileges over the DocRead and Scheduler databases. When you configure and install the DocRead Notification Scheduler service, please ensure you use this account as the identity that the windows service runs as. This will ensure the correct permissions are granted.

6. DocRead also includes some Powershell Cmdlets to help automate the creation of Line Managers. If you wish to use these cmdlets, please specify the account(s) that you will be doing this with to ensure the relevant permissions are granted over the database. It also necessary to ensure that this user is also given access to run SharePoint Powershell commands.
7. Click 'OK' – both databases will be created.
8. Keep a note of these values as they will be needed again when installing the Collaboris Notification Scheduler.

2.6.2 DocRead Global Settings

You need to specify which SharePoint web applications DocRead will be attached to. It is highly recommended that you only select web applications that contain sites where you will want to enable DocRead. This will ensure that you tightly govern who has the privilege to send out tasks to users.
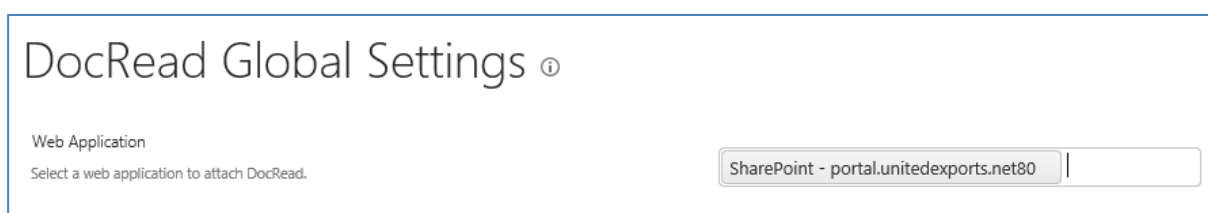
DocRead will also create three SharePoint timer jobs that will be used to process the reading tasks. This allows it to scale to tens of thousands of users without seriously impacting the performance of your Farm. The timer jobs not only look for new documents that need acknowledging, but also monitor for new users entering or leaving your SharePoint Groups and Audiences. This is hugely powerful as it means that once a document has been targeted to an audience, DocRead will send tasks to new users within the group without you having to do a thing.

The three timer jobs used by DocRead are:

- **Readership processing**: responsible for the creation and deletion of reading tasks.

- **Audience synchronisation**: monitors changes within the user group structures. This ensures that should a user move between groups their completed reading task history remains intact and new reading tasks are assigned in line with the reading requirements of their new user group.

- **SharePoint objects synchronisation:** detects when a site collection, site or document library has been deleted and removes reading tasks appropriately.

This section will show you how to attach DocRead to individual web applications and how to configure the schedules for each timer job.

1. Select DocRead 'Collaboris Settings > Global Settings' page in Central Administration.
2. Click within the 'Web Application' box to view the available options and select the relevant web application(s) for your Farm. You can add multiple web applications by selecting them from the list provided.

3. For the next three Scheduling options select your preferred frequency for the timer jobs used by DocRead.

Note: Selecting 'Run Now Only' will only process tasks once (immediately after the 'OK' button is pressed) which is useful if you want to override the usual schedule, however you must remember to reselect your usual timer settings after the tasks are processed otherwise the timer job will not run again.

4. Enter your chosen default values for 'Required Reading (days)' and 'Recommended Reading (days)'.

These specify the number of days that each type of 'reader' may take to complete the document task. Once this time has elapsed, required reading tasks become overdue. Please note that these are calendar days, not working days and do not take account of bank or public holidays. Therefore if you wish to allow readers 2 weeks to read a standard document you need to enter '14' in this field. These can be overridden at a later stage, on a per document basis, by a DocRead Publisher when assigning the task to the target group or audience.

5. Number of processing threads. This value allows you to scale up or down the number of threads used by DocRead based on the number of CPU's your server has.

6. Use the drop down arrows to select your preferred user interface skin. Given that the DocRead web parts cache this value, any changes made here will take 15 minutes to take effect.

User Interface Skins

Specify the name of the user interface skin to be used by all DocRead controls.

Controls Skin
SP2013

Skin override
default-2013

7. If you are using a SharePoint Server edition that supports Audiences and require the option to assign tasks using DocRead to audiences at site level then check 'Enable Audiences'.

Audiences

Specify if audiences can be used by DocRead. If you are using SharePoint Foundation the value of this field should be left unchecked.

☑ Enable Audiences

Note: Enabling this audience feature on a site means that DocRead tasks will NOT be able to be assigned to Active Directory groups or individuals on the site (other sites will be unaffected).

Note: If you are using SharePoint Foundation then checking this box will cause DocRead to work incorrectly.

8. Force View Document configures a default (global) setting specifying whether to force the user to download a document before they read and confirm. We recommend leaving this checked so that you can ensure users have at least opened the document before confirming they have completed their task.


Force View Document

Specify whether the user is forced to view the document before confirming. This can be overridden at the web level.

☑ Force View Document

9. Click 'OK' to save your changes.

2.6.3 Default DocRead Messages

On this page you can define and write the basic messages that will be displayed to users for each step of the document approval process. Each of these 'standard' messages can be overwritten on a per document basis using the Message Template options that will be described later, the idea here is to set the default messages that will be received, should no other action be taken.

1. Click on the 'Collaboris Settings' menu heading to go to the detailed Collaboris Settings Menu.
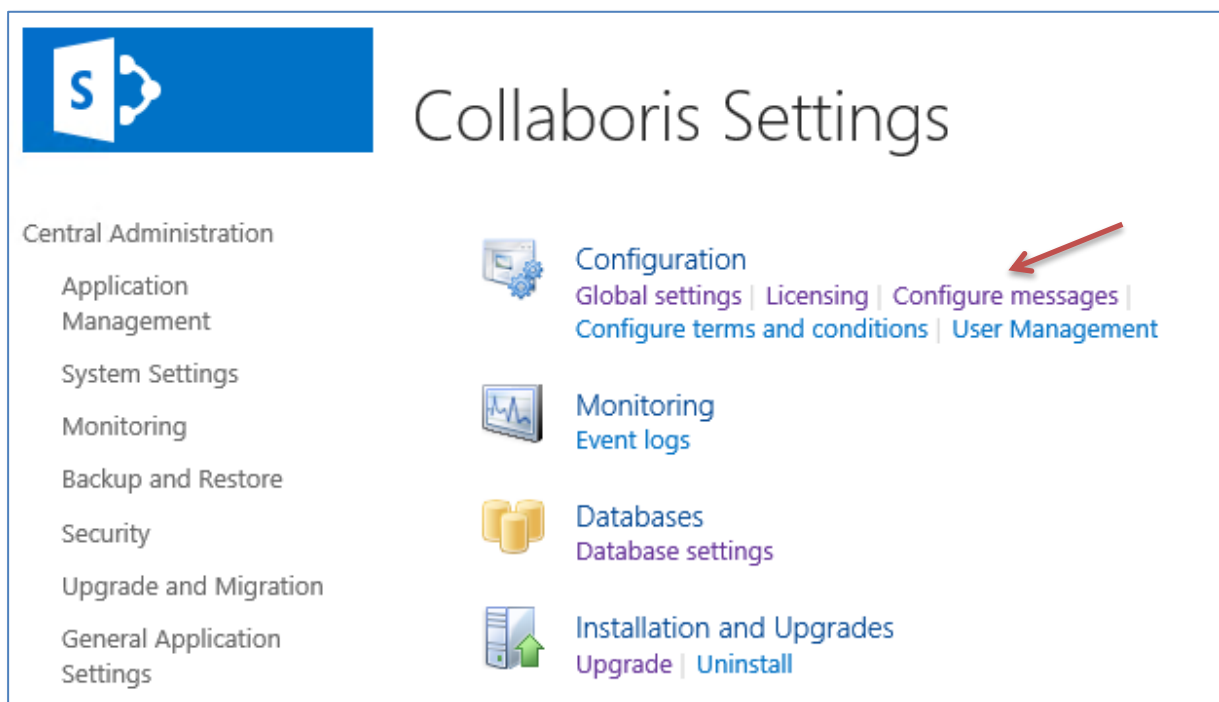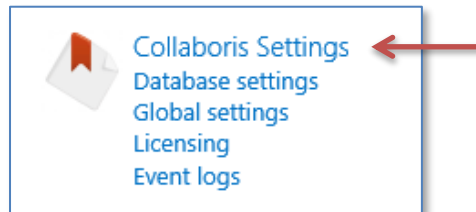
2. Select 'Configure Messages' and click 'OK' to save any changes you make, or click 'Cancel' to accept the default text.

3. Receipt messages.

These messages are displayed when a readership confirmation receipt is issued. A positive receipt message is issued when a reader confirms that they have completed a readership task. A negative receipt message is issued when a reader does not complete a readership task and that task is then deleted.

Simple messages are provided as an initial default position, however you may wish to amend or change these to suit your business or circumstances.

The 'tokens' (shown as in the table below) are replaced by actual values when generated.

Token	Description	Example of value
{Fields.DocumentTitle}	Title of document	Computer Use Policy
{Fields.DocumentName}	Name of document	Computer Use Policy
{Fields.DocumentUrl}	Address of document	http://company/DocRead/ComputerUsePolicy.doc
{Fields.DocumentVersion}	Document version	2.1
{Fields.DocumentBusinessId}	Document ID	102536
{Fields.TaskCompletionDate}	Task completion date	12/02/2012
{Fields.UserName}	User name	Alice Brown
{Fields.UserPreferredName}	Users preferred name	Alice

2.6.4 Readership Terms and Conditions

On this page you can write a message to the user which they must read and accept before acknowledging they have read the attached document. A default text is provided for guidance and as with the other messages, this statement can be amended on a per document basis at a later stage.

1. From the Collaboris Settings main menu, select 'Configure terms and conditions'.
2. Click 'OK' to save any changes you make, or click 'Cancel' to accept the default text.
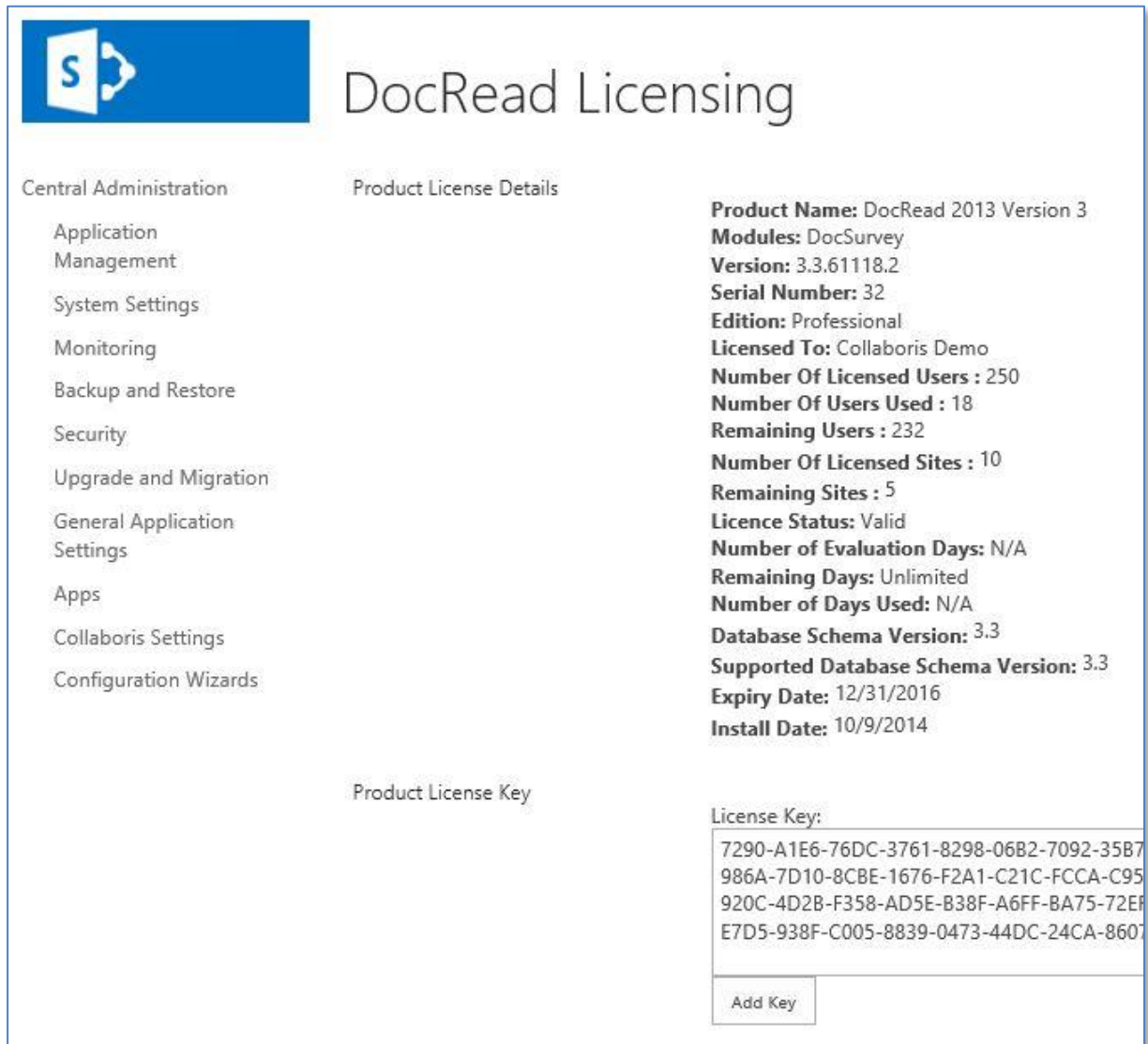
2.7 Licensing

You need to purchase a licence to use DocRead. Input your licence key in the box provided and click 'Add Key'. Details of the licence will appear in the 'Product License Details' section.

If you are using the evaluation version of our software then this will already be populated with a licence key that will last for 30 days from installation.

If you are upgrading to version 3.x from an earlier release, and have not already been provided with a new licence key, please contact sales@collaboris.com for your new key.

Please check all details are correct before proceeding.
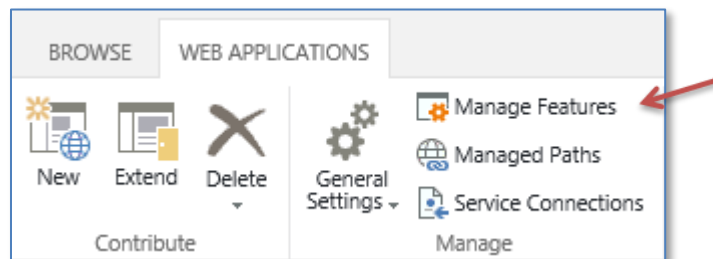

2.8 DocRead Reporting Tool

The DocRead Reporting Tool gives enhanced reporting functions and also allows you to download reports to Excel, PDF files etc.

1. To ensure that the Reporting infrastructure is activated go to Central Admin, Application Management, Manage Web Applications.
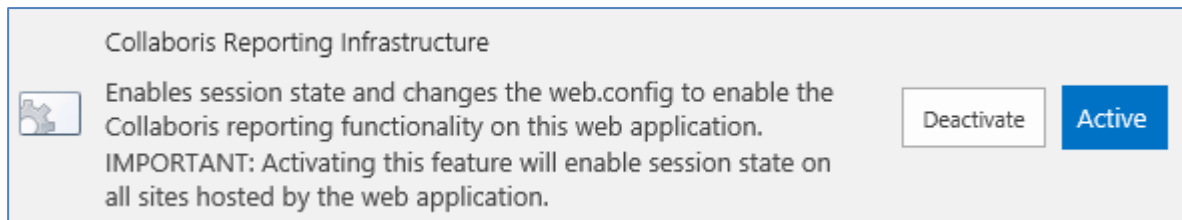
2. Select the relevant Web Application (this should be the same application that was chosen for 'Readership Global Settings').
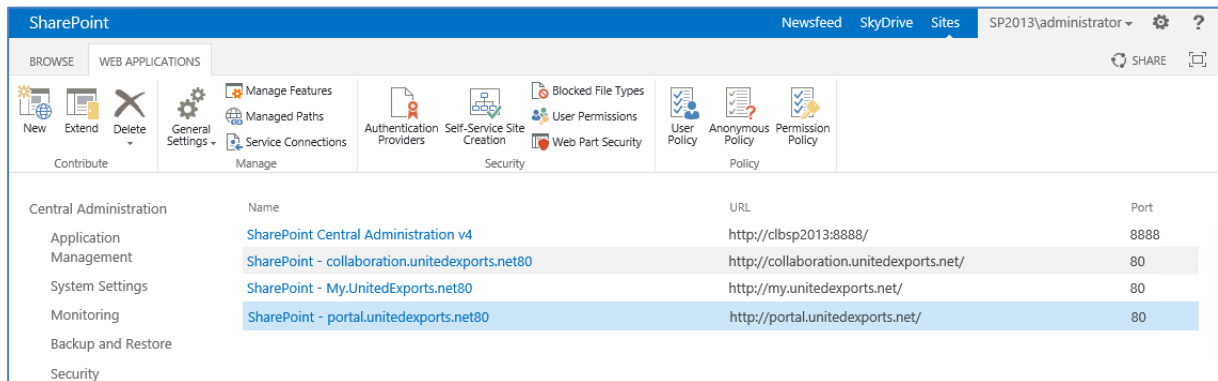
3. Under 'Web Applications' in the top menu bar, select 'Manage Features'.

4. The 'Manage Web Application Features' page will be displayed.
5. Ensure that the 'Collaboris Reporting Infrastructure' is active and click 'Activate' if not.

Note: DocRead Reporting requires session state to be enabled on your target Web Applications. Hence, when you click 'Activate' this will amend the "web.config" to set session state (if it isn't already), but will also cause your Application Pool to recycle on all web front end servers and application servers. This will cause temporary disruption to your service, so it's highly recommended you do this out of hours, or during a scheduled maintenance window.

2.9 Collaboris Notification Scheduler

2.9.1 Decide where to install the Notification Scheduler

The scheduler is responsible for sending email notifications for assigned, completed or overdue reading tasks to users. It needs to be separately installed and configured from the main DocRead system. There are two possible locations to install the Notification Scheduler:

- **On one of the SharePoint Application Servers** - Use this option if you foresee that you will not be sending more than a few hundred emails per day.
- **On a dedicated server outside of your SharePoint Farm** - Use this option if you foresee that you will be sending several thousand emails or more per day. This server will need to be able to connect to the SQL server that is part of your SharePoint Farm.

Note: To have an idea of the volume of emails that DocRead will need to send just multiply the number of documents that will be controlled by DocRead by the maximum number of users targeted by DocRead.

2.9.2 Install the Collaboris Notification Scheduler

1. Log on as local administrator and navigate to the SharePoint directory.

Note: It is important to launch the scheduler with a domain account who is a member of the 'administrators' group on the machine. This is because the user name and password need to be verified and also because rights to install a windows service are required.

The account also needs to have access to the SQL server where the Scheduler database will be installed.

2. Copy the contents of the DocRead Scheduler folder, extracted from the downloaded DocRead ZIP file, to the server identified in section 2.9.1.
3. Right click Setup.exe, on the new location, and select 'Run as administrator'.
4. The DocRead installer set up wizard will now run.
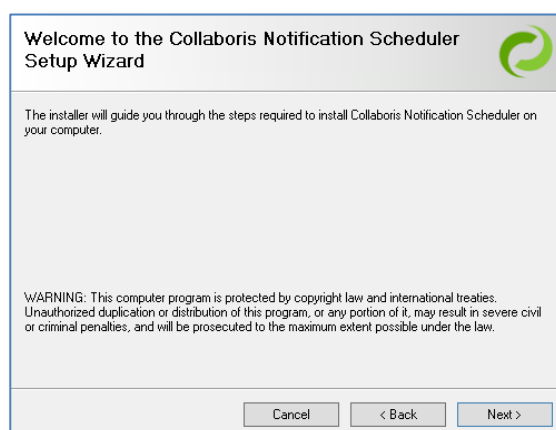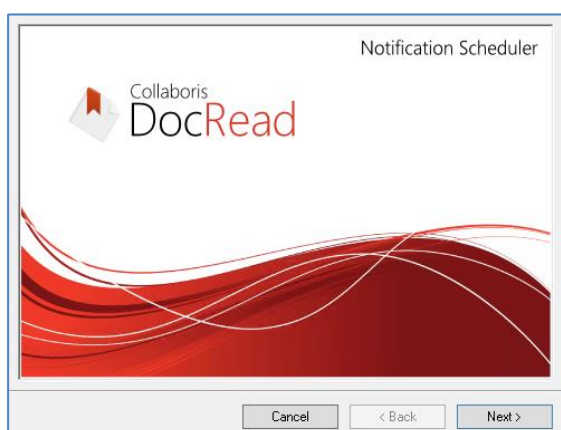
5. You must read and accept the Licence Agreement terms and conditions by choosing 'I Agree', then click 'Next'.

6. Select the correct location to install the Scheduler. The default location is 'C:\Program Files\Collaboris\DocRead\Scheduler\' and click 'Next'.

7. Confirm that you wish to proceed by selecting 'Next'.
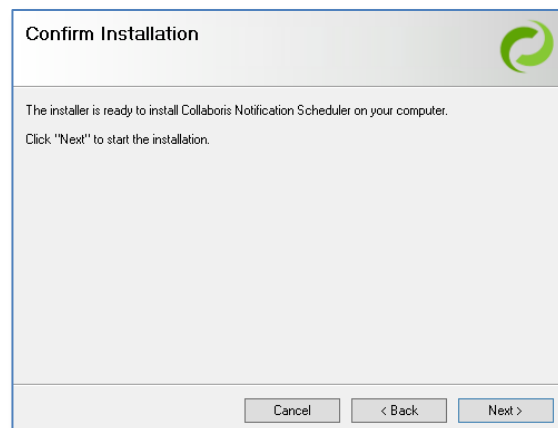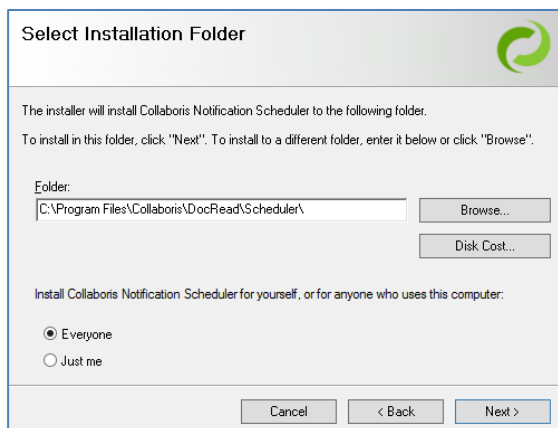
8. The programs will now install.

9. When completed you will receive an 'Installation Complete' screen. Click 'Close' to exit.
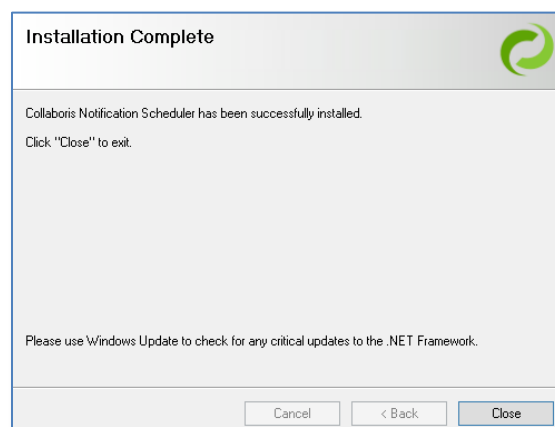
2.9.3 Configure the Collaboris Notification Scheduler

Once the scheduler is installed on your server you need to configure it for your farm.

1. Browse to the directory where you installed the scheduler.
2. Then right click '**Collaboris.Readership.Administration.exe**' and select 'Run as Administrator'.
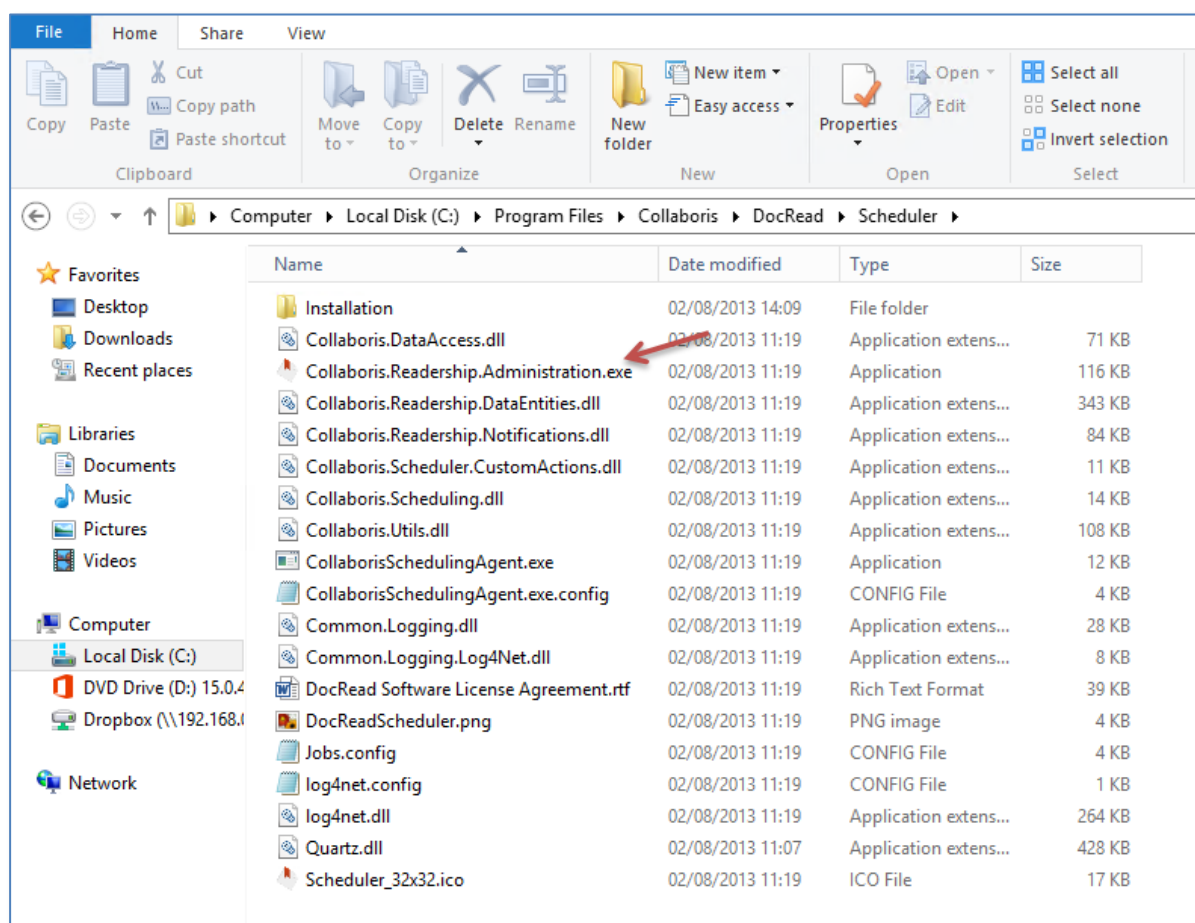

3. Enter the service account username (this should be the same value as the scheduler service account setting used in section 2.6.1).

> **Note:** This user account will need Database Owner permissions over both the 'Scheduler' database and the 'DocRead' database. This should be the same account as entered on the Database Settings screen in Central Admin.

4. Enter the relevant password for the service account and click 'Install Service'.
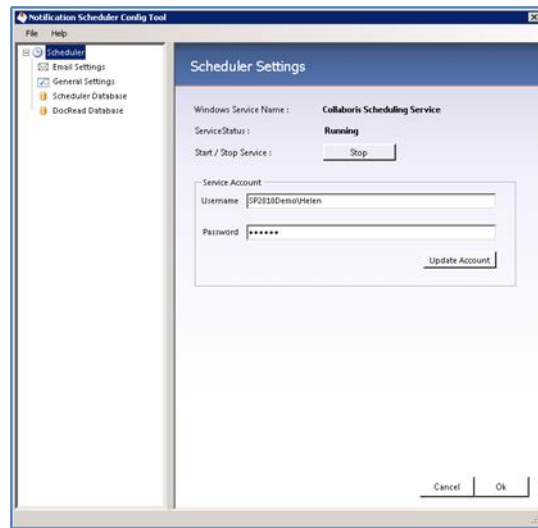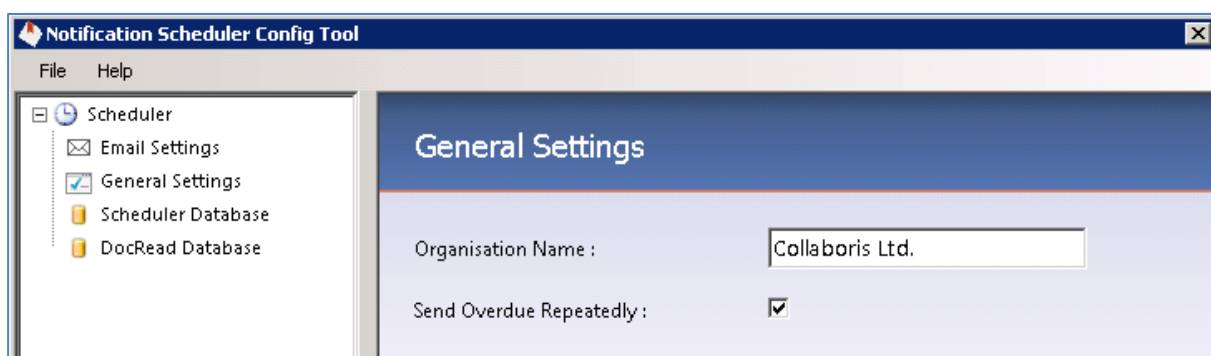
5. Select 'Email Settings' from the left navigation menu.

6. Enter the relevant settings to connect and authenticate to your email server under the Authentication section.

7. Optional - Under the Copy Details section provide an email address that will be copied (or blind copied) in on ALL emails sent by the scheduler (this is an optional setting and can be left blank).

8. Optional - You can also configure the scheduler to send a copy of the emails to a users' line manager by simply checking the relevant 'Overdue', 'Completed' or 'Assigned' boxes.
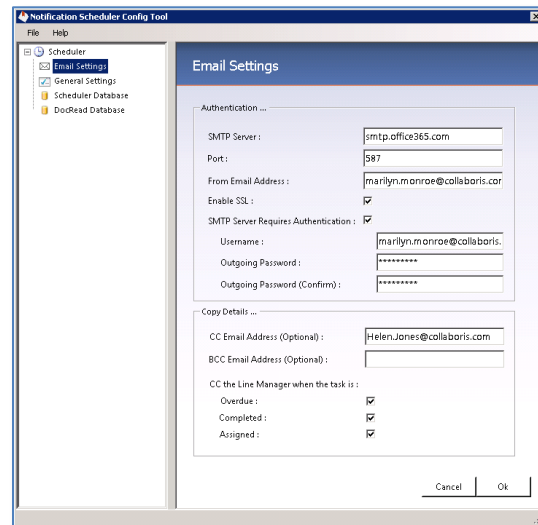

Note: This function will only work for a users' immediate line manager and is only possible if the 'Manager' field is completed within Active Directory (as shown below)
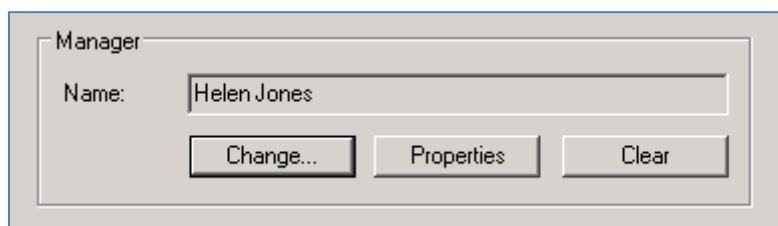
9. Select 'General Settings' from the left navigation menu.
10. Enter your company name (as you want it to appear in the email confirmation messages).
11. Check the box if you want overdue email reminders to be sent on a repeating schedule until the user completes the assigned required task (recommended).


12. Select 'Scheduler Database' from the left navigation menu.
13. Enter your SQL server name and scheduler database name (these values should be the same as for DocRead Database Server Settings and DocRead database settings used in section 2.6.1).
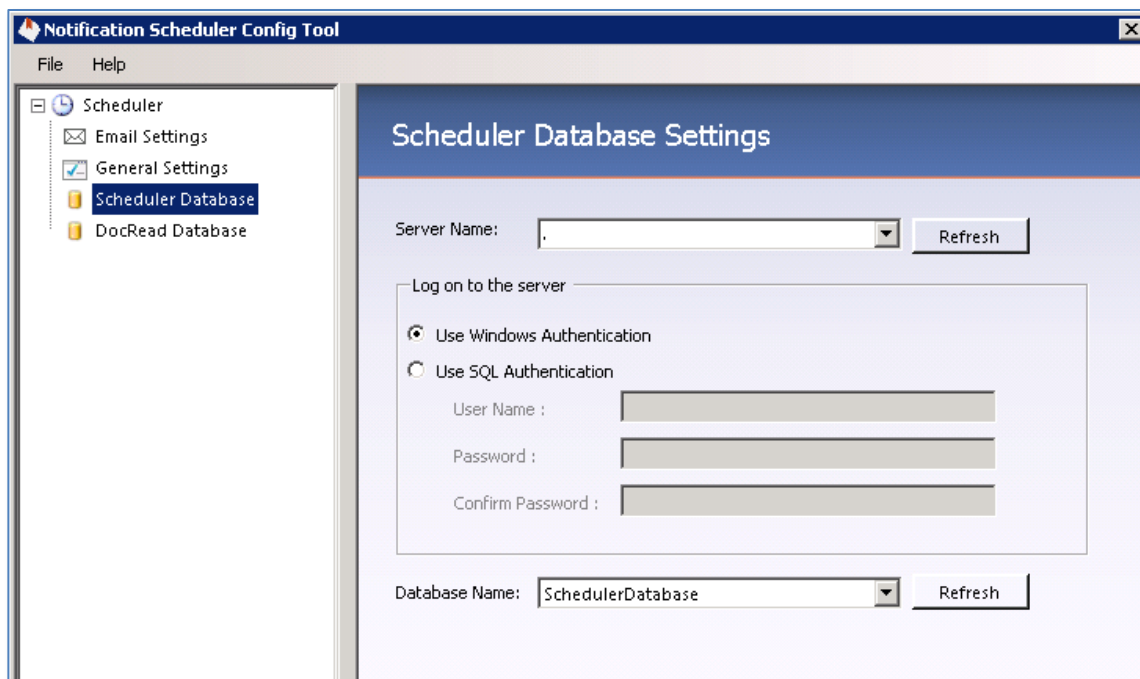
14. Choose Windows Authentication (SQL authentication cannot be used by the DocRead database server).

15. Select 'DocRead Database' from the left navigation menu.

16. Enter the same server name as before and the DocRead Database name used in part 2.6.1.
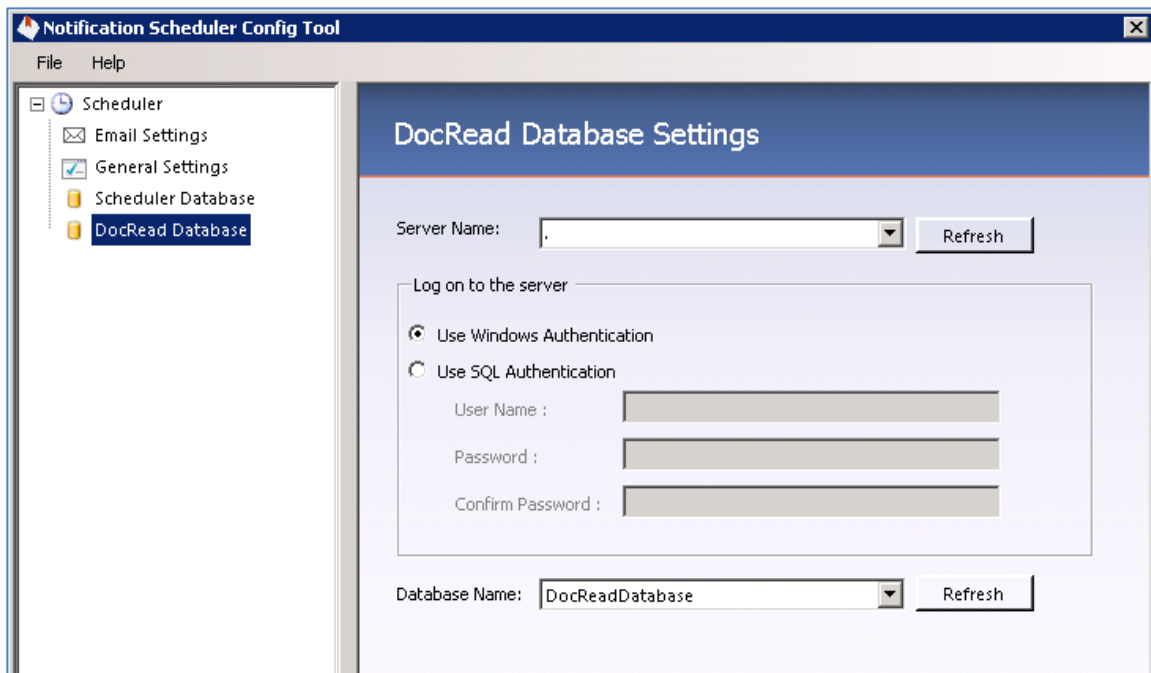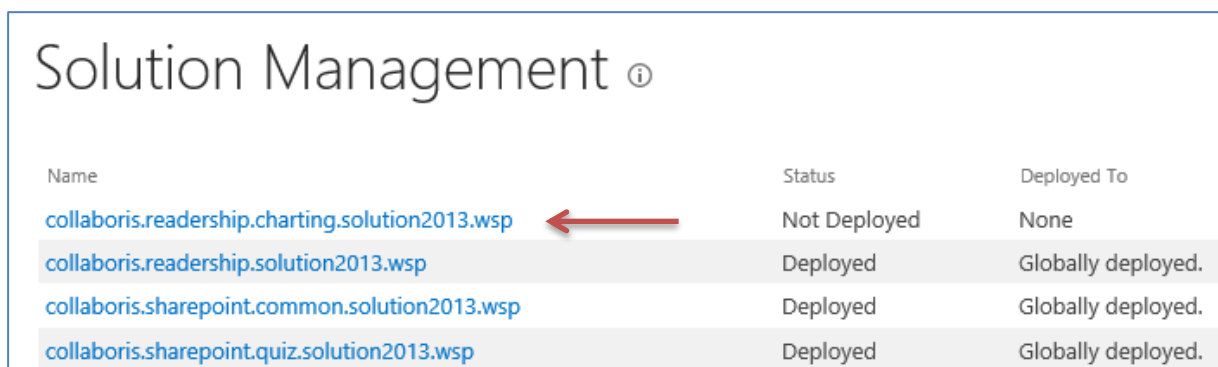

17. Click 'OK' to finish. Your DocRead Email notification system is now fully configured and ready to send emails.

2.10 Installing the Charting Web Parts

DocRead ships with four chart web parts that provide different graphical representations of Reading Tasks. The web parts are contained and deployed in a separate WSP called '**Collaboris.Readership.Charting.Solution2013.WSP**' (this will have the same name even if you are using SharePoint 2016 or 2019). To use these web parts on a particular web application, you need to deploy the WSP to that web application. The following instructions explain how to do this.
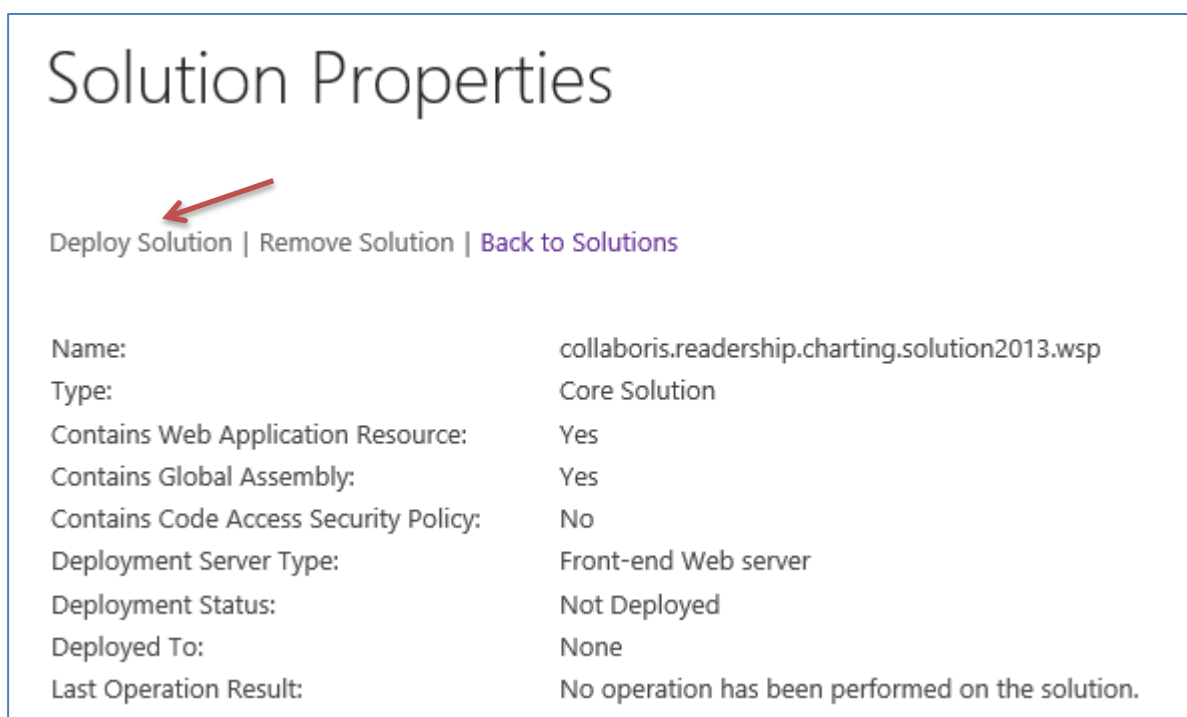
> **Note:** Deploying the WSP to a web application will cause new entries to be placed into the web.config of that application, resulting in the Application Pool recycling.

1. From Central Administration select 'System Settings' then 'Manage Farm Solutions' to arrive at the 'Solution Management' page.
2. Click on the 'collaboris.readership.charting.solution2013.wsp' (this will state 2013 even if you are using SharePoint 2016 or 2019).

Solution Management ⓘ

Name	Status	Deployed To
collaboris.readership.charting.solution2013.wsp	Not Deployed	None
collaboris.readership.solution2013.wsp	Deployed	Globally deployed.
collaboris.sharepoint.common.solution2013.wsp	Deployed	Globally deployed.
collaboris.sharepoint.quiz.solution2013.wsp	Deployed	Globally deployed.

3. Click on 'Deploy Solution'.

Solution Properties

Deploy Solution | Remove Solution | Back to Solutions

Name:	collaboris.readership.charting.solution2013.wsp
Type:	Core Solution
Contains Web Application Resource:	Yes
Contains Global Assembly:	Yes
Contains Code Access Security Policy:	No
Deployment Server Type:	Front-end Web server
Deployment Status:	Not Deployed
Deployed To:	None
Last Operation Result:	No operation has been performed on the solution.

4. Select one (or more) web applications where you wish to use the web parts on. Click 'Ok'.

Deploy Solution ⓘ

Solution Information

Information on the solution you have chosen to deploy.

Name:	collaboris.readership.charting.solution2013.wsp
Locale:	0
Deployed To:	None

Deployment Status:Not Deployed

Deploy When?

A timer job is created to deploy this solution. Please specify the time at which you want this solution to be deployed.

Choose when to deploy the solution:
- ⦿ Now
- ◯ At a specified time:

7/29/2013   ▦ | 11 PM ⌄ | 00 ⌄

Deploy To?

The solution contains Web application scoped resources and should be deployed to specific Web applications. Please choose the Web application where you want the solution to be deployed.

Choose a Web application to deploy this solution:

All content Web applications ⌄

Warning: Deploying this solution will place assemblies in the global assembly cache. This will grant the solution assemblies full trust. Do not proceed unless you trust the solution provider.

# 3 Activate and configure DocRead on a SharePoint site

3.1 Activate DocRead Site Collection Features

Now that an Administrator has configured DocRead within SharePoint Central Administration, you need to enable the DocRead functionality on your site collection home page.

1. Log on to SharePoint as a Site Collection Administrator.
2. On the main Site Collection home page, select 'Settings' then 'Site Settings'.
3. Under 'Site Collection Administration', select 'Site collection features'.
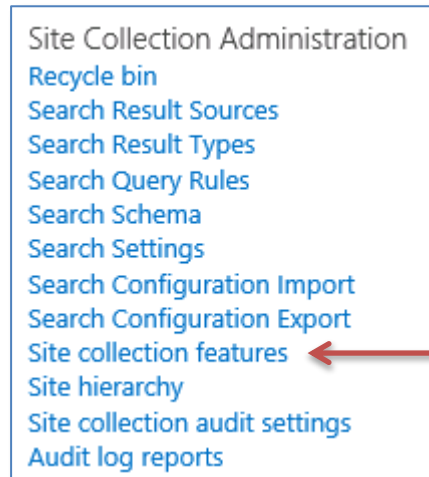
4. Click the 'Activate' button for 'DocRead Charting Webparts' and 'DocRead Site Collection Features'.
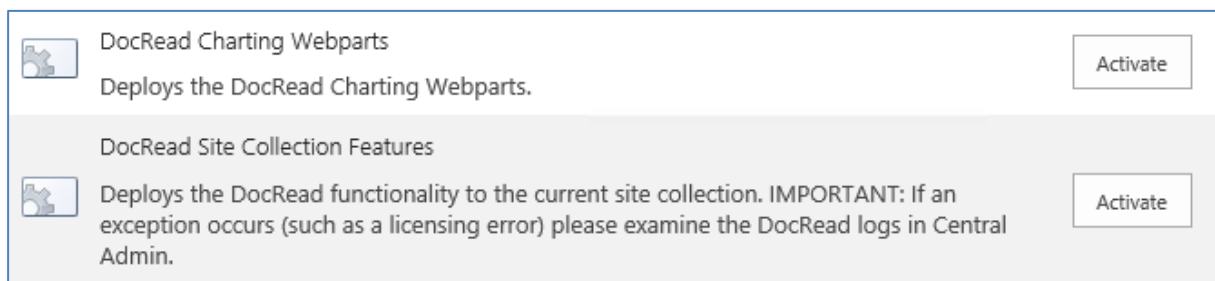

3.2 Activate DocRead Functionality

Now you need to enable the DocRead functionality within your chosen SharePoint Sites.

Normally, DocRead should be enabled on sites that contain libraries with policies and procedures within them. However, DocRead can be used to send any item / document contained in a SharePoint document library or list to any group of users, so it's up to you where to use DocRead.

You need to repeat these steps for every Site where you wish to use DocRead.

1. Log on to SharePoint as a Site Collection Administrator.
2. Within the main Site Collection home page, select 'Settings' then 'Site Settings'.
3. Under 'Site Actions', select 'Manage site features'.
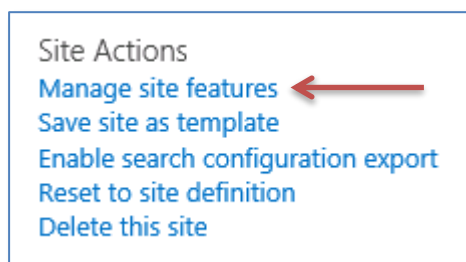
4. Click the 'Activate' button for DocRead Site Features, DocRead Reporting and DocRead Default Reports. If DocRead reporting hasn't been configured within Central Administration it will raise an error when clicking 'Activate'.

Note: You will not be able to activate the 'DocRead Site Features' if the relevant DocRead site collection hasn't been activated.
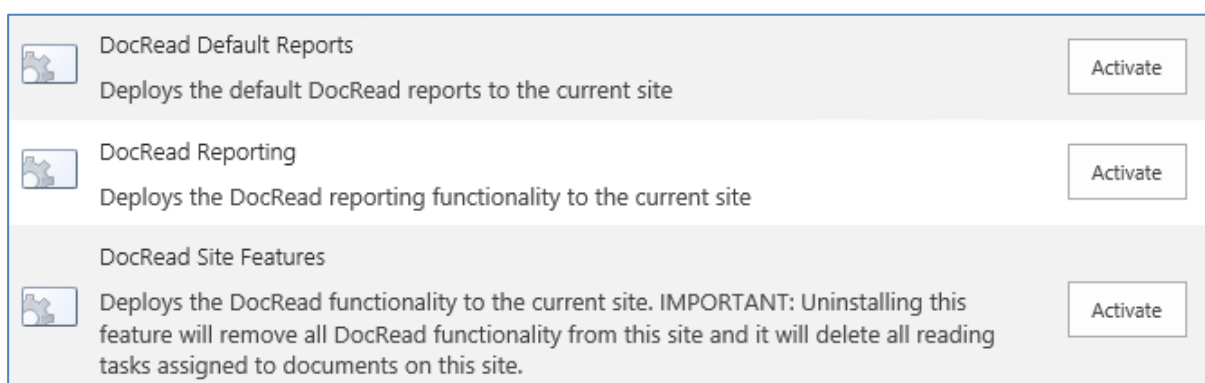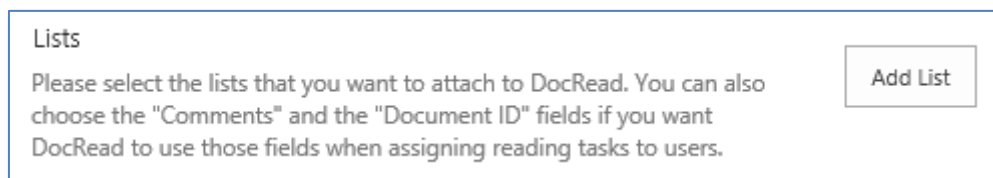

3.3 DocRead Site Settings

1. Go back to the Site Settings page and scroll down to find the DocRead section.
2. Select 'Site Settings'.
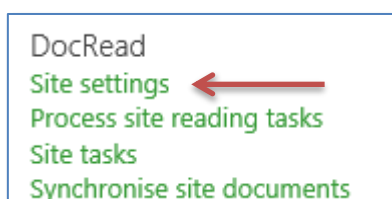
3. The 'Lock Audiences' box should only be selected if you want to ensure that new audiences cannot be assigned to documents on this site. If this option is enabled reading tasks will still be processed and assigned to users as normal but new audiences cannot be assigned to documents.
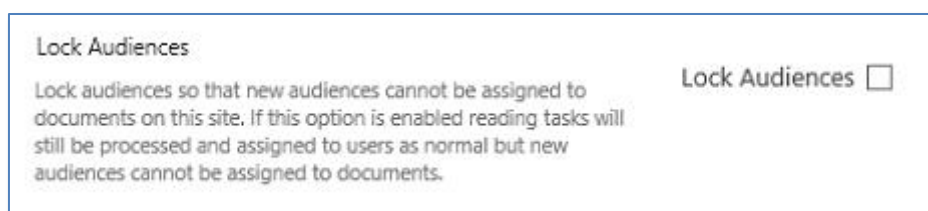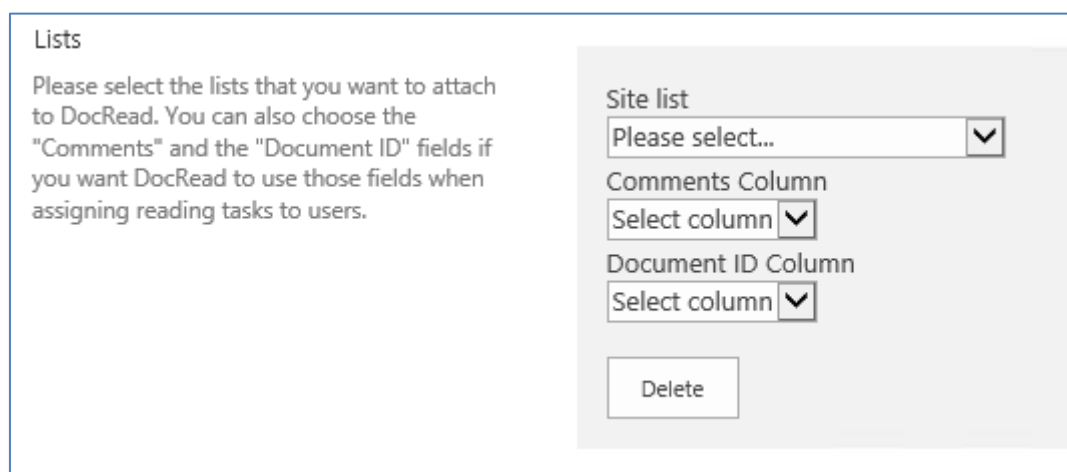
4. Select 'Add List' to select the document libraries or lists you wish to be enabled with DocRead functionality. You may choose as many as you wish, or you may prefer to dedicate some specific libraries solely for DocRead use. It is recommended that you keep these to a minimum to ensure that DocRead is not used for unimportant or confidential items.

Note: Although SharePoint may have many Document Libraries and lists, it is not necessary to enable DocRead on them all. DocRead should only be enabled on those Document Libraries or lists where items in those libraries are intended to be distributed throughout the organisation via DocRead. DocRead does not need to be enabled on Document Libraries or lists that are used to contain static information which will not be distributed.

5. If required you can select a Comments Column and Document ID Column from the drop down list. These columns will be used when assigning documents to users. For example, if you select a comments column that specifies what has changed in the latest version, this will be displayed to the user (in both the task information panel and the email notifications) so their attention may be focused on the relevant parts of the document.

Note: If your organisation uses a Document ID service to ensure your documents are uniquely identifiable, select it here and DocRead will track and record it for you. This can be useful for auditing purposes.

6. Select the correct groups of users (you can select more than one group if wished) to become the DocRead Site Collection / Site Administrators and DocRead Publishers from the list of available groups in your SharePoint site.

   DocRead Site Collection Administrators have access to the DocRead Site Collection reports.

   DocRead Site Administrators will be allowed to view reports at site level and process site readerships.

   DocRead Publishers are allowed to assign readership groups to documents / items needing to be published via DocRead.

On the example pictured above, "DocRead Admins", "Policy Creation Team Owners", "DocRead Admins", "DocRead Publishers", and "Approvers" are SharePoint groups that were manually created on the site.

> **Note:** It is important to consider how many publishers you wish to allow. If you only allow a few users to have this permission, anyone wishing to publish a document via DocRead will have to approach them for help. On the other hand, if you allow all users to assign readership groups, you may end up with thousands of unnecessary documents being distributed throughout your organisation, which will add extra processing load onto SharePoint. We recommend that fewer is generally better.

7. Force View Document specifies whether the user must open and download a document before they are able to read and confirm it. This option is set globally for the SharePoint Farm during the installation and initial set up process and may be turned off at individual site level on the Site Settings page. We recommend leaving this checked so that you can ensure users have at least opened the document.

8. Default to confirmation tab makes the 'Confirmation' tab of the DocRead Task Details panel the default tab when the panel is displayed to users.

9. The 'Enable Global Audiences' section determines if DocRead Publishers are allowed to use SharePoint Global Audiences to assign DocRead tasks. This option is not available on SharePoint Foundation or on DocRead Team or Standard editions.


Enable Global Audiences

Determines if SharePoint global audiences can be used to assign DocRead tasks.

☑ Enable Global Audiences

Note: If you enable Global Audiences on a specific site DocRead Publishers will not be able to directly assign DocRead tasks to AD groups or individual users on that site. Indirect use will still be allowed (Publishers will still be able to nest AD groups or users into SharePoint groups and then use those SharePoint groups as DocRead Audiences).

10. Click 'OK' to save your selections.

4 User Management

The User Management option in the Collaboris Settings Configuration section provides details of all of the users who have been assigned a DocRead licence. Licences are assigned to a user when the first DocRead task is assigned to them, so over time you may find that some of these users leave your organisation and you may wish to free up their DocRead licence for another user. You can also amend user's names (if they get married for example) and also delete users from within this section.
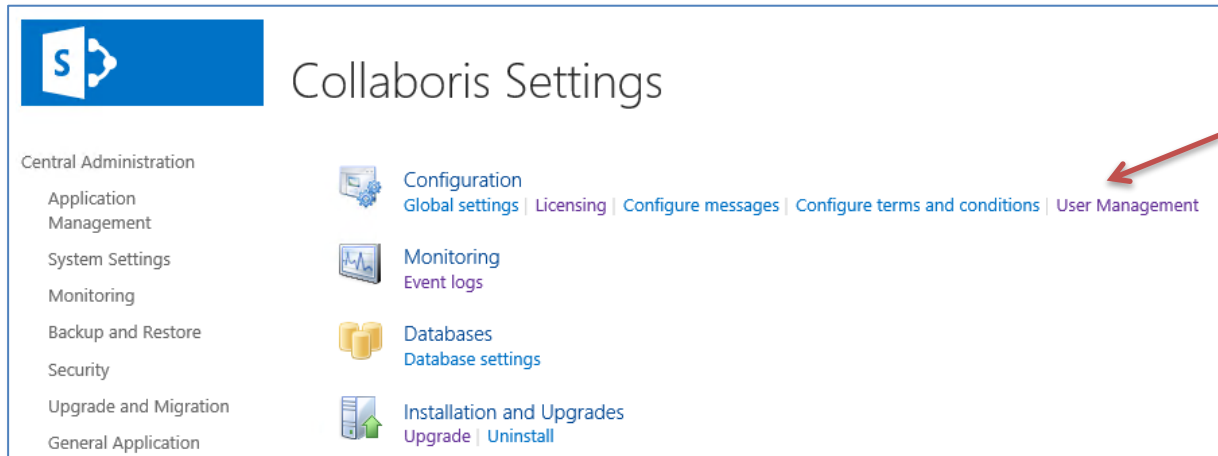

The User Management section will initially list details for each user that has a DocRead licence currently assigned to them.
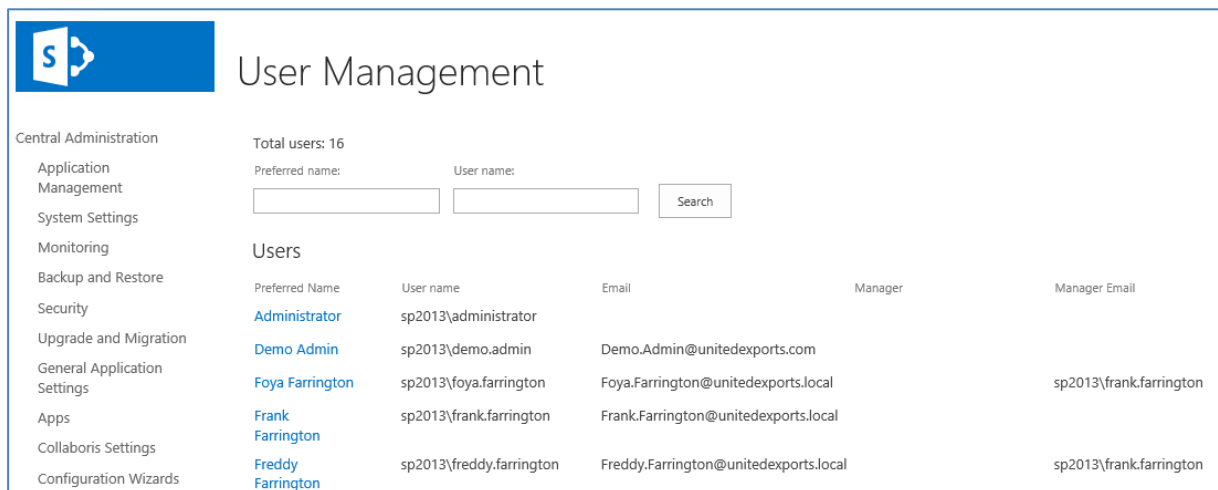
Clicking on a specific user name will display a context menu that will allow you to perform the following actions over the selected user account:
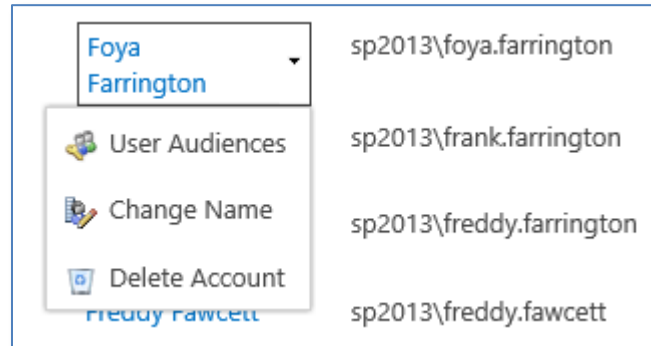
1. **User Audiences** - This option displays a list of all of the user groups and audiences that person is a member of.
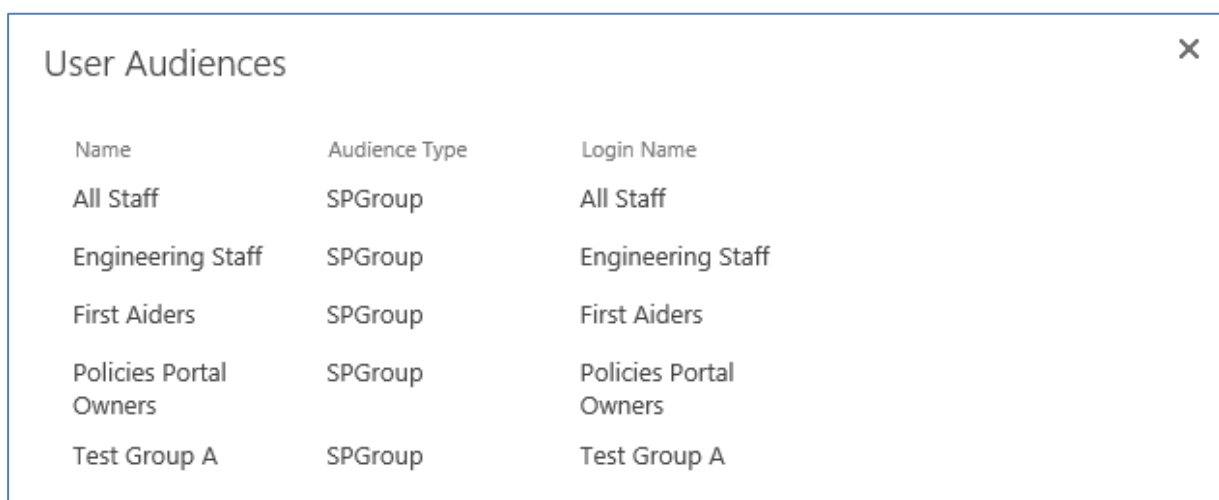
2. **Change Name** – Allows you to amend the users name or preferred name which can be helpful if they have recently got married or changed their name for any reason. Simply input the new values and click 'Ok'.

3. **Delete Account** – Deletes the user account and all related tasks (reading receipts will not be deleted). This will release the user license associated with the user.

> **Note:** You need to ensure that the user account has been removed from all DocRead audiences (SharePoint groups, AD groups and\or SharePoint Audiences) assigned to documents otherwise DocRead will re-add the user account and continue to assign tasks to the user. In order to check what DocRead audiences the user is assigned to please use the 'User Audiences' option described above.

5 View and Manage the Event Logs

The DocRead Event Log page displays a log of the various events that occur during processing. The Event Log section at the bottom of the page can be filtered to show more details about the events.

Please check this log regularly to ensure no errors are encountered.

To see more information on a particular event simply click it and a pop-up dialog will display with more detail on the event.

To ensure the event logs do not get too large, they can be cleared manually or events older than a set number of specified days may be removed. Simply enter the number of days you wish to keep event records for and click 'Set'. The default number of days is 120.

6 Upgrade DocRead to a new Version

Upgrading DocRead may require files on all front ends to be updated and/or changes in SQL to be applied.

If you are upgrading

> **Note:** Please test every upgrade on a copy of live (test) farm before running on live. If you need a Non Production Licence to do this, then one can be arranged for the duration of the upgrade cycle free of charge.

> **Note:** If you are on DocRead version 3.4 or below you need to first upgrade to DocRead version 3.5, before upgrading to version 5.

6.1 Pre-upgrade check list.

Before starting the upgrade please ensure you have carried out the following activities.

- ✓ Backed up the SharePoint configuration database.
- ✓ Backed up the SharePoint content databases (for all sites where DocRead is enabled).
- ✓ Backed up the DocRead database.
- ✓ Tested the upgrade on a test farm.

6.2 How to back-up the databases

To perform a backup of the content and config databases in SharePoint 2013, 2016 or 2019, please refer to this link: http://technet.microsoft.com/en-us/library/ee428327.aspx

To perform a backup of the DocRead database please refer to this article:

http://msdn.microsoft.com/en-us/library/ms187510.aspx

6.3 Steps to upgrade DocRead

> **Note:** Please be aware that following these instructions will cause your web applications worker process to restart. If you are performing the upgrade on a production server we recommend that you follow these steps out-of-hours.

1. Uninstall DocRead via 'Control Panel > Programs > Uninstall a program'. This will not remove DocRead from your SharePoint Farm so you will not lose any data. This simply removes installation files (such as WSPs) from the local file system.
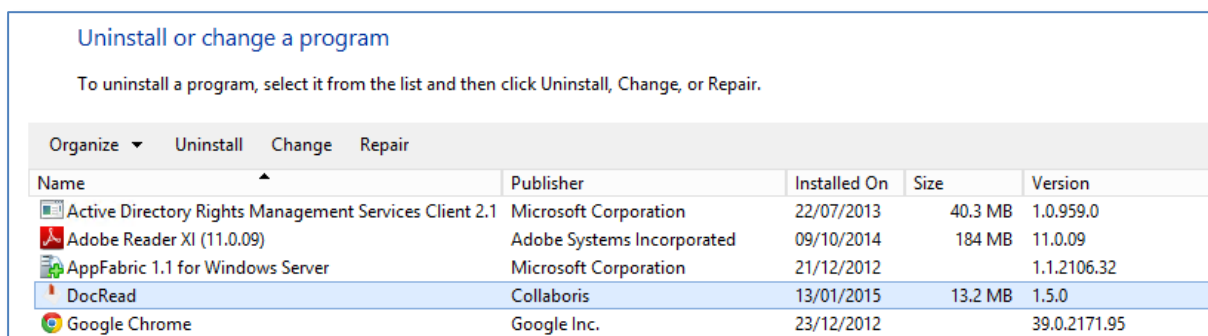
2. Download the latest version of DocRead from the link supplied in the upgrade email.

3. Select 'Run As Administrator' for the DocRead setup.exe file and allow the installer wizard to run. When you get to the 'Install Options' screen do not select 'Deploy Solution To SharePoint'. Please note, as the solution packages are already installed within your SharePoint farm, the 'deploy' option is meaningless. (Full installation instructions are available in section 2.4 if you wish to refer back to them.)

4. Wait for the installer to finish updating all the files deployed by the previous version (this can take several minutes depending on the size of your farm).

5. Restart your SharePoint timer job by going to the windows 'Start Menu > Administrative Tools > Services', right click on 'SharePoint Timer Service' and select 'Restart'.

6. Perform an IISRESET on all servers in your Farm to ensure that the latest components are loading into memory.

> **Note:** It is vitally important that you **restart your SharePoint Timer Job** and **perform an IISReset on all Web Front Ends and Application servers** in your farm. Failure to do this step may cause files to be locked and the upgrade to fail.

After these steps your solution packages should now be upgraded to the latest version of DocRead.

You may still need to upgrade your Database and/or SharePoint components. To upgrade these - follow these steps:

7. Navigate to SharePoint Central Administration.

8. Click on the 'Collaboris Settings' menu heading to go to the full Collaboris menu.
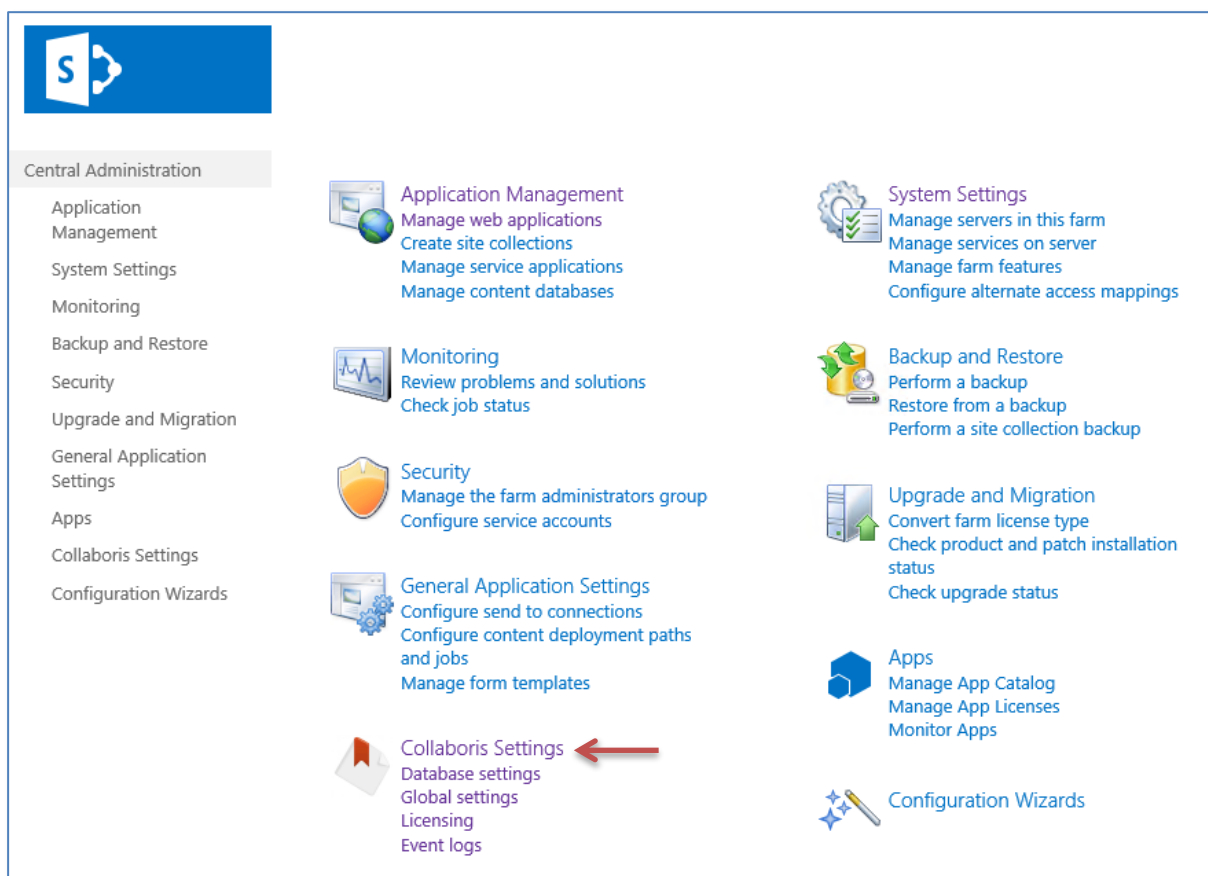
9. From the 'Installation and Upgrades menu, select 'Upgrade'.
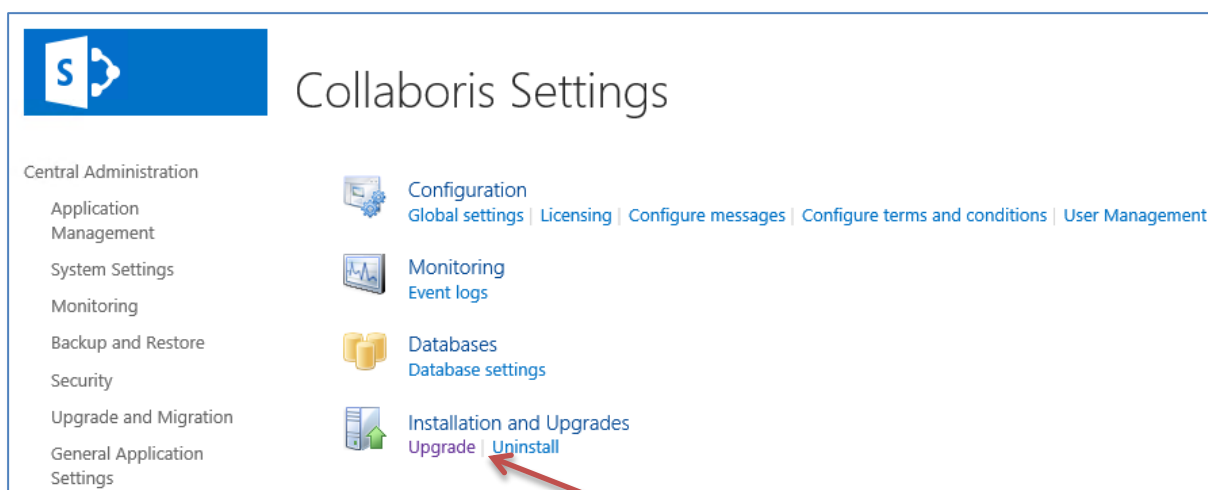
10. If you haven't already - backup your existing DocRead database and check the box to confirm this has been completed. If the upgrade fails you will need this to restore.

11. If the 'Upgrade' button in the 'Upgrade the DocRead database' section is enabled, click it. Wait until it completes (this could take a while).

12. If the 'Upgrade' button in the 'Upgrade DocRead SharePoint components' section is enabled, click it. Wait until it completes (this could also take a while so please be patient).

Note: this may result in a temporary loss of service so please complete this out of business hours.

Once completed both sections of this screen should indicate that the required and current versions are the same.

13. If you have upgraded from version 1.x, 2.x, 3.x or 4.x of the software, please go to the Collaboris licensing screen (in SharePoint Central Administration) and input your new licence for DocRead version 5 (licences for version 1, 2, 3 or 4 will not work).

14. Perform an IISRESET and restart your SharePoint Timer Job on all Web Front Ends and Application Servers.

15. There were some changes introduced with DocRead version 4.0 to make it compatible with SharePoint 2019. If you are upgrading from a version prior to 4.0, you need to ensure that the following changes are applied to the sites where DocRead is installed:

    a. Navigate to each site where DocRead is installed

    b. Navigate to the SharePoint Site Settings page and click "Site Settings" under the DocRead section.
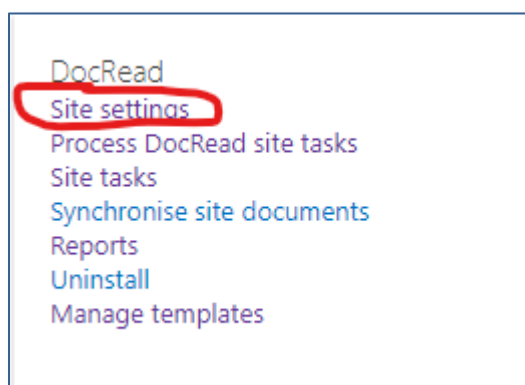
    c. On the DocRead Site Settings page don't make any changes. Simply scroll to the bottom and click the "OK" button. This will ensure that all Document Libraries where DocRead is configured will get updated.

    d. You need to repeat steps a,b,c above for each site where DocRead is installed.

6.4 Upgrading the Collaboris Notification Scheduler

Any modifications made to '**Jobs.config**', or the
'**CollaborisSchedulingAgent.exe.config**' files need to be backed up and re-applied.

**The instructions below need to be performed by a user with permissions to the SQL
server where the DocRead and the Notification Scheduler databases are installed.**

**The user will also need to have local admin rights on the server where the Scheduler
is being upgraded.**

16. You first need to create a copy of your Notification scheduler configuration settings. To do this, open windows explorer (you may need to do this with elevated privileges) and go to the directory where the Collaboris Notification scheduler was installed (usually under '%ProgramFiles%/Collaboris/DocRead/Scheduler').Copy the "Jobs.config" and "CollaborisSchedulingAgent.exe.config" to a safe location (e.g. your desktop). Please be aware that the file extension may be hidden so make sure the file type, for those two files, is "Configuration Source File" (see image below).
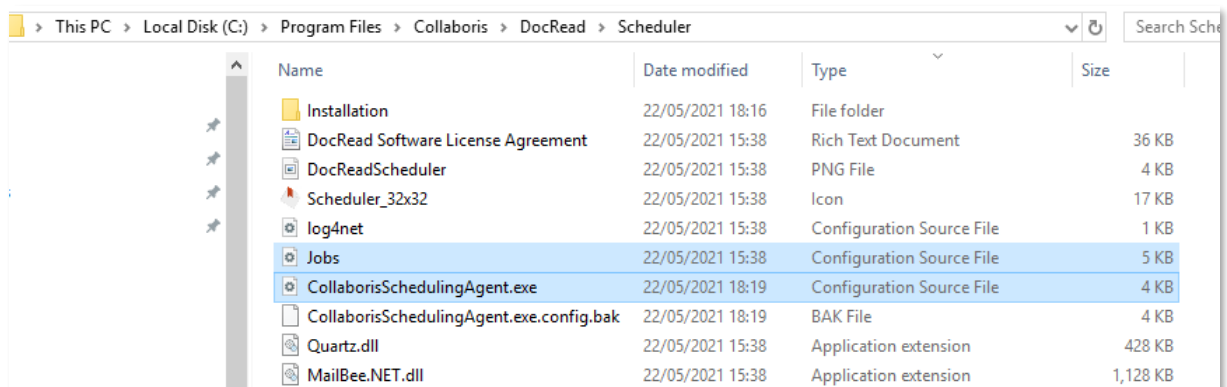
1. Uninstall the Collaboris Notification Scheduler via 'Control Panel > Programs > Uninstall a program'. This will not affect any notification data already on the DocRead database.

2. Select 'Run As Administrator' for the Notification Scheduler setup.exe file (provided in the upgrade email notice) and allow the installer wizard to run.

3. Copy the configuration files you saved in step one back into the folder where the notification scheduler was installed (you can override the existing files).

4. Open the notification scheduler by right clicking the "Collaboris.Readership.Administration" and selecting "Run as administrator".
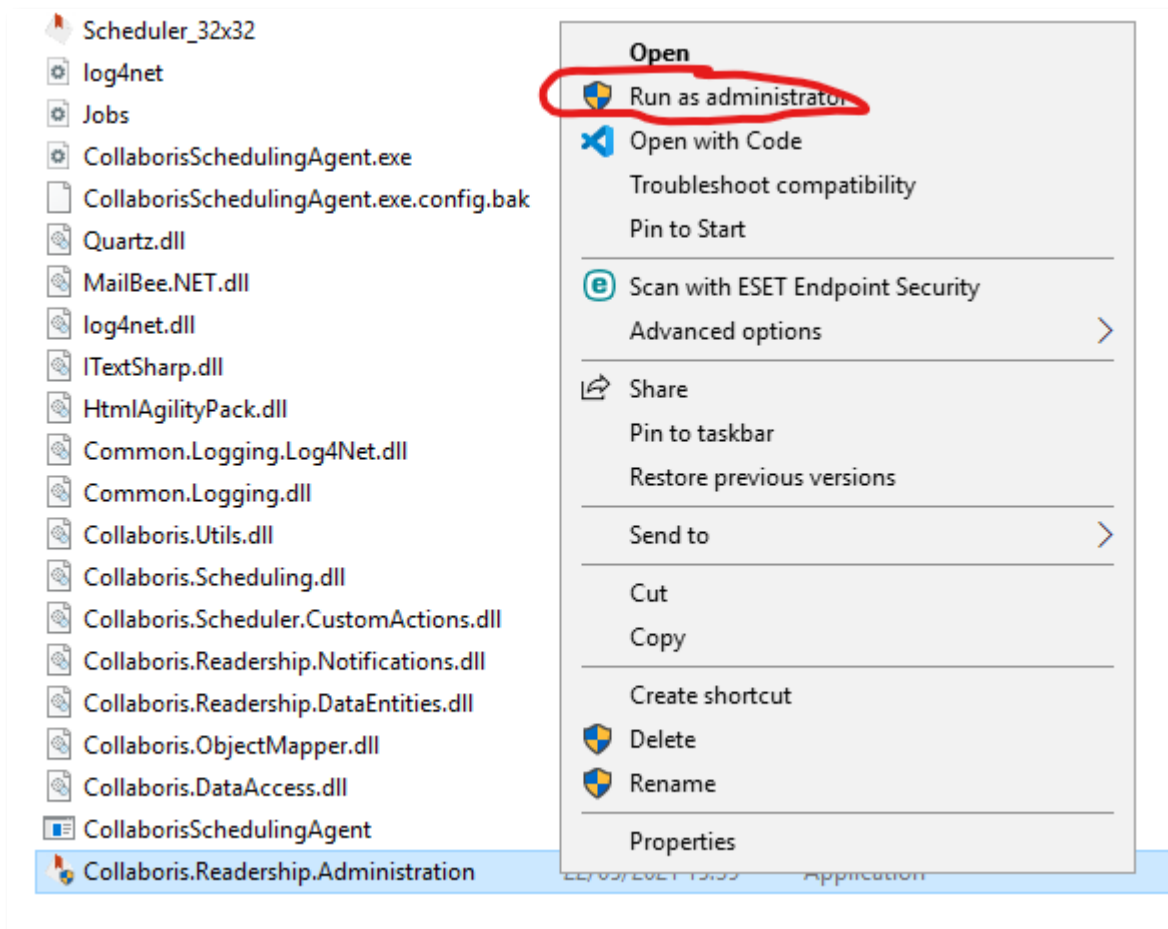
5. Please ensure that the Scheduler database name and the DocRead database name that you use when configuring the new Scheduler are the same as the values already configured in the DocRead database settings page in Central Administration. This process is described more fully in section 2.6.1. If you have performed steps 1 and 4 above these values should have remained the same you had before

6. Start the new notification by selecting "Scheduler" on the left navigation and then clicking the Start button (see image below).
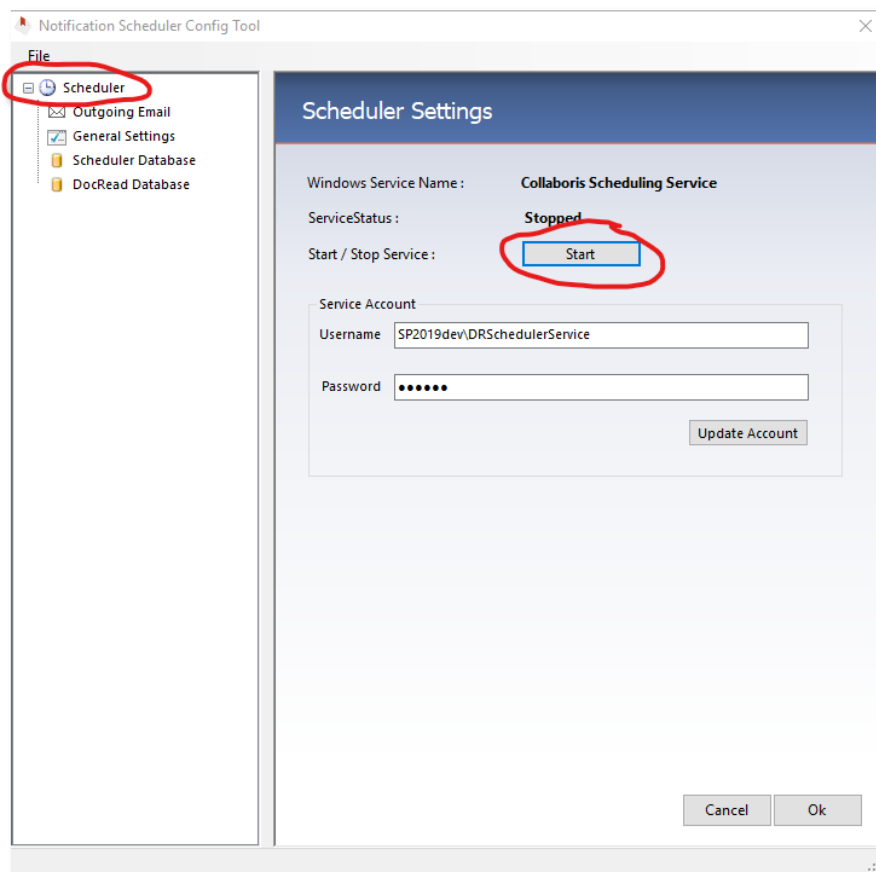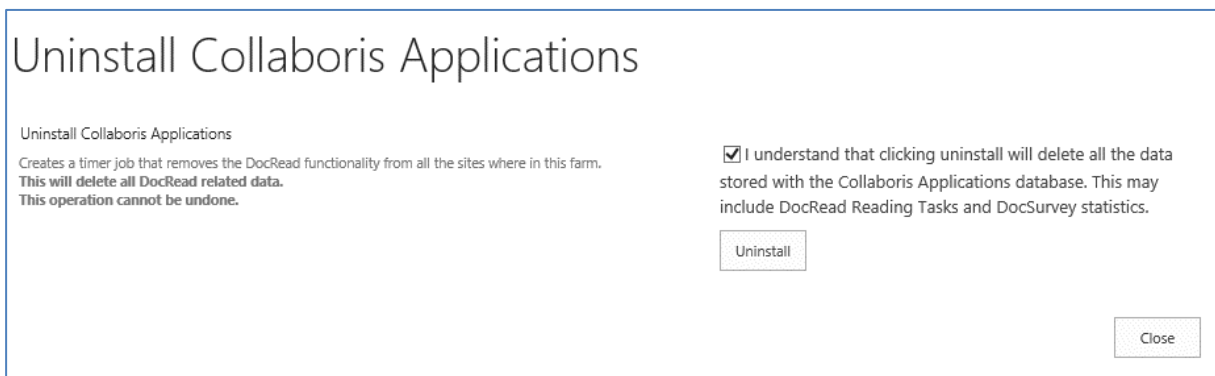
7 Uninstall

7.1 To Uninstall DocRead from your Server Farm

When DocRead is uninstalled from SharePoint this will completely remove all reading tasks and any data relating to them. **If you think you may need this data again in the future, please backup the DocRead database first.**

The uninstall process will not remove any DocRead web parts from pages in your sites. You must remove them manually or via a Powershell script, prior to running this. Failure to do this will result in errors on those pages.

1. On the server where you installed DocRead go to 'Control Panel > Programs > Uninstall a Program'
2. Highlight DocRead and select 'Uninstall'.
3. Follow the steps on the Uninstall Wizard. This will not remove or retract the solution packages from SharePoint, it merely removes the files on the application server. To completely remove DocRead follow the next steps.
4. Connect to SharePoint Central Administration home page.
5. Navigate to 'Collaboris Settings > Uninstall (under the Installation and Upgrades section)'.

6. Read the warning and select the box if you wish to proceed with the Uninstall.

> **Warning:** Uninstalling DocRead will delete all DocRead related data stored in SharePoint and in the Collaboris Applications Database. This action cannot be undone.

7. Press the 'Uninstall' button. This will create a timer job that will remove DocRead and any associated modules (e.g. DocSurvey) from your SharePoint farm.
8. Wait 15 minutes to give enough time for the Uninstall timer job to finish (this time will depend on the number of SharePoint Sites where DocRead was installed).
9. In Central Admin select 'System Settings' on the left menu.
10. Select 'Manage Farm Solutions'.
11. Select the 'Collaboris.readership.solution2013.wsp' solution (this will state 2013 even if you are using SharePoint 2016 or 2019).
12. Select 'Retract solution'.
13. Select 'All Content Web Applications'.

> **Note:** You might need to repeat step 11 and 12 but this time selecting the central admin web application instead of 'All Content Web Applications' to ensure that DocRead is removed from the central administration web site

14. Go back to the solution management page (same as the one in step 9).

15. Select Remove solution.

16. Repeat steps 9 to 15 to remove the 'collaboris.sharepoint.quiz.solution2013.wsp' solution package if you have installed the DocSurvey module on your farm (this will state 2013 even if you are using SharePoint 2016 or 2019).

17. Repeat steps 9 to 15 to remove the 'collaboris.readership.charting.solution2013.wsp' solution package if you have installed the Charting Web Parts.

7.2 To Uninstall the Collaboris Notification Scheduler

1. On the server where you installed DocRead from go to 'Control Panel > Programs > Uninstall a Program'.

2. Highlight Collaboris Notification Scheduler and select 'Uninstall'.

3. Follow the steps on the Uninstall Wizard.

8 Support

We hope you have found this guide easy to follow and have successfully installed DocRead.

If you require any further information please contact our support team by raising a ticket on our helpdesk system at https://www.collaboris.com/support/ .