

# echo FileLoader Frequently Asked Questions

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## Objectives

This document contains some of the most common questions surrounding use and support of echo FileLoader.

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## Introduction

This document provides guidance on the installation, use, and support of the echo FileLoader from echoTechnology. The echo FileLoader for SharePoint 2007 is a powerful and flexible tool for administrators to quickly and easily identify, reorganize, and move content and folder structures from file shares into SharePoint 2007. Administrators have flexibility and control over how content is moved from their file shares, with the ability to maintain, or update and transform their content, metadata, versioning, and folder structure.

We will continue to add to and update this document based on your questions.

For the latest information on support-related topics, please visit our IT Support online forums at <http://support.echotechnology.com/>

For help with each of the features inside the echo FileLoader, please see the [echo FileLoader User Guide](#).

For help with the installation, activation, and configuration of our product, please see the [echo FileLoader Installation Guide](#).

Both documents are available at [www.echotechnology.com](http://www.echotechnology.com) on the echo FileLoader product page.

## FAQs

### **Does the echo FileLoader install locally?**

The echo FileLoader must be installed on your SharePoint or WSS front end web server. In addition, you must have administrative privileges on the front end server to use the application.

### **When does my echo FileLoader license expire?**

If you purchased echo FileLoader, you own the license and it does not expire. If you are using a trial of echo FileLoader then your trial will expire in 30 days. Additionally the trial of echo FileLoader will only allow you to load 100 files from your file share into your SharePoint library. If you need to extend your trial for any reason please contact [sales@echotechnology.com](mailto:sales@echotechnology.com) and every effort will be made to accommodate you.

### **What would happen to my time-based license if I changed my system clock?**

Whether moving the system clock forward or backward in time, any changes will trigger an automatic expiration of your echo FileLoader license. If you erroneously or unintentionally change your system clock, causing your license to expire, please contact echoTechnology Support at [support@echotechnology.com](mailto:support@echotechnology.com).

### **What happens in echo when a file name exceeds the character limit?**

If the file name length is 128 characters or less, the file is successfully processed by echo. If the file name length exceeds 128 characters, echo presents the following error message:

"The specified file or folder name is too long. The URL path for all files and folders must be 260 characters or less (and no more than 128 characters for any single file or folder name in the URL). Please type a shorter file or folder name. Exception: The specified file or folder name is too long. The URL path for all files and folders must be 260 characters or less (and no more than 128 characters for any single file or folder name in the URL). Please type a shorter file or folder name."

### **What characters are not supported in SharePoint?**

Unsupported characters include the following:

: / \ ; \* ? " < > | # { } % & ~ or tab characters and multiple periods

### **I made changes to the Options in EFL, but when I rerun my current task, I don't see those changes reflected. Why is that?**

This is a known issue and should be rectified in February 2010. To see changes to general Options in echo FileLoader reflected in your tasks, you will need to open a new task. Changes made in the options menu will not be recognized in an open file loading task.

### **When I migrate data from a file share and select 'Remove all existing files/items before loading', does echo preserve my version history for documents that already exist in my destination folder?**

By default, echo FileLoader does NOT delete destination files when importing a file with the same name, but creates a version of the document. However, when you select 'Remove all existing files/items before loading,' any files with the same name in your destination folder will be completely overwritten.

Users have the ability to protect versioning in existing destination folders by going into Options, General Options, General tab and selecting 'Preserve Content.' This disables the ability to remove existing files/items before loading your content, thus preserving your existing content and related version history.

### **I have saved several of my echo FileLoader tasks, but only see the last five tasks. Where are my saved tasks?**

The echo FileLoader UI provides a quick link to your five most recent saved tasks. To access additional saved tasks, simply go to File, Open, and select your saved task. Alternatively you may double click the ET task in the folder you saved it in and echo will open it.

### **If I delete a saved task from my desktop (or wherever saved tasks are stored), will echo FileLoader restore this task?**

If a saved task is deleted from your saved location, that task may still be in the echo FileLoader task history. It will be displaced as new tasks are saved.

### **After loading content into SharePoint, when I select Migration Report, why is there a dropdown but only one option (View All) for the report filter?**

Additional filters for the Migration Report feature are still being tested (as of build 1.4.147.0), but should be available soon. If there are errors, you can view a filtered view of those errors by selecting Fix Errors. In either example, you can save a copy of the control file for later use.

### **Does echo FileLoader support batching and scheduling?**

Batching and scheduling is not supported in this version. An Enterprise version of echo FileLoader will be released later this spring that will handle batching and scheduling.

### **My trial successfully activated during install, but now when I run my first task I get the message "echo cannot validate your trial license"**

First, to use our trial your server needs to have port 80 access to the internet. Ensure this is the case by going to this URL ([http://www.echoTechnology.com/validate](#)) and ensure the following message is displayed in your browser:

“If you can read this then your computer can  
access the echoTechnology licensing server.”

Close down your copy of echo and restart it and you should now be ready to load files.

### **Can I re-sort versions using the Zoom browser?**

Not at this time. Re-sorting cannot be done on version number for changes made in the zoom browser. A workbook object created in the zoom browser gets disposed as soon as the form is closed. The contents of the workbook cannot be retrieved after the form is closed, and as a result, sorting cannot be done on version number of files in the zoom browser. Users should do their sorting using the file preview window in echo FileLoader, or by exporting to Excel. We will continue to test this issue and try to find a resolution.