Nielsen iShare Troubleshooting Guide

April 29, 2015

TROUBLESHOOTING GUIDE
OVERVIEW
This document is intended to provide the following

1. Step by step procedures for troubleshooting and solving issues in the following SharePoint applications

- https://ishare.nielsen.com
- https://intranet.nielsen.com
- https://myishare.nielsen.com
- https://gil.nielsen.com

Using this level 1 troubleshooting guide, please do necessary preliminary investigation and fix the issues. For any additional support, Nielsen iShare/Intranet team have Level 2 support pool in SERVICEpoint capable of troubleshooting issues as they arise.

**Assignment Group:** Intranet Corporate Support - L2
Please contact Nielsen.Intranet@nielsen.com with any further queries.

We recommend to check End User Technical Support page for any other issues, https://intranet.nielsen.com/company/support/Pages/default.aspx
1. User is getting repeated login prompts

Check list:

- The recommended browser for use with SharePoint is Internet Explorer.
- User has a valid enterprise account and the account has been active for 2 or more days. (For new hires there may be up to a two day delay for account information to be load to all environments.)

1. Accessing through the Nielsen network or through VPN
   a) Include enterprise\ in front of user name
   b) Verify there are no spaces at the end of the user name
   c) Check “Remember my password”

2. Accessing via the internet (https)
   a) Include enterprise\ in front of user name
   b) Verify there are no spaces at the end of the user name
3. Confirm browser security settings are set to Automatic login with current username and password
   a) Open Internet Explorer → Tools → Internet Options → Security Tab → Trusted Sites → Custom Level
   b) Verify Automatic login with current username and password is selected
4. Confirm *.nielsen.com is a trusted site:
   a) Open Internet Explorer → Tools → Internet Options → Security Tab → Trusted Sites → Sites →
   b) Verify *.nielsen.com is there and verify the check box require server verification (https :) for all sites in this zone is unchecked.
5. Verify settings, clear cookies, clear temporary files and clear stored passwords:
   a) Open Internet Explorer → Tools → Internet Options → General Tab
      → Settings
   b) Verify Check for newer versions of stored pages: is set to Automatically
   c) Click OK
d) Open Internet Explorer → Tools → Internet Options → General Tab → Click “Delete” in the browser history section → Check boxes to delete content → Click “Delete” → Click OK

e) Select all checkboxes except password and click on Delete.
f) Open Internet Explorer → Click on Tools → Internet Options → Content Tab → AutoComplete → Settings →

![Internet Options](image1)

g) Click “Delete AutoComplete history” → Click OK.

![AutoComplete Settings](image2)
2. User is getting Access Denied accessing a specific site

If a user don’t have access to iShare content you will receive below warning page. You need to contact site owner in-order to gain access. Only site or site collection owners can grant access to the content you have requested.

1. Access Denied with Send request available.

Type the message for request. The request will be sent to the designated Site Owner. Only the Site owner or Site Collection Manager can grant you access.

2. User looking for higher Privilege/Permission.

If the user is having read access over the site/List/Library and wants to have Contribute/Edit/Upload access. Please ask the user to get connect with the “Site Owner”. If incase, Site Owner is not available/not responding to the request then please ask to get connect with the “Site Collection Manager”.

Site Owner: You have to go to the top site to check for the “Site Owner”. Just click on the “Nielsen iShare Logo” which will help to navigate to the top site.
Site Collection Manager: To check for the Site Collection Manager please navigate to the root Site. Below is the example

Ex.: https://ishare.nielsen.com/teams/Corporate

3. Issues accessing a document library in Explorer View
If you encounter the following error messages:

a. The page cannot be displayed
   • Start ➔ Settings ➔ Control Panel ➔ Administrative Tools ➔ Services ➔ Verify status of the “WebClient” Service
     On the client machine. The status should be “Started” and the Startup type should be “Automatic”.
   • If not Started, right click on the service to start it. A system reboot may be required if the service won’t start.
   • Close all open browser sessions and attempt to access the document library again in “Explorer View”.
   • If this doesn’t work, open a support ticket. To open a support ticket email the Help Desk at InfrastructureServiceDesk@nielsen.com or through SERVICEpoint at https://nielsen.service-now.com/ess

To expedite the request, provide the following information:
   o User’s name
   o the complete URL (web address) of the site or site location the user is attempting to access
   o why the user needs access

Please note that there are known issues with Explorer view with Internet explorer version 7 and below, explorer view issues resolved in Internet Explorer 8 and higher version.
4. Unable to open SharePoint 2013 document library with Windows Explorer

**Issue:** Getting error message “Your client does not support opening the list with Windows Explorer” that can occur when you try to open a SharePoint document library in Windows Explorer on either Windows 7

**Solution:** Ensure the WebClient service is enabled. Restart the WebClient service on user’s computer.

a. Verify status of the WebClient Service on the client machine
b. Start ➔ Settings ➔ Control Panel ➔ Administrative Tools ➔ Services ➔ Verify status of the WebClient Service on the client machine. The Status should be Started and the StartupType should be Automatic.

c. If not started, right click on the service to start it. A system reboot may be required if the service won’t Start.
d. Close all open browser sessions and attempt to access the document library again in Explorer View.

5. SharePoint 2013 Document library opens as a blank window through Windows Explorer

**Issue:** When you click the Open with Explorer option in a document library, the window explorer opens successfully but the window has no files or folders

**Solution:** Restart your WebClient service.

Please do the following:

1. Click Start
2. In the Run text box, type services.msc and hit the Enter key.
3. Search for the service called WebClient.
4. Right-click on WebClient and select Restart.
5. After the service has successfully restarted, close the window by clicking the X button.
6. UNABLE TO VIEW LIST IN DATASHEET VIEW.

**Issue:** User cannot view a list in Datasheet view after you install the 64-bit version of Office 2010. User gets following message on browser.

![Message from webpage](image)

- Clear the Internet Explorer cache by following step 5 on page 4.
- Check if Microsoft office professional is installed in the user’s machine under control panel → Add or Remove Programs. If it is not listed, then assign it to appropriate team for getting it installed.
- Install the 2007 Office System Driver.
- Uninstall the 64-bit version of Office 2010 and install the 32-bit version of Office 2010.


7. TROUBLE WITH VIDEO ON INTRANET.NIELSEN.COM USING INTERNET EXPLORE VERSION 11.

1. Download Flash Player 9.0 or above.
2. Deselect ‘ActiveX Filtering’ in Internet options.
8. With IE10, uploading document to SharePoint document library does not work if site is not listed in the Compatibility View of browser on Windows 7 or Windows 8 machines.

Issue: When you click on Upload Document, select the document, and click on OK, IE 10 browser does nothing.
Solution: Add “Nielsen.com” domain in Compatibility View Settings of IE 10

Please do the following:

- Open Internet Explorer and navigate to your SharePoint site.
- Press the “ALT” key to show the File menu, and click “Tools”.
- Select “Compatibility View Settings”.
- In the box type in the URL of your SharePoint site, click “Add”, and “close”
9. **Message “The Webpage cannot be displayed” when trying to open/edit an Office file from a SharePoint 2013 site:**

**ISSUE:**
When opening an Office file from a SharePoint 2013 site, you receive a message “The Webpage cannot be displayed” also in the address bar you will see the following:

- Word -  ms-word:ofe|u|https://ishare.nielsen.com/Shared Documents/Wordfile.docx

**CAUSE:**
This issue is seen when multiple versions of Office are installed on the same system and the SharePoint Foundation Support is enabled on both:
Office 2013 including products such as Lync, Project, Visio and Office 2010 or Office 2007
SOLUTION 1: (When Office 2007 is present)

Using Control Panel, Programs and Features window, locate existing instance of Office 2013 application, select it and click on Change button.

In the “Change your installation of…” window, select the “Add or Remove Features” option and click Continue. Expand the “Office Tools”, select “Microsoft SharePoint Foundation Support” and then select the “Not Available” option, Click Continue.

- Once the change process is complete, click the Office 2007 instance and choose “Change”
- In the “Change your installation of…” window, select the “Repair” option and click Continue.
- Once Repair complete, Restart your computer

SOLUTION 2: (When 2010 is present)

Install Service Pack 2 for Office 2010 - [https://support.microsoft.com/en-us/kb/2687455](https://support.microsoft.com/en-us/kb/2687455)

10. WHAT ARE THE FILE UPLOAD LIMITS?

<table>
<thead>
<tr>
<th>Application Name</th>
<th>File Upload Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>iShare.nielsen.com</td>
<td>75 MB and below</td>
</tr>
<tr>
<td>Intranet.nielsen.com</td>
<td>200 MB and below</td>
</tr>
<tr>
<td>Gil.nielsen.com</td>
<td>1024 MB and below</td>
</tr>
<tr>
<td>MyiShare.nielsen.com</td>
<td>50 MB and below</td>
</tr>
</tbody>
</table>
The following file extensions are blocked to prevent virus/malicious information/files activating that might interfere with SharePoint’s operation. Below are different file types are blocked:

Ade; adp; asa; ashx; asmx; asp; bas; bat; cdx; cer; chm; class; cmd; cnt; com; config; cpl; .crt; .csh; der; dll; exe; fxp; gadget; grp; .Hlp; .hpj; hta; htr; htw; ida; idc; idq; ins; isp; its; jse; json; ksh; lnk; mad; maf; mag; mam; mas; maq; mat; mau; mav; maw; mcf; mda; mdb; mde; mdt; mdw; mdz; msc; msh; msh1; msh1xml; msh2; msh2xml; mshxml; msi; ms-one-stub; msp; mst; ops; pcd; pif; pl; prf; pro; prin; printer; ps1; ps1xml; ps2; ps2xml; psc1; psc2; pst; reg; rem; scf; scr; sct; shb; shs; shtm; shtml; soap; stm; svc; url; vb; vbe; vbs; vsix; ws; wsc; wsf; wsh; xamlx;

11. HOW TO REQUEST A NEW SITE/SITE COLLECTION

Please follow the details mentioned in the below page to submit a new request. https://intranet.nielsen.com/company/intranetinfo/request/Pages/default.aspx