HarePoint Thumbnails for SharePoint

For SharePoint Server 2010/2013 and SharePoint Foundation 2010/2013.

June 29, 2017

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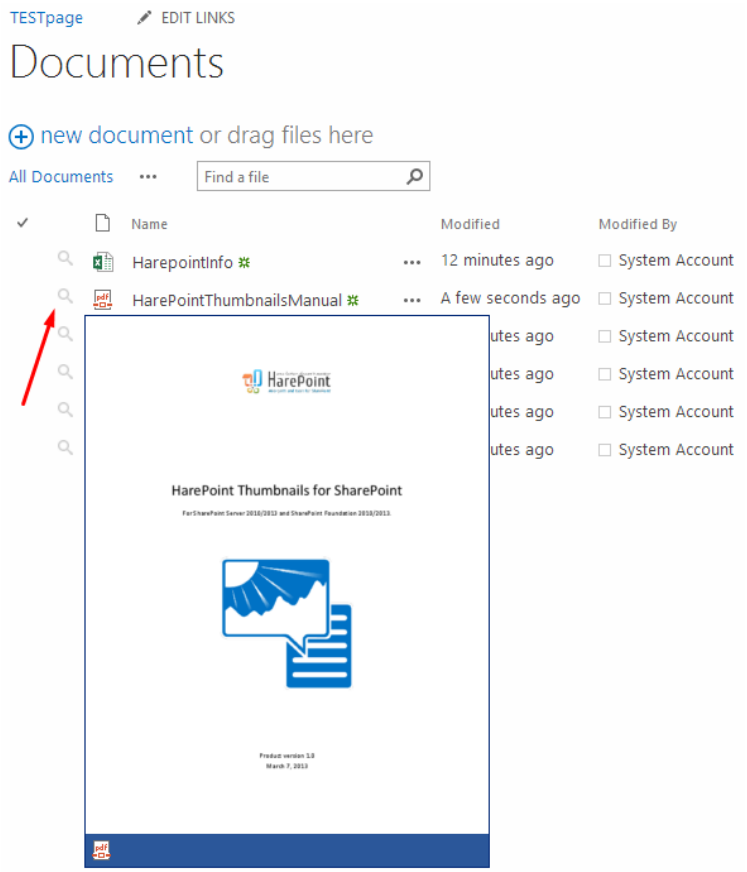
I. Introduction

HarePoint Thumbnails for SharePoint is a solution which lets you browse your documents and images in SharePoint libraries in an extremely convenient and time-saving way.

The solution shows thumbnails of files directly in SharePoint document libraries, so you can preview the file without opening it.



The product generates thumbnails for the following files:

- Microsoft Office applications (Word (DOC; DOCX), Excel (XLS; XLSX));
- PDF;
- TXT;
- Images (all common formats);
- Web pages (HTML, HTM, MHT);
- E-mail messages (EML only).

II. Deployment

1. System requirements

HarePoint Thumbnails for SharePoint was designed to operate with:

- **Microsoft SharePoint Foundation/Server 2010.**
- **Microsoft SharePoint Foundation/Server 2013.**

The product has no special requirements for the operating system or its components, RAM memory space and CPU type. The Product may operate with any configuration where SharePoint is deployed; it requires 10 Mb of disk space on each SharePoint server.

Note: Apache OpenOffice must be installed on the application server in order for HarePoint Thumbnails for SharePoint to generate previews for Microsoft Office documents in spreadsheets. **Only 3.4.1 version is supported right now. Support for version 4 is on development stage.**

2. Licensing and trial limit.

HarePoint Thumbnails for SharePoint is licensed for a number of SharePoint Web Front-End Servers or servers where **Microsoft SharePoint Web Application** service is running. The number of licenses should correspond to a number of servers.

The product has two types of license:

1. **Trial License.**

This is a 30-day trial license available in the download. The trial version does not have any functional limitations.

2. **Commercial License.**

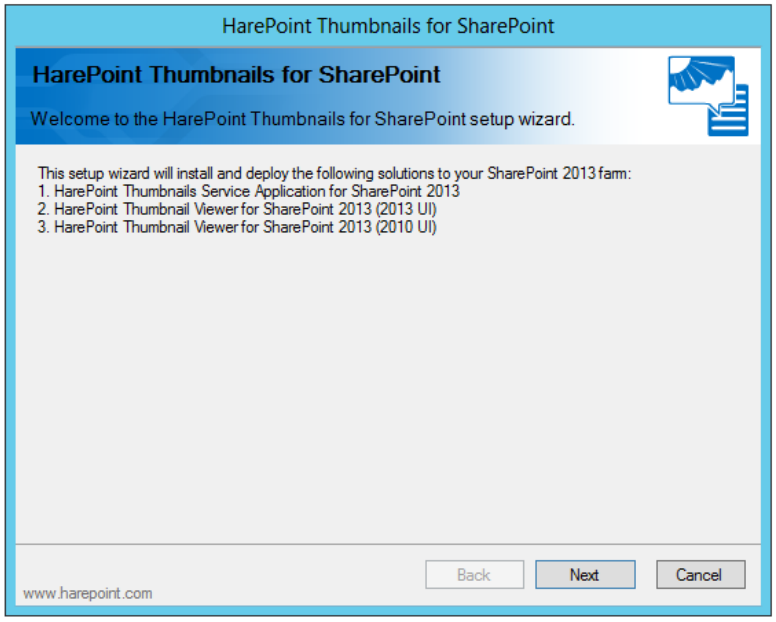
This license is purchased for the number of SharePoint Servers (web front-ends) and can be used in the organization's environment without any limitation on time and functionality. Licenses for test environments can be obtain without charge after purchase.

Note: After you made a purchase of a commercial license and enter a registration key in product settings, the product becomes a fully functional.

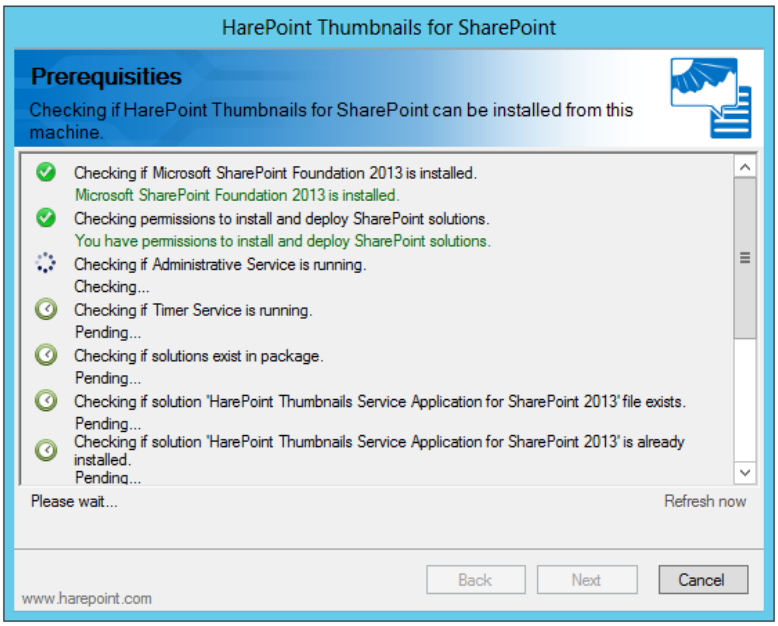
3. HarePoint Thumbnails for SharePoint installation.

To install the product, you must be a **Farm Administrator**.

Please login to any WFE server of the SharePoint farm, unpack the product package and run SETUP.EXE. The Installation Wizard will appear:

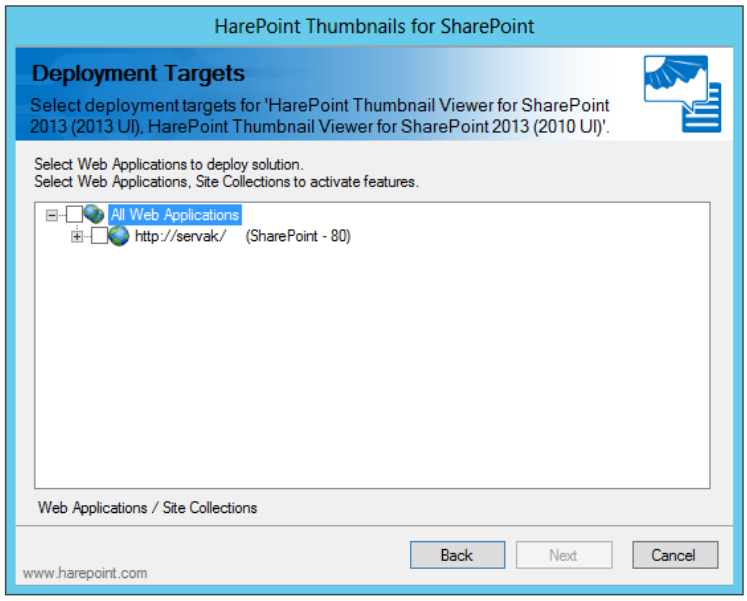


Click the **Next** button in the wizard's welcome screen and the wizard will check prerequisites:



If you have any issues during prerequisites check, just send us an email message with the "installation.log" file attached to support@harepoint.com, or create a new support ticket.

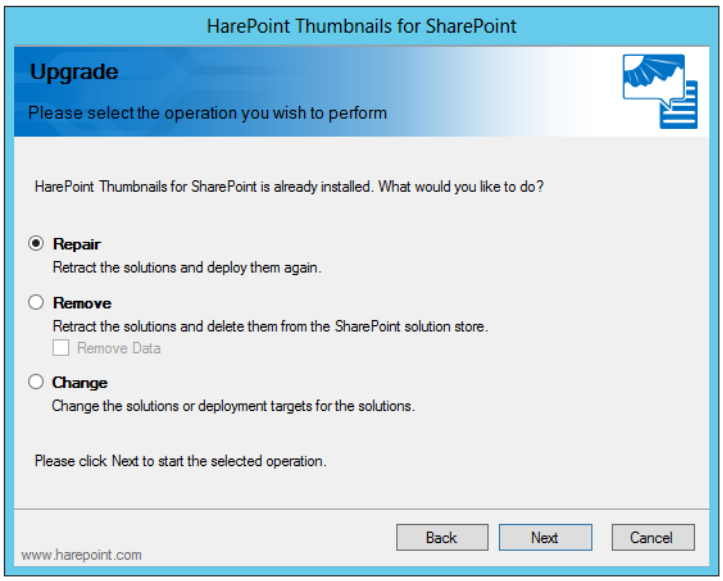
In the next step of the wizard, you'll select the site collections where the product should be deployed. Select the required site collections and follow the Wizard's instructions to complete installation:



4. How to repair, upgrade or remove the Product.

To repair, upgrade or remove the product, you must be a **Farm Administrator**.

Please login to a WFE server of SharePoint farm, unpack the product package and run SETUP.EXE in the selected folder. The Installation Wizard will be launched with a prerequisites check. After the prerequisites check is over, you should click **Next**, and you will see three options:

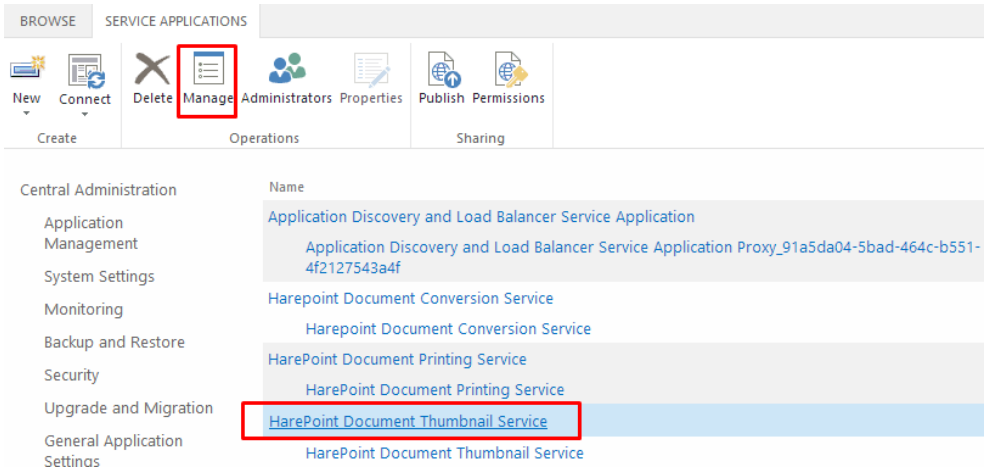


Select the required type of operation and follow the further instructions of the Wizard.

III. Product Overview

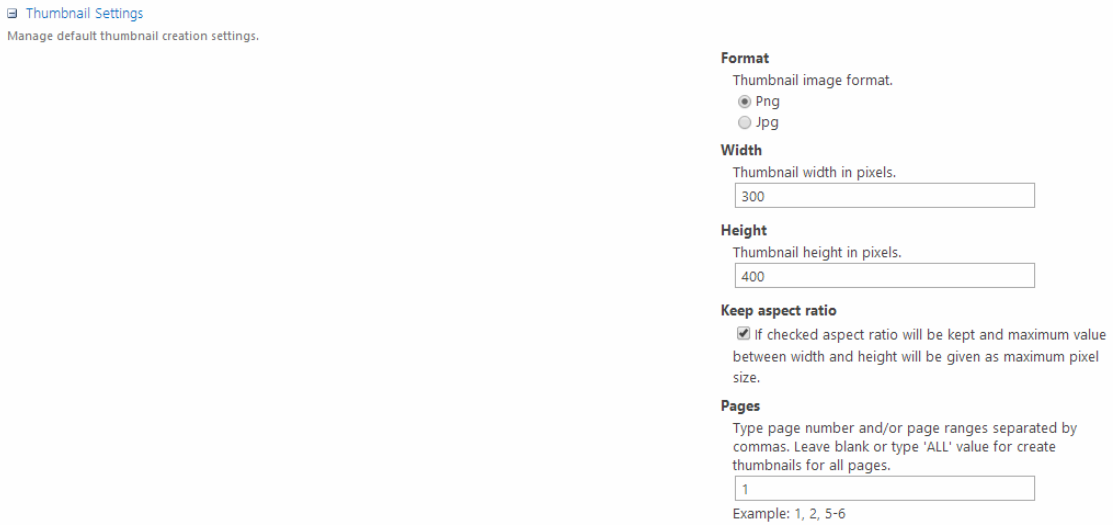
1. Service Application Configuration.

You should open **Central Administration** -> **Application Management** -> **Manage Service Applications**. Inside, select **HarePoint Document Thumbnail Service** and click on it or select **Manage** on the ribbon:

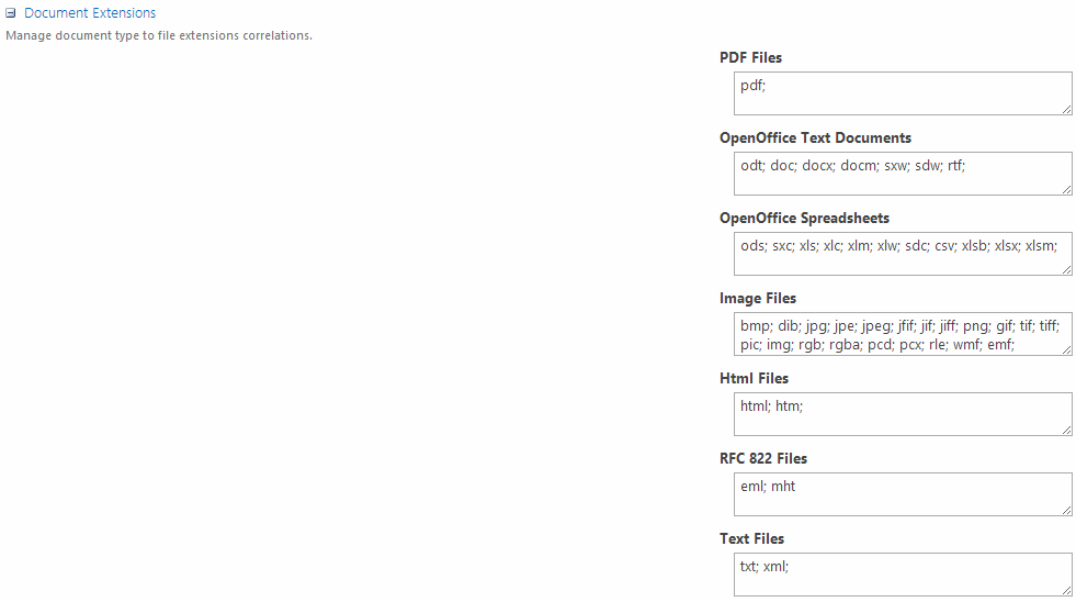


The **HarePoint Document Thumbnail Service** options will be opened. Inside the **Thumbnail Settings** point you may set:

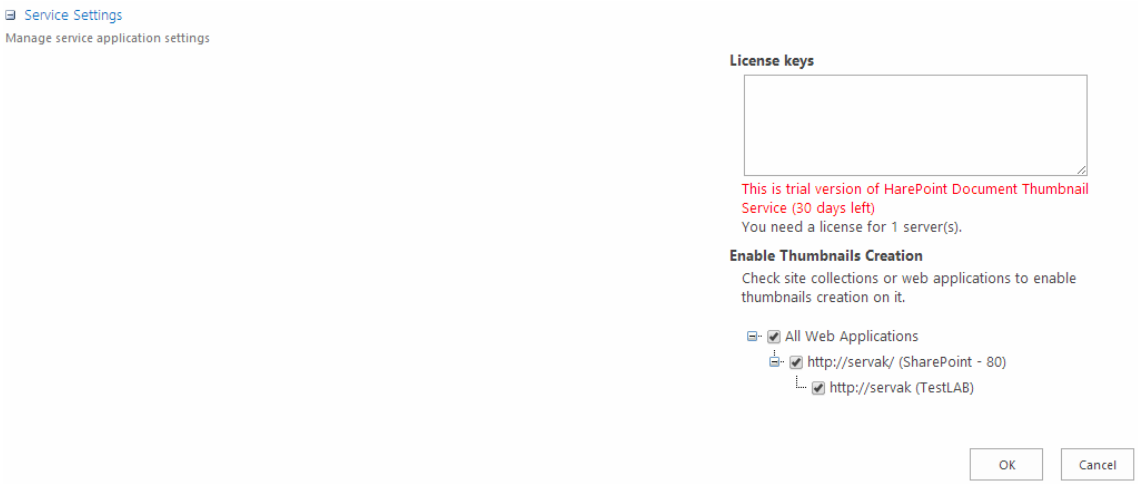
- The image format.
- The number of pages, if you want to make thumbnails for multiple pages of a file.
- Width and height of thumbnail pictures, and "keep aspect ratio" may be used.



In **Document Extensions**, point you may specify the extensions to work with:

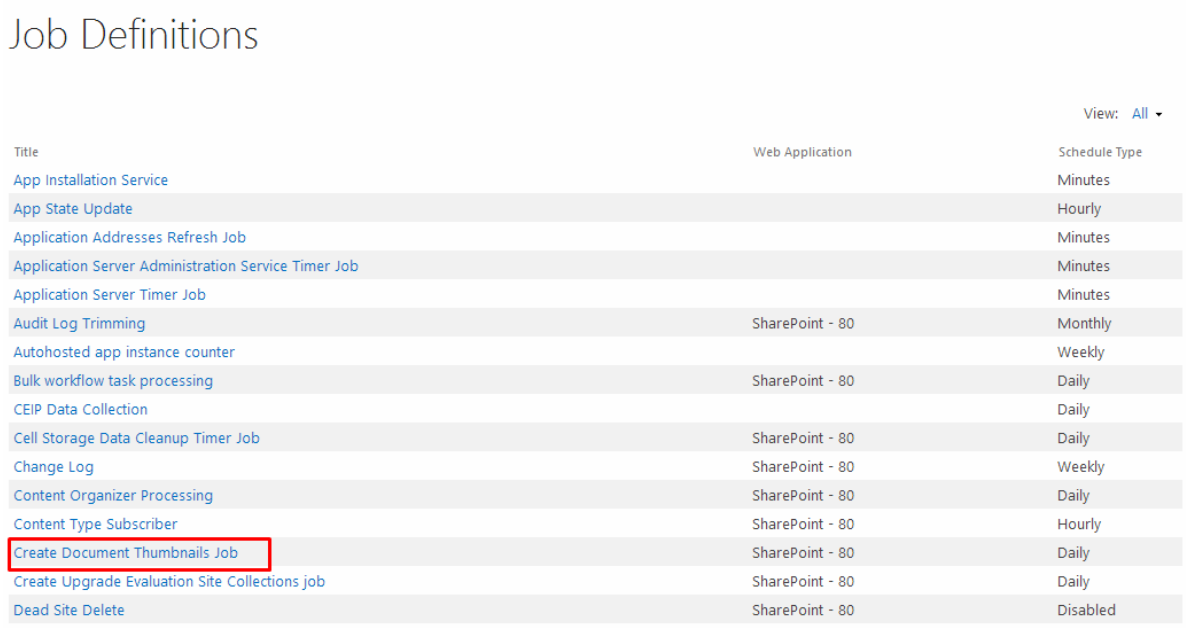


In the **Service Settings** point, you may select the appropriate web-applications or site collections and enter your license key:



2. Harepoint Thumbnails Timer Job.

Open **Central Administration** -> **Monitoring** -> **Review job definitions**, then find the **Create Document Thumbnails** job. This job is used to create the pictures:

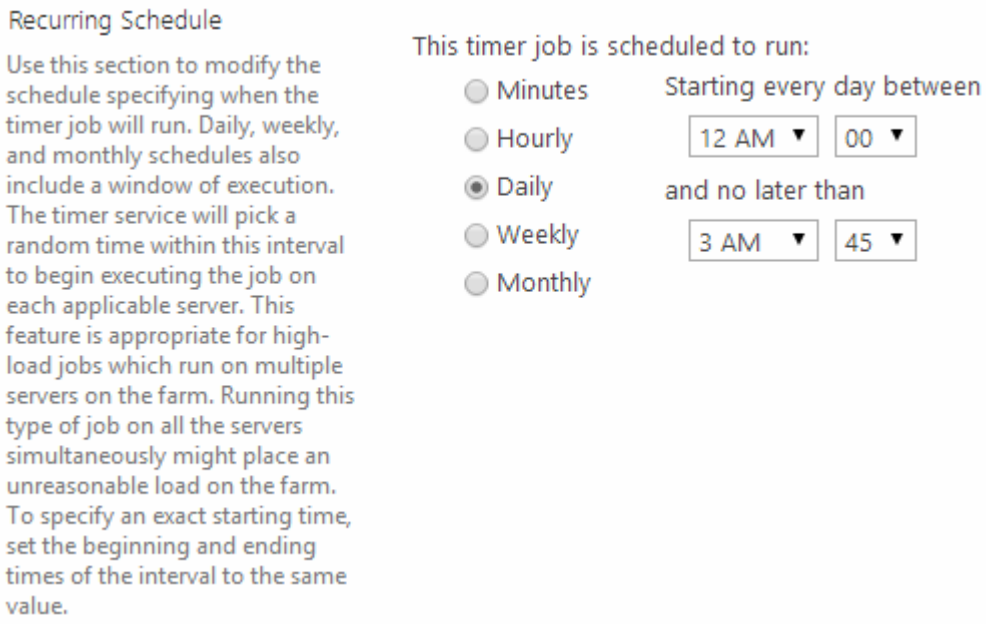


Job Definitions

View: All

Title	Web Application	Schedule Type
App Installation Service		Minutes
App State Update		Hourly
Application Addresses Refresh Job		Minutes
Application Server Administration Service Timer Job		Minutes
Application Server Timer Job		Minutes
Audit Log Trimming	SharePoint - 80	Monthly
Autohosted app instance counter		Weekly
Bulk workflow task processing	SharePoint - 80	Daily
CEIP Data Collection		Daily
Cell Storage Data Cleanup Timer Job	SharePoint - 80	Daily
Change Log	SharePoint - 80	Weekly
Content Organizer Processing	SharePoint - 80	Daily
Content Type Subscriber	SharePoint - 80	Hourly
Create Document Thumbnails Job	SharePoint - 80	Daily
Create Upgrade Evaluation Site Collections job	SharePoint - 80	Daily
Dead Site Delete	SharePoint - 80	Disabled

By default it is scheduled to start daily, but you may set any time period you want:



Recurring Schedule

Use this section to modify the schedule specifying when the timer job will run. Daily, weekly, and monthly schedules also include a window of execution. The timer service will pick a random time within this interval to begin executing the job on each applicable server. This feature is appropriate for high-load jobs which run on multiple servers on the farm. Running this type of job on all the servers simultaneously might place an unreasonable load on the farm. To specify an exact starting time, set the beginning and ending times of the interval to the same value.

This timer job is scheduled to run:

- Minutes
- Hourly
- Daily
- Weekly
- Monthly

Starting every day between 12 AM 00

and no later than 3 AM 45

3. HarePoint Thumbnails features.

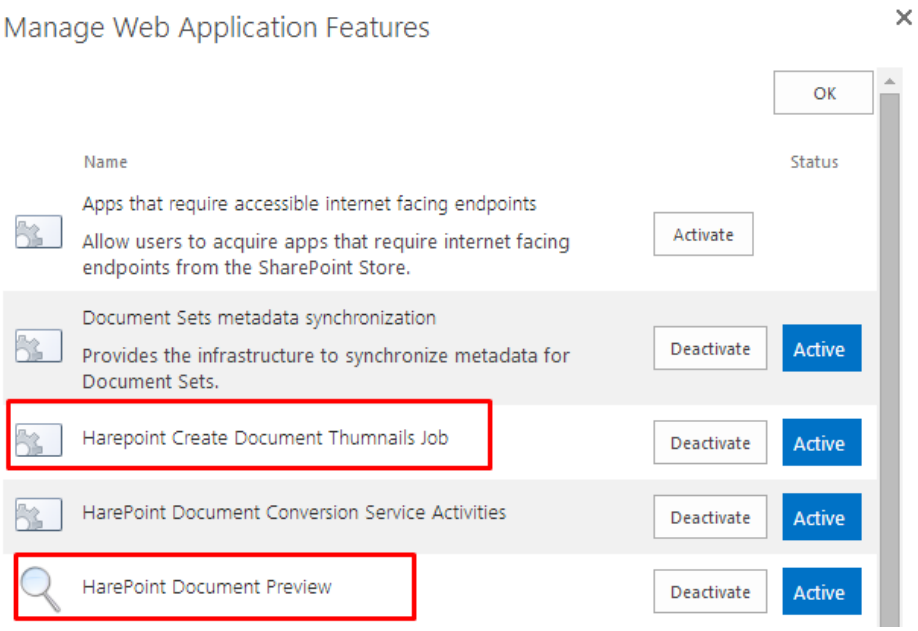
Harepoint Thumbnails solution is globally deployed, and features are located on farm, web-application and site collection levels.

On the farm level, you may find the **HarePoint Document Thumbnail Service** feature. Deactivate this feature to stop the HarePoint Document Thumbnail application service:

On the web application level you can find:

- **HarePoint Create Document Thumbnails Job** – this feature controls a HarePoint Thumbnails job work, i.e. the creation of pictures.

- **HarePoint Document Preview** – this feature creates the thumbnails from generated pictures made in the **Create Document Thumbnails Job**.



On the site collection level, you can find the same features, **Create Document Thumbnails** and **Harepoint Document Preview**.

IV. Troubleshooting.

After installation is over, please run a **Create Document Thumbnails** job in Central Administration! Check the that image are created in every folder inside this one:

For SharePoint 2010:

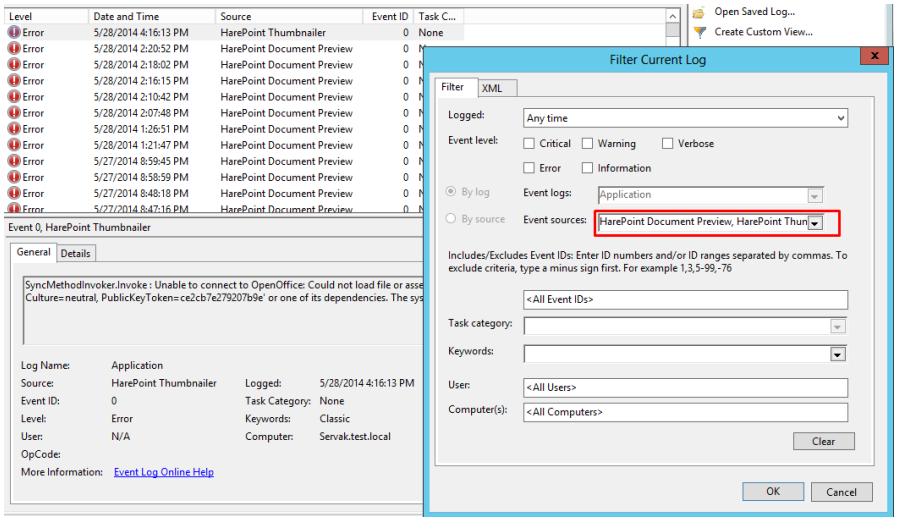
<system drive>:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\TEMPLATE\IMAGES\ThumbnailService

For SharePoint 2013:

<system drive>:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\15\TEMPLATE\IMAGES\ThumbnailService

If you have (or don't have) the images inside the folders, but thumbnails have not appeared in SharePoint library, just check the latest SharePoint ULS log for possible errors for HarePoint Thumbnails. The file should be filtered by the **HarePoint Thumbnailer** and **ThumbnailWorker** sources like:

```
ThumbnailWorker              00000   Critical        SyncMethodInvoker.Invoke : Unable to connect to OpenOffice: Could not load file or assembl
```

```
HarePoint Thumbnailer        TimerJob                00000   Medium          SPTimerJobInvokeInternal.Invoke : Processing site c
HarePoint Thumbnailer        AppProxy                00000   Medium          CreateThumbnailsJob.UpdateOOConnectionStatus : Gett
HarePoint Thumbnailer        AppProxy                00000   Medium          CreateThumbnailsJob.UpdateOOConnectionStatus : Invo
HarePoint Thumbnailer        AppProxy                00000   Medium          ThumbnailServiceApplicationProxy.Invoke : Getting a
HarePoint Thumbnailer        AppProxy                00000   Medium          ThumbnailServiceApplicationProxy.Invoke : Execute o
```

Also, the data from the System **Event Viewer** -> **Windows Logs** -> **Application** will be helpful. Just export this branch to ***.evtx** and send it to support@harepoint.com: