Troubleshooting

Injio Go Clients

First time users of Injio Go and SharePoint are likely to experience some friction in their usage of the platform. If a user is having problems, it is not always clear to them whether the problem originates with the Injio Go platform, with their SharePoint environment, or with their general network.

After many years of fielding client tickets, we have created the following guide to help you identify and resolve the most common issues.

ACCESS & DATA

1) I can't access the intranet

a) The user may not have been given access to the intranet. To provide access, the site owner needs to add the "Intranet visitors" group to site permissions with read access.

b) The user might have permissions on the intranet site but not access to the home page which is where the link is trying to send them. The same action is required here.

2) Injio Go is running slow

There are two main reasons why SharePoint, and therefore Injio Go, might be running slowly. SharePoint uses more browser memory (RAM) than an average website to run efficiently.

a) It could be a network issue – is there enough bandwidth? Try running the Google site speed test. Download speeds should be at least 30Mbps for Injio to run normally.

b) There could be an issue with the user's computer. Check with another user on the same network to verify if others are experiencing the same problem.

3) How do I get Injio Go on my mobile device?

Injio Go can be accessed from any device anywhere. To access it on a phone or tablet:

a) Download the native SharePoint app from the app store. The user's most recently visited or pinned sites will show at the top – click on the intranet and it will load.
b) Type the intranet's URL into Chrome (or your preferred browser) and add as a bookmark.

4) How do I get the intranet in Teams?

Presenting Injio Go in the Teams interface is a great idea as it allows people to access the intranet where they often work. You will need to contact the WebVine support team and we will assist with this request.

5) The Staff Directory is not accurate

Please refer to the Injio Go architecture diagram (in the Product Information sheet) to assist with understanding this issue.   Occasionally, the Microsoft 365 Azure connection can be disengaged and Active Directory stops updating the staff directory. This will manifest by new employees not appearing and old ones not being filtered out.

To fix: The Azure run book set-up needs to be rectified by the IT Service Provider. This will then start syncing Active Directory with SharePoint user profiles. WebVine has instructions that we can share if required.

NOTE: This Azure run book set-up needs to be reconfigured annually. The credentials used to connect Azure AD with SharePoint expire after 12 months and there is no direct way to extend credentials' lifetime.
You can opt in to set up an Azure monitor service that sends automatic alerts to WebVine support and your IT team when credentials expire.

CONTENT & SET-UP

Most set-up questions can be answered by referring to the Injio Base Modules Training Guide. Here are some common ones:

1) I want new colours/branding/logo for the intranet

Please refer to the Injio Training Manual for detailed instructions on adding a logo, changing the theme and adding site icons.

2) How do I update the mega menu

Please refer to the Injio Training Manual for how to update the megamenu including links, colours, icons and images

3) Why can't I add/edit/delete a page or document?

To create or edit pages on your intranet, a user must have "Contribute" permissions on the site pages library. The site owner needs to set them up with these permissions.

4) Changes I made are not showing

Depending on user permissions and site set up, changes to intranet pages may first need to be approved before they appear on the site. If this is the case, you will see a button called "Submit for Approval" instead of "Publish" on content pages.
There is the option to remove this process and allow authors to publish direct if required (WebVine will need to do this). Alternatively, we can set up a selected group of users who can publish their changes directly while others will still need to submit pages for approval so that the content owners can review and approve.

5) A link has broken on the intranet

On SharePoint sites there are different types of links:

1. site pages
2. lists/libraries
3. assets such as images.

Why has this happened? The resource could have been deleted or moved or renamed. It's possible the user's permissions to access the item (or its parent) have been removed.

First, check with other users with similar access permissions to see if they can access the resource. If they can, the original user's permissions could be the issue and site owners must grant access.

If the resource is not linking correctly, address this issue by locating the missing or changed asset and update the link accordingly.

6) Why can't I edit the home page?

To edit the home page, a user must have Contribute permissions on the site pages library. In some cases, the home page has unique permissions in which case the user will require Contribute access specifically for the home page

7) Why can't I add a link to system links?

To edit System links (the links accessed via the honeycomb icon in the left hand navigation) you need to be a member of Magic Links admin group in SharePoint.
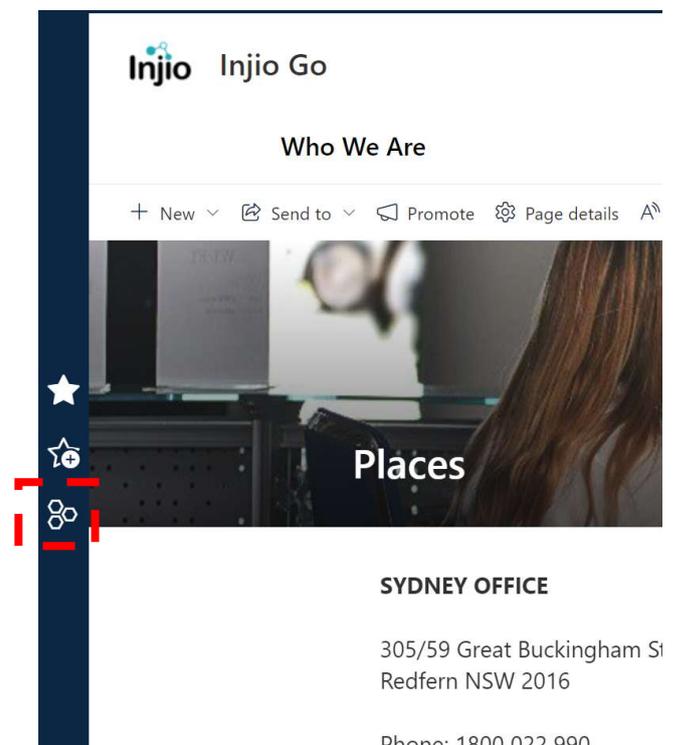
8) Someone has deleted a page or a web part

A previous version of the page can be restored using version history on the page under the Site Pages library:
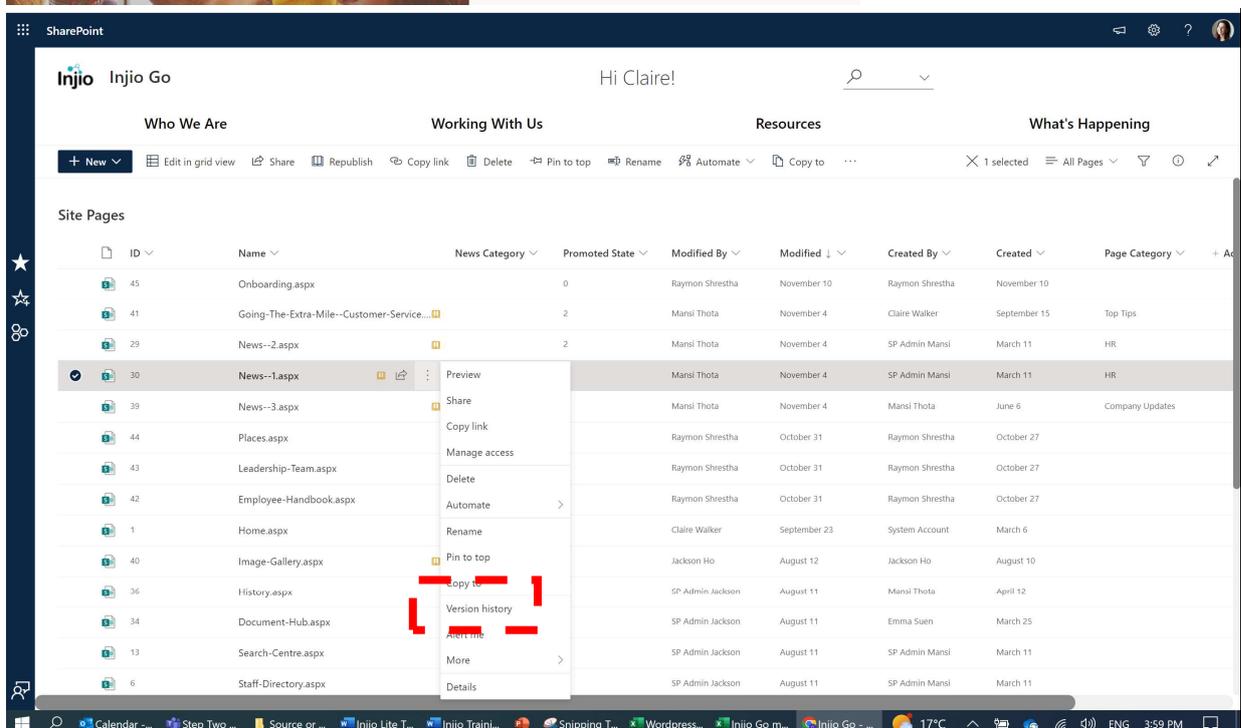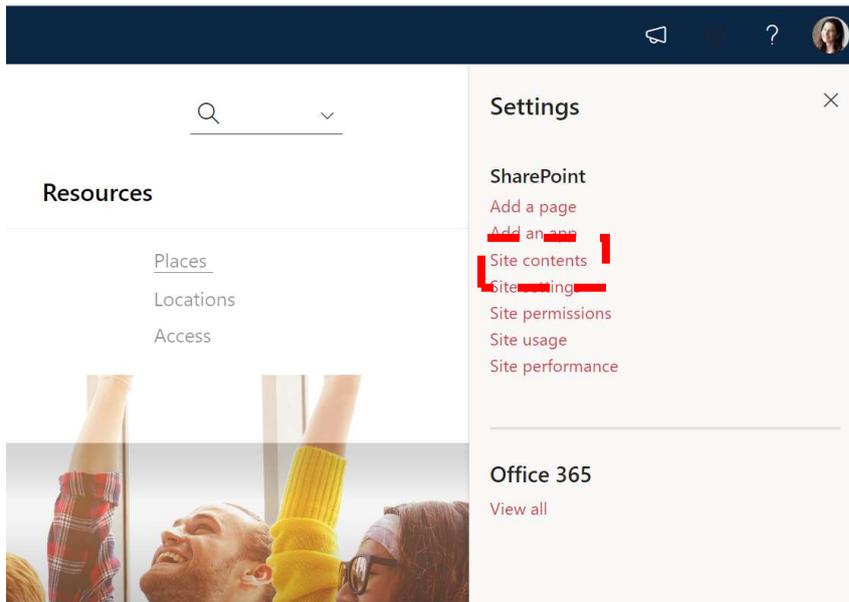
9) Someone has deleted a document

The document will have been moved to the recycle bin.
This can be accessed from Site Contents > Recycle Bin from the top right section
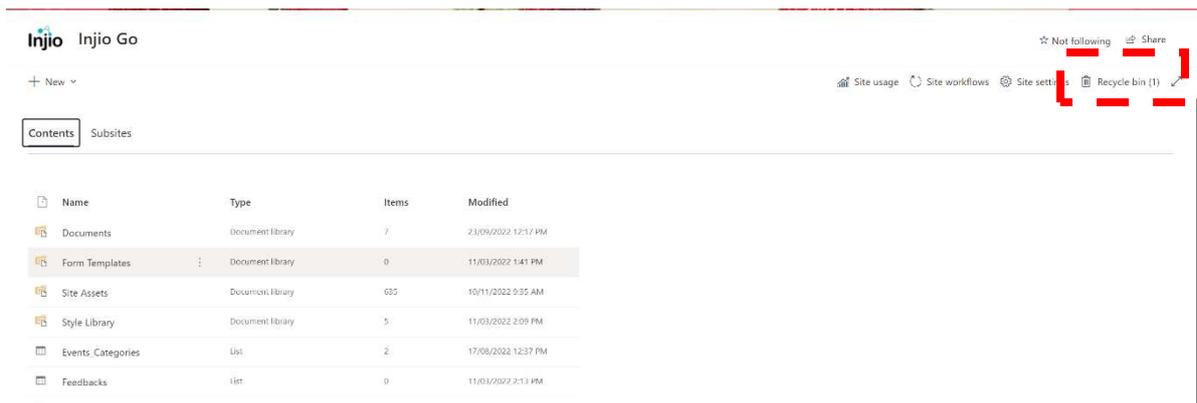
10)   Help! I've deleted the intranet

Don't panic!
Users with edit or greater permissions will be able to delete the intranet.
The deleted intranet site can be restored from the SharePoint admin centre within 30 days (depending on retention policies set on your SharePoint tenant).
If this happens, the user should immediately contact their IT team to restore the deleted site. All the content, permissions, structure and branding will be restored.

11)   I searched for something but I can't find it

There are two main reasons that something is not showing up in your search:

1) The user may not have access to it – site owners will need to grant access.
2) It is possible that the page or document's location is outside the search scope configured on the search module. This search scope can be increased if required.

It is possible to set up "promoted links" to display relevant results based on a user's search query. For example a document called "leave application" would show even if the user searched for "vacation" or "holiday". This would need to be set up under site settings and can be covered under WebVine pre-paid hours.

12)   A module/web part/page has gone

If a web part or module has disappeared, you can check the previous versions of the page (potentially edited by other users) to see if it was available in previous versions and restore it using the version history approach detailed in question 8.
You will need to restore the whole page and any subsequent changes will be overwritten.
If a page is missing, the user should check the recycle bin and check that permissions allow them to access the page.

13)   "Add event to calendar" is not working

To create an event in Outlook, an application called Microsoft Graph is used by Injio to create the event in a user's mailbox. To do this, the MS Graph application needs read/write privileges to SharePoint user profiles.

When Injio Go is first installed, these permissions are automatically created from our deployment script. If these permissions are then changed, the functionality may no longer work. This is most often the issue.

Resolution: grant sufficient permissions for Graph in the SharePoint admin centre and the application registered in Azure AD that is connected to this service.

Alternatively, the reason for this may be that the user does not have access to Exchange Online on your account ie no mailbox to access Outlook online.

TIPS & TRICKS

1. Permissions to SharePoint cannot be restored if they are changed ie there is no "version history". There is no audit log to easily view permission changes in SharePoint – who had access to what, when.
2. Grant site permissions as sparingly as possible. Site owners must be extremely careful when updating permissions.