

How To – Override Checkout in SharePoint pages

Issue

- You want to edit a page on the Partner Portal (<http://partners.successfactors.com>). When you click the Edit icon, the page is not available for editing.

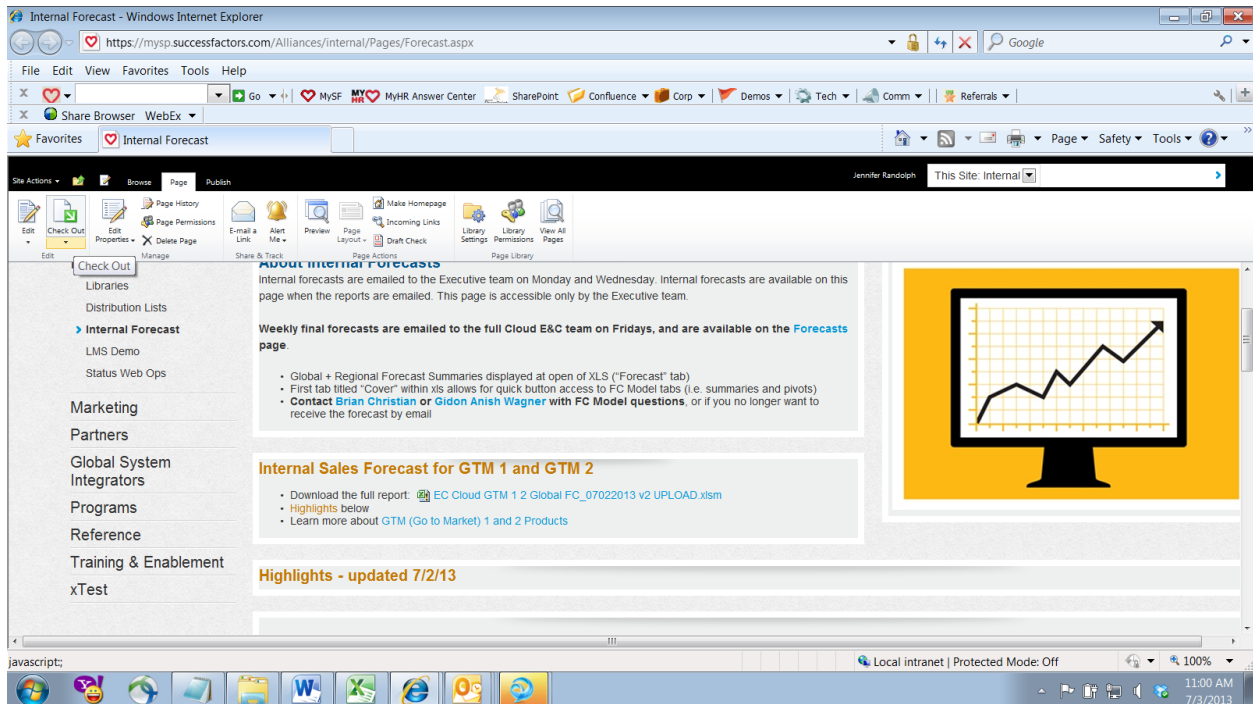
Why this is important

- If someone has a page checked out and has not PUBLISHED it, then not one else can edit the page.
- If a syndicated page is checked out, then the syndicated links will not work properly.

How to Override Checkout

- Note: You must have permissions to view / update the Partner Portal in order to Edit the page.
- Go to the page you want to edit within the Partner Portal (<http://partners.successfactors.com>).
- Click the Page icon at the top left.
- The selection should show “Check Out” in green
- If the selection is “Override Check Out” then another SharePoint owner has checked out the page and has not PUBLISHED changes.
- If you want to see who has checked out the page to contact them, use the procedure below How to see who has checked out a page (for advanced users).
- If you need to make URGENT changes then click to Override Checkout, then edit as you normally would.
NOTE: this will delete any changes made by the person who has checked out the file – so it is best to contact them first if possible.
- Remember to click PUBLISH to make your changes public – or check the file back in.

Screenshot – Override Checkout



How to see who has checked out a page (for advanced users)

- Go to any page within the Partner Portal (<http://partners.successfactors.com>).
- Select Site Actions from the ribbon at the upper left.
- Select Manage Content and Structure.
- Scroll to the Pages directory.
- Look for the column Checked Out To; if a name is in that column, then the page is checked out by that user (the column is blank if it is not checked out).

DO NOT ATTEMPT TO EDIT ANYTHING IN THIS DIRECTORY!

Screenshot – Manage Content and Structure

Back to 'Partner Portal'

Site Settings > Site Content and Structure

Refresh selected item

Pages - All Documents

Type	Name	Modified	Modified By	Checked Out To	Contact	Page Layout
	APAC-Partner-Enablement-Session-April-2012	10/5/2012 3:51 PM	Suzanne Portugal		Suzanne Portugal	Article page with body only
	April-Partner-Enablement-San-Mateo	9/19/2012 6:12 PM	Suzanne Portugal		Suzanne Portugal	Article page with body only
	BizX-Provisioning-Links	5/20/2012 10:58 PM	Tina Trumbo		Tina Trumbo	Article page with body only
	BizX-Suite-Campaign-Kit	9/14/2012 6:44 PM	Brian Christian		SP Management	Home
	BizX-Suite-Campaign-Kit_v2	7/30/2013 3:49 PM	Jennifer Randolph		Brian Christian	Article page with body only
	Chicago-Partner-Enablement	9/19/2012 5:59 PM	Brian Christian		Suzanne Portugal	Article page with body only
	Chicago-Partner-Enablement-Session	10/5/2012 3:51 PM	Suzanne Portugal		Suzanne Portugal	Article page with body only
	Connect-Home	1/3/2013 10:06 AM	Catherine (Cathy) Sutton		Mel Christie	Redirect Page
	Customers	1/7/2013 1:30 PM	Catherine (Cathy) Sutton		Mel Christie	Home
	default	6/11/2013 11:00 AM	System Account			Splash
	Demo-Request	9/13/2013 2:16 PM	Jennifer Randolph		Jennifer Randolph	sf-content
	Environment-Related-Requests	8/2/2012 9:47 AM	Chris Anderson		Chris Anderson	/catalogs/masterpage/sf-partner.aspx
	Environment-Request-Guidelines	7/30/2012 6:02 PM	Mel Christie		Mel Christie	Article page with body only
	Home	12/19/2012 5:21 PM	Chris Anderson	Clifton Bradshaw	Mel Christie	Home
	iContent-Related-Requests	7/30/2012 4:43 PM	Chris Anderson		Chris Anderson	/catalogs/masterpage/sf-partner.aspx
	Implementation	9/13/2012 2:22 PM	Elizabeth Stone			Blank Web Part Page
	Implementation-Partner-Onboarding-Process	5/18/2012 1:45 PM	Tina Trumbo		Tina Trumbo	Article page with body only
	Implementation-Partner-Prime-Process	5/17/2012 2:44 PM	Tina Trumbo		Tina Trumbo	Article page with body only
	Implementation-Partner-Responsibilities	5/18/2012 1:47 PM	Tina Trumbo		Tina Trumbo	Article page with body only
	Implementation-Partner-Subcontract-Process	5/18/2012 1:46 PM	Tina Trumbo		Tina Trumbo	Article page with body only
	LMS-Resources	8/28/2012 5:16 PM	Tina Trumbo		Tina Trumbo	Blank Web Part Page
	Marketing	9/13/2012 2:16 PM	Jennifer Randolph		SP Management	Article page with body only
	metadatatagtest	8/7/2012 11:54 AM	AH_JNT_DOMAIN\bgibson		AH_JNT_DOMAIN\bgibson	sf-academy-content-course
	Miscellaneous	7/23/2012 10:40 PM	Mel Christie		Catherine (Cathy) Sutton	Home

javascript:doPostBack('ObjectList1_Grid1','Sort\$CheckoutUser')

12:07 PM
9/16/2013

Back to 'Partner Portal'

Site Settings > Site Content and Structure

Refresh selected item

Pages - All Documents

Type	Name	Modified	Modified By	Checked Out To	Contact	Page Layout
	Partner-Forum-2012	9/19/2012 6:12 PM	Suzanne Portugal		Suzanne Portugal	Article page with body only
	PartnerHome	8/2/2012 9:51 AM	Chris Anderson		Chris Anderson	/catalogs/masterpage/sf-partner.aspx
	Partner-Implementation-Tools	5/17/2012 2:45 PM	Tina Trumbo		Tina Trumbo	Article page with body only
	Partnering-With-Us	8/16/2013 1:37 PM	Jennifer Randolph	Jennifer Randolph	SP Management	Article page with body only
	PartnerPortal-Archive	8/6/2013 4:23 PM	Jennifer Randolph		SP Management	Article page with body only
	Partner-Portal-Home (default)	8/16/2013 1:17 PM	Chris Anderson	Suzanne Portugal	AH_JNT_DOMAIN\bgibson	Home
	Partner-Portal-Home_OLD	7/27/2013 3:11 PM	AH_JNT_DOMAIN\bgibson		SP Management	Article page with body only
	Partner-Process	5/18/2012 1:51 PM	Tina Trumbo	SP Management	Tina Trumbo	Blank Web Part Page
	PartnersHome2	6/12/2013 2:21 PM	Jennifer Randolph		AH_JNT_DOMAIN\bgibson	Home
	PartnersHome-old	6/12/2013 4:10 PM	AH_JNT_DOMAIN\bgibson			Blank Web Part Page
	Partner-Training-Archive	10/5/2012 3:51 PM	Suzanne Portugal		Suzanne Portugal	Article page with body only
	Products-Solutions	9/19/2012 5:54 PM	Brian Christian		SP Management	Article page with body only
	Promotional-Kit	7/30/2013 3:40 PM	Jennifer Randolph		Lucia Flanti	Article page with body only
	Recruiting-Campaign-Kit	7/30/2013 3:51 PM	Jennifer Randolph		Lucia Flanti	Article page with body only
	Redirect	7/30/2012 6:02 PM	Mel Christie		Mel Christie	Redirect Page
	Sales	8/21/2013 9:19 PM	Jennifer Randolph		SP Management	Article page with body only
	SAP-CLOUD-STORY	6/13/2013 6:43 PM	SP Management		Suzanne Portugal	Article page with body only
	Slide	7/19/2012 3:40 PM	AH_JNT_DOMAIN\bgibson		AH_JNT_DOMAIN\bgibson	sf-home
	test-dp2	9/13/2012 7:12 PM	Brian Christian		Brian Christian	Article page with body only
	Test-Redirect	7/13/2012 4:54 PM	Mel Christie		Mel Christie	Redirect Page
	Tidbits	8/21/2013 3:28 PM	Chris Anderson	Chris Anderson	Chris Anderson	/catalogs/masterpage/sf-partner.aspx
	Training	8/16/2013 4:28 PM	Suzanne Portugal	Auril Baustiste	Elizabeth Stone	Article page with body only
	UK-partner-enablement-session	9/19/2012 6:00 PM	Brian Christian		Suzanne Portugal	Article page with body only
	Washington-DC-Partner-Enablement-Session	11/13/2012 4:20 PM	SP Management		Suzanne Portugal	Article page with body only
	Workforce-Analytics-Campaign-Kit	8/20/2013 2:22 PM	Lucia Flanti		Jennifer Randolph	Article page with body only

https://partners.successfactors.com/_layouts/userdisp.aspx?ID=3384

11:38 AM
8/23/2013