# Managing the SharePoint Throttling Limit

> **Note**
> - This article is relevant for customers using custom BrightWork 365 forms, and for customers using releases prior to 2024-2.
> - Customers with custom BrightWork 365 forms can also discuss custom resolution options with their Customer Success Partner.
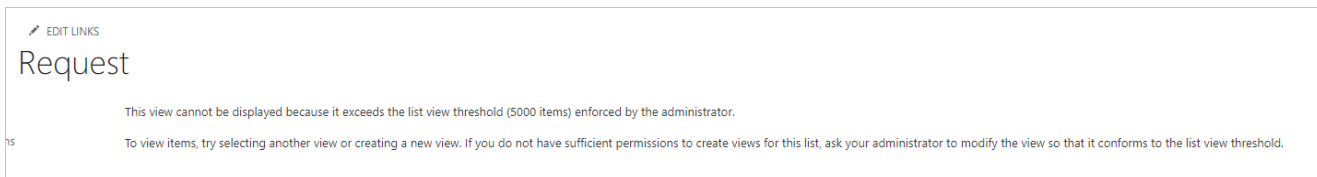
Introduction

SharePoint has an indexing limit that is reached when a document library contains more than 5000 items. When the limit is reached you will see a message like the one below:
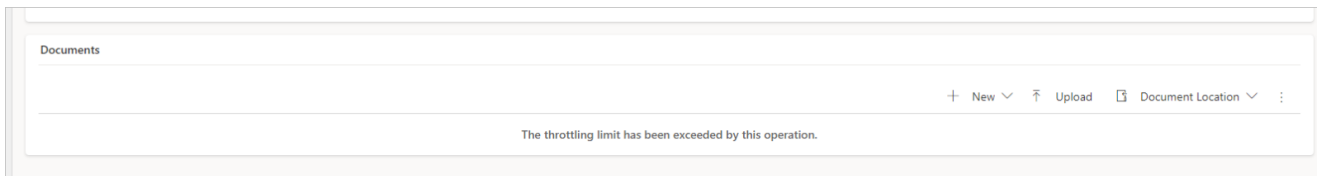
> **Note** This is not just a limitation of the Power Platform, the classic SharePoint experience also will not display all documents when the library contains more than 5000 items.


You should also be aware that deleting records in the Power Platform does not delete the documents associated with the record in SharePoint.

The simplest solution is to create another document library in SharePoint and selectively move folders from the library with more than 5000 items into it.

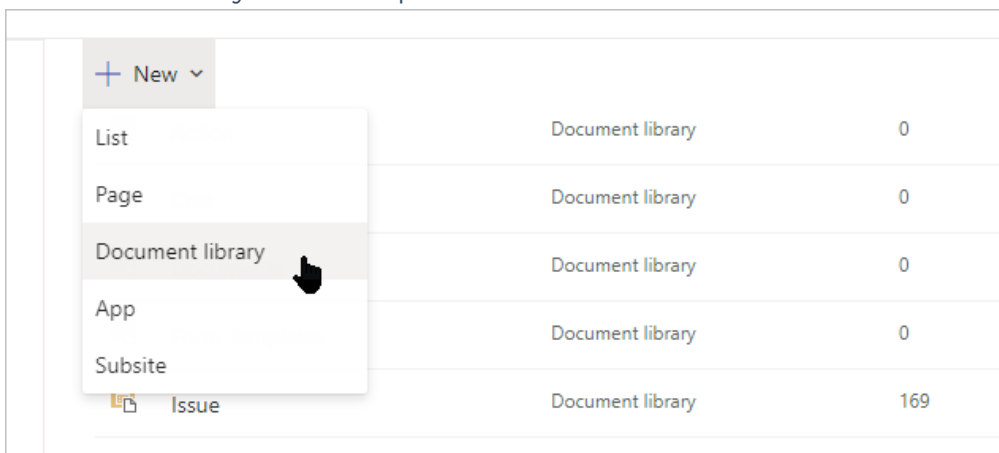## Set Up an Archive Document Library and View

1. Click the three-dot menu on the Documents subgrid, expand Open Location and click the link to navigate to your SharePoint site.
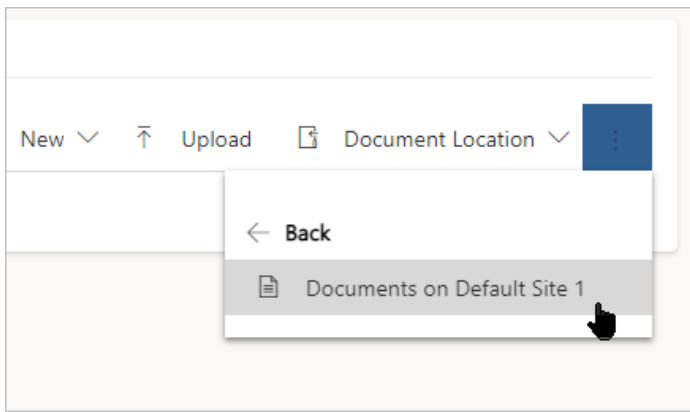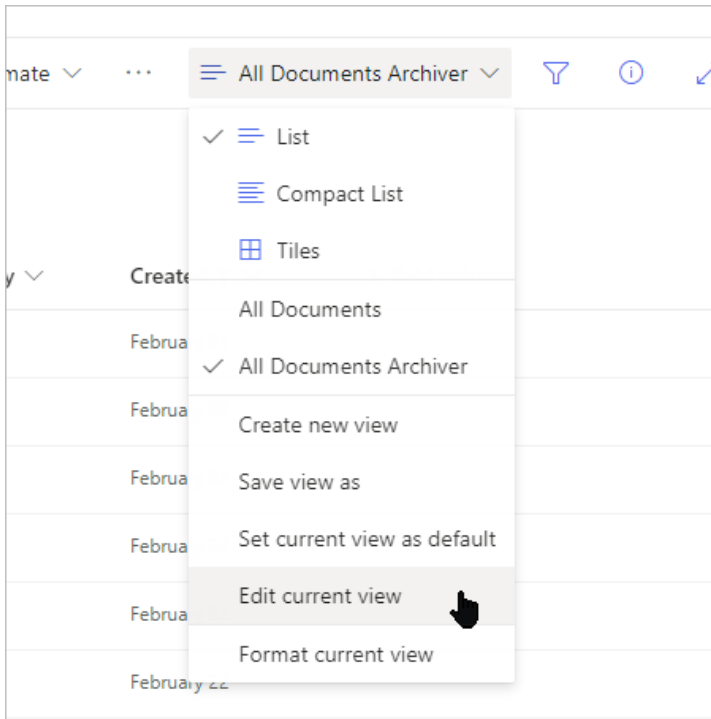
Any document library with a count of more than 5000 will need to be remedied.

Portfolio		Document library	2	1/9/2023 9:04 AM
Program		Document library	2	1/9/2023 9:57 AM
Project		Document library	4979	6/1/2023 8:43 AM
Project Task		Document library	2	3/21/2023 8:18 AM
Projects Archive		Document library	1001	4/20/2023 2:34 AM
Request		Document library	5106	6/1/2023 4:38 AM

2. Create a new Document library for archiving the documents. You should create one per existing Document library that you need to work with. In this case, we will create a Document library called Request Archive.

3. Navigate to the problem Document library and save the default view as a new view, e.g., **All Documents Archiver**.

4. Select **Edit current view** on the new view menu.

5. Add the **Created** column.

6. Set the **Created** column as the default sort column and set it so the items sort in ascending order – this will show the oldest items first.

7. Scroll down further, expand the item limit section, and enter **1000** in the field.
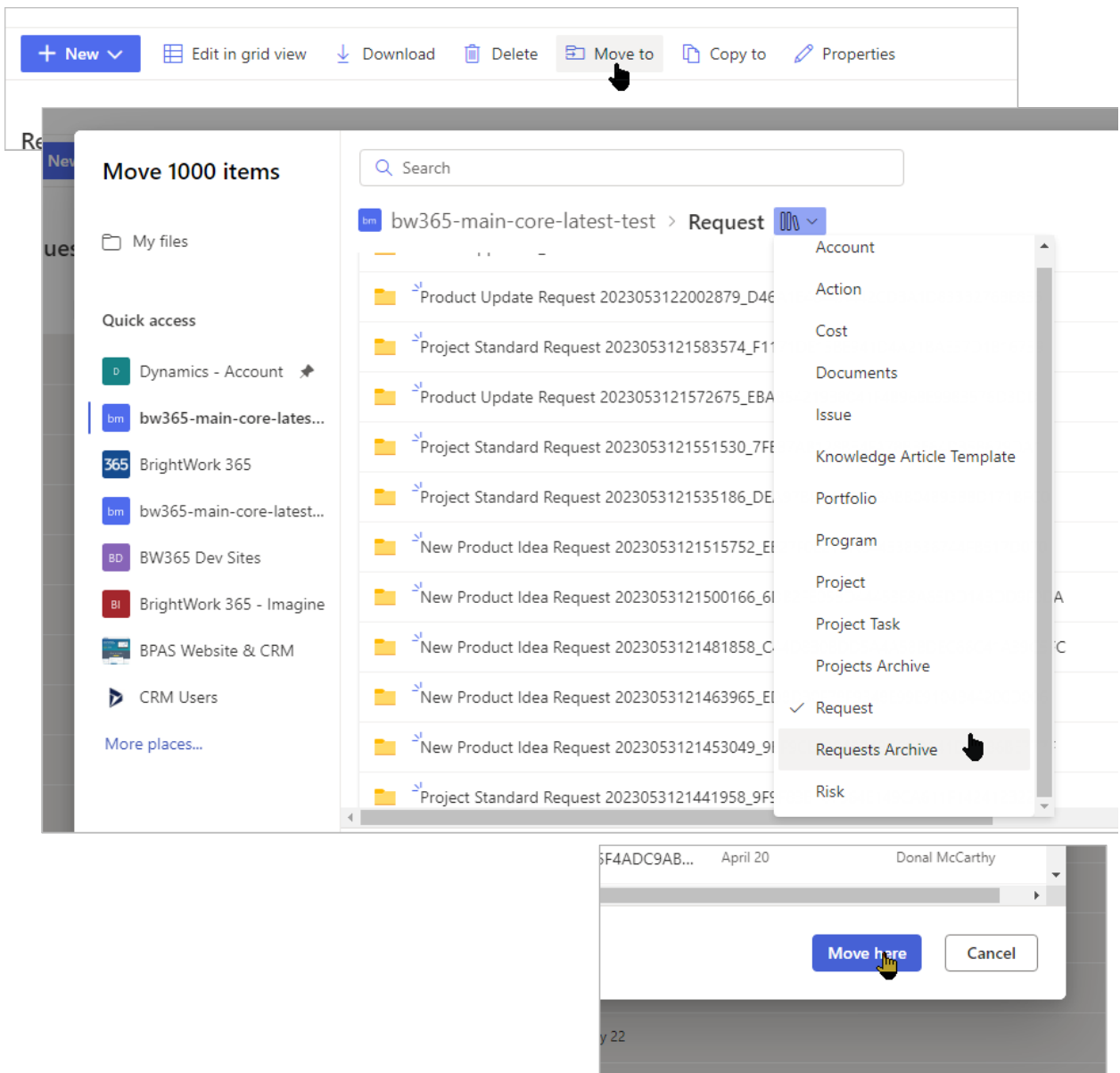
8. Click **OK** to save your changes to the view.

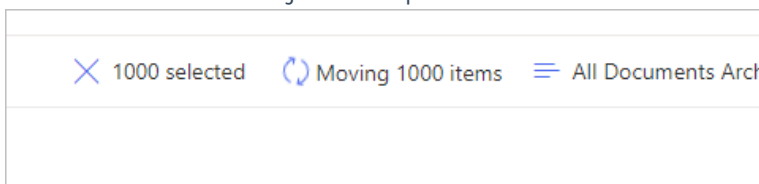# Move Documents to the Archive Library

1. Navigate to the **All Documents Archive** view and click the selector at the top to select all the items in the view – it should say **1000 selected**.
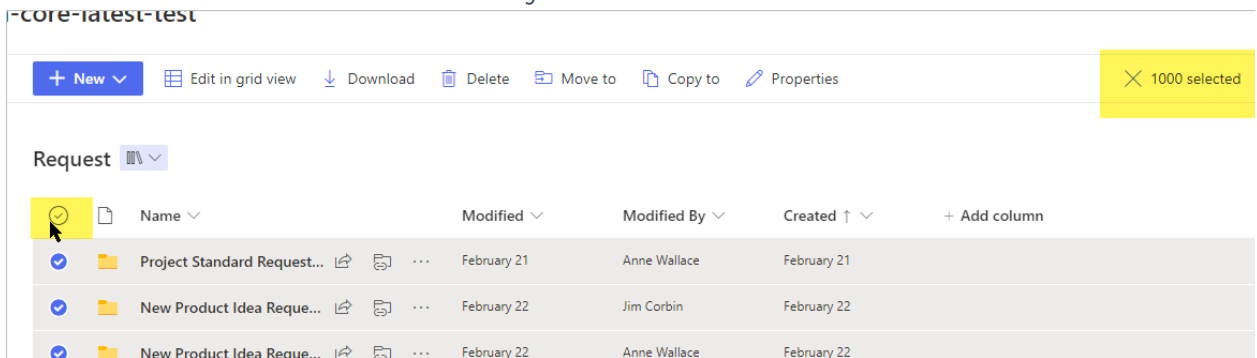
2. Click **Move to**, select the archive Document library, and click **Move here**.

New | Edit in grid view | Download | Delete | Move to | Copy to | Properties

Move 1000 items

My files

Quick access

Dynamics - Account 📌

bw365-main-core-lates...

BrightWork 365

bw365-main-core-latest...

BW365 Dev Sites

BrightWork 365 - Imagine

BPAS Website & CRM

CRM Users

More places...

Search

bw365-main-core-latest-test > Request

Product Update Request 2023053122002879_D46

Project Standard Request 2023053121583574_F11

Product Update Request 2023053121572675_EBA

Project Standard Request 2023053121551530_7FE

Project Standard Request 2023053121535186_DE

New Product Idea Request 2023053121515752_EE

New Product Idea Request 2023053121500166_6I

New Product Idea Request 2023053121481858_C

New Product Idea Request 2023053121463965_EI

New Product Idea Request 2023053121453049_9I

Project Standard Request 2023053121441958_9F9

Account
Action
Cost
Documents
Issue
Knowledge Article Template
Portfolio
Program
Project
Project Task
Projects Archive
✓ Request
Requests Archive
Risk

5F4ADC9AB...   April 20   Donal McCarthy

Move here   Cancel

y 22

3. Wait until the move job completes.

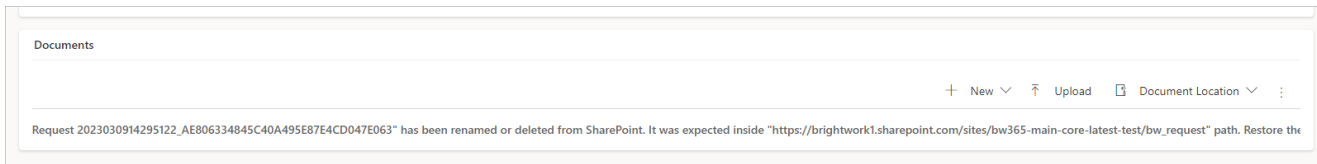✕ 1000 selected   ◌ Moving 1000 items   ≡ All Documents Arch

Where are My Documents?

The above document archiving solution is a blunt one and may result in users inquiring about documents missing from their records.

When you move the document folder associated with a record from one Document library
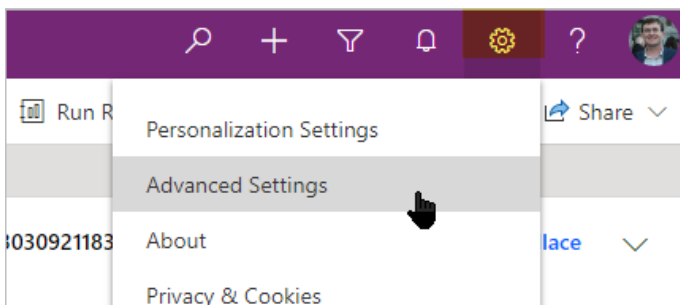
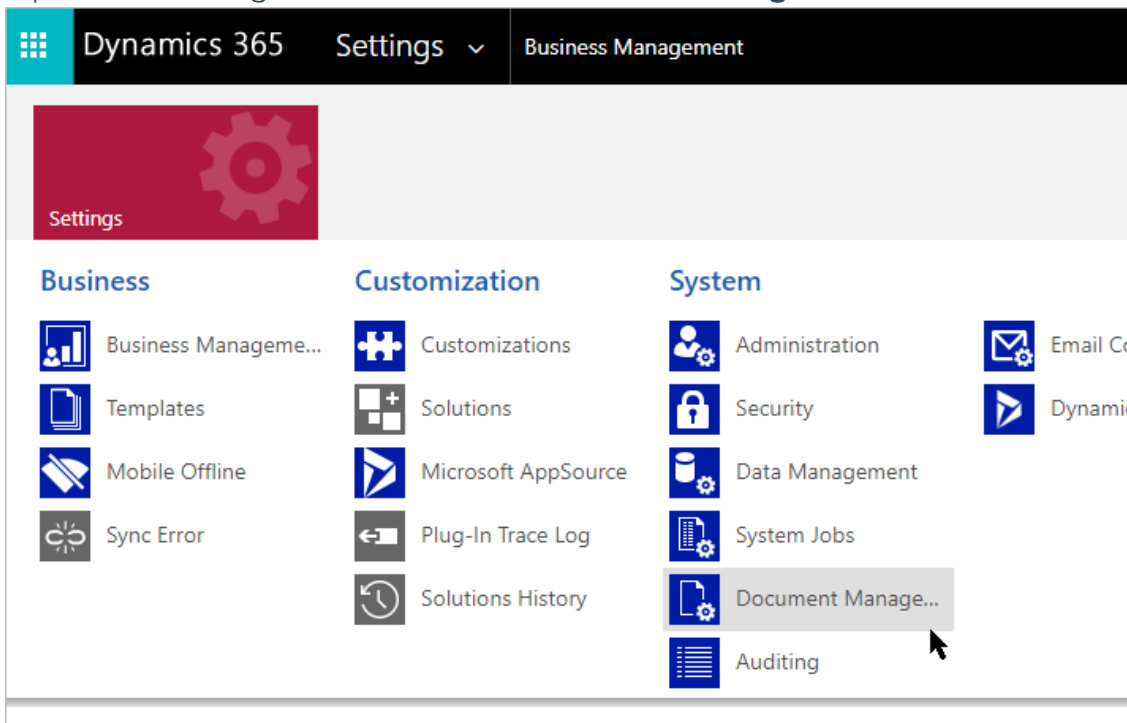to another, a message like the below will display in affected records.

To fix this, you must create a new SharePoint Document Location record for the new Document library and switch the **Document Location** to it.

Create a New SharePoint Document Location

1. Click **Advanced Settings** on the Setting menu.

2. Expand the settings menu and click **Document Management**.

3. Click **SharePoint Document Locations**.

SharePoint Document Locations
A document location record maps to document libraries or folders on a SharePoint server. The document location record. They can be associated with a Microsoft Dynamics 365 record.

4. Click + New and fill out the form as below and click **Save & Close**.
The two most important items are the Parent Site or Location – ensure to select **Default Site** and the Relative URL.
The Relative URL is the part of the SharePoint Document Library URL that refers to the document library, in the example below it is **Archive**.
https://contoso.sharepoint.com/sites/contoso-proj/Archive/Forms/AllItems.aspx

Switch Document Location

Once you have a Document Location setup for the new library, you can switch affected records as they turn up.

1. Click **Edit Location** on the three dot menu and click the Document location.
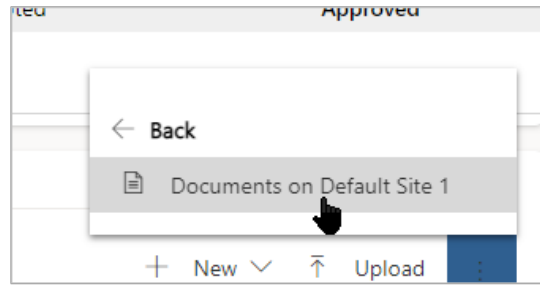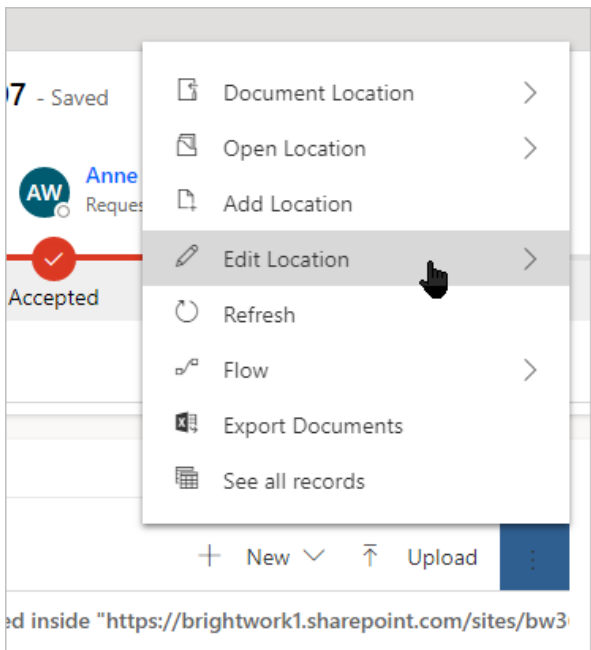
2. Select the new Document location, click **Save** and confirm that you want to switch.
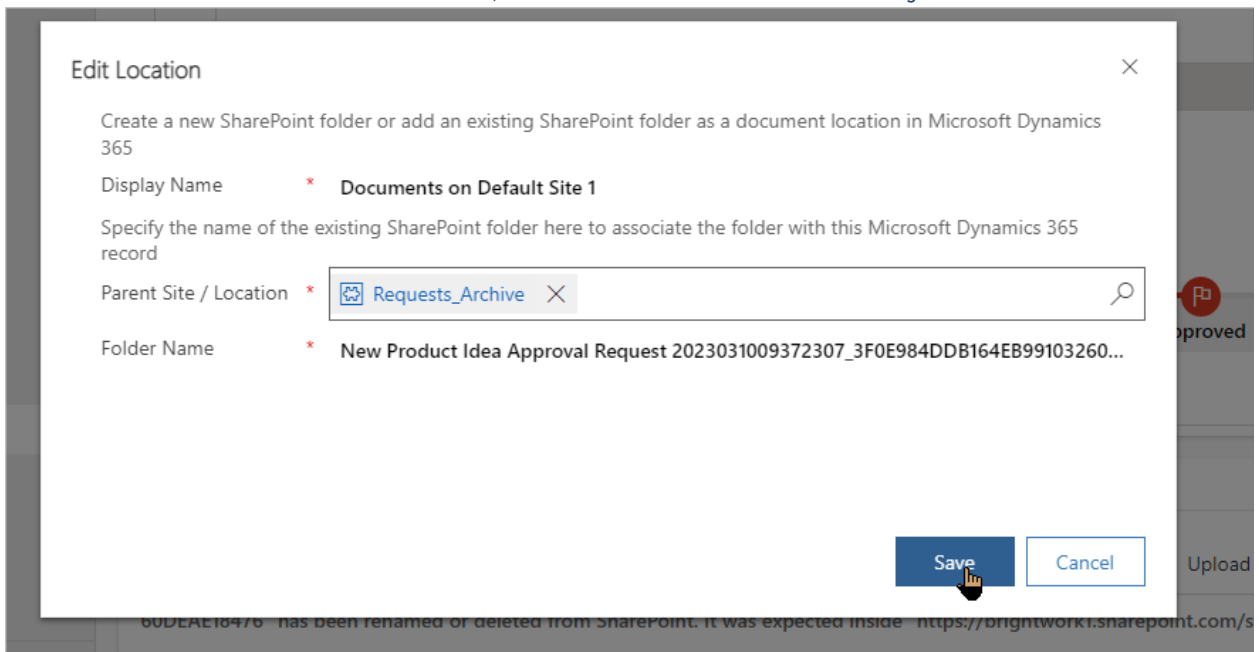
The Documents subgrid will load correctly.

Documents

	Name ⌄	File Size ⌄	File Type ⌄	Author ⌄
○	Project Expenses.xlsx	14,123	xlsx	Donal McCarthy