

INTRAFIND



iFinder Confluence Search - Cloud Edition

Technical documentation

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1 Installation documentation

iFinder Confluence Search – Cloud is an app that provides an Enterprise Search engine for Confluence Cloud as a SaaS service. The following modules are necessary for a successful installation:

- iFinder Confluence Search app **(1)** is a plugin, which is available in the Atlassian Marketplace and must be installed on your Confluence Cloud instance. This app will roll out your dedicated SaaS iFinder Enterprise Search engine.
- SaaS iFinder Enterprise Search engine **(2)** is automatically rolled out when the "start indexing" button is pressed for the first time in the iFinder Confluence Search app. Each customer gets their own search engine infrastructure.
- iFinder browser extension **(3)** must be installed on each client device. It delivers the new iFinder search bar in the confluence cloud to get access to the new iFinder search UI.



If you need help, have some questions, or would like to get a demo first, please contact us at atlassian@intrafind.com.

1.1 Prerequisites

- Install the app iFinder Confluence Search in your Confluence cloud instance.
- This app needs an Atlassian trial key.
- For full indexing, an administrator account (confluence-administrator with global permissions) is required, which is authorized to access all Confluence content.
- An API token for the administrator account is necessary.
- The iFinder browser extension is necessary to display the new iFinder search input field.



Important notice:

Any searcher in Confluence can find only the content on which...

- ...the administrator account (indexing) is authorized.
- User rights management is integrated: the search users can only find content on which they have user rights.

If you do not want to have personal information in the index and therefore not searchable, choose an administrator account which is not entitled to the Confluence category "userinfo".

1.2 Installation

1.2.1 Install the app in Confluence

- In Confluence, open apps > Manage apps > Find new apps > Search in Marketplace.
- Search for **iFinder Confluence Search**, install it and license it (trial or purchase).

1.2.2 Install iFinder browser extension

To get the new iFinder search bar and search UI, each search user must install the browser extension:

- Google Store: [Chrome Browser Extension](#)
- Mozilla Store: [Firefox Browser Extension](#)

1.3 Configuration and Indexing

1.3.1 Configuration

1. Open the app iFinder Confluence Search and go to the tab "Configure".
2. Enter login/email of the Confluence administrator account (confluence-administrators with global permissions), which has **read-user rights to all content** that should be findable via iFinder Confluence Search.
3. Enter the API token for the Confluence administrator account. See [Atlassian documentation: Manage API tokens](#) for more details. Please take care, that the admin API token will not expire or be deleted. Otherwise, the daily re-index process is not working and then the index is not up to date.
4. Optional: dedicated space listing (see also 1.3.2 indexing first)

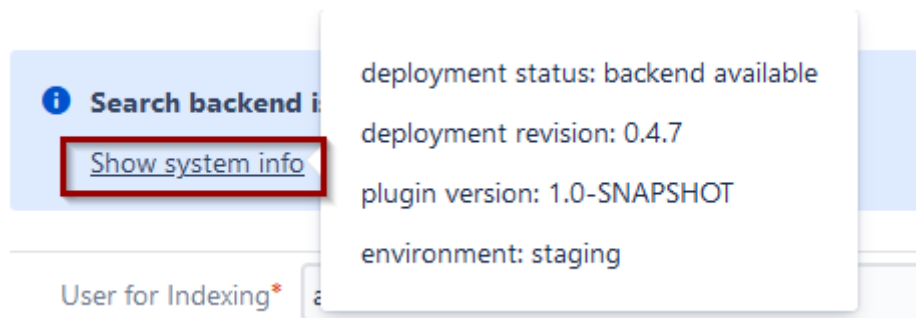
- I. Enter whitelist for Confluence Spaces with space key (not space name).
For a quick test of the software, store only some space keys here to get fast a complete index. Only content from these spaces is searchable.
- II. Enter blacklist for Confluence spaces with space key (not space name). These spaces are not indexed and cannot be found via the search.

Only **one or no** option is possible:

- No entries: full indexing
- Whitelist: only whitelisted spaces are searchable
- Blacklist: except for the blacklisted space, all other content is searchable.

1.3.2 Indexing

1. By clicking on "Start Indexing", a custom iFinder enterprise search environment is automatically rolled out. This infrastructure is available about 5 minutes later and the new iFinder search bar is available in the Confluence cloud. By clicking on "System status", the system status is displayed.



2. The indexing process starts automatically and directly afterward.

⚠ Important notice:

Indexing your Confluence content can take hours or days, depending on the amount of data and document size. During this time, the search results list **is not complete**.

For a quick test of the software use the space whitelist with less space keys to get fast a complete index for these less spaces.

With an asterisk search (*) in your new iFinder search bar, you can see how many search results are already available - based on your user rights.

1.3.3 Reindexing process

Within 24h a reindexing process from iFinder SaaS takes place automatically. All changes in the Confluence such as permission changes or new, changed, or deleted content are taken into account.

This process can also be executed manually by clicking on "start indexing" in the app.

1.4 Uninstall

If you uninstall the app, your Confluence Cloud is back to its original state and the standard Confluence search bar appears.

The iFinder enterprise search SaaS engine will be deleted immediately. Possibly existing backups are automatically deleted after 90 days.

Please delete also the iFinder browser extension from the client PC.

1.5 Reinstall

Before you reinstall the app, please wait for about 15 minutes after uninstalling to take care that the iFinder SaaS engine is completely deleted. This guaranteed to get a completely new iFinder SaaS instance.

2 Product information

2.1 IntraFind SaaS – Cloud Hosting

IntraFind provides the search infrastructure via the Google data center in Frankfurt am Main, Germany.

Each customer receives its own iFinder server infrastructure.

The app does not affect Confluence and does not modify Confluence content. Confluence's own default search is also not affected and is still available.

If the app is deleted from Confluence, the associated iFinder enterprise search engine and all its data will also be deleted. Possibly existing backups are automatically deleted after 90 days.

IntraFind does not use any Confluence data of the customer and does not share any data.

Also, the user behavior and search behavior will not be tracked, analyzed, or used in any other way.

Please watch also the [Terms & Condition](#) and [Privacy Policy](#)

2.2 Product Restrictions

This product is optimized for Atlassian Confluence Cloud. At this time, there is no possibility to customize or extend the app. In particular:

- Layout & Design of the search UI cannot be changed.
- Anonymous users are not supported.
- Adding further data sources, applications, or other cloud services to the search is not possible.
- The iFinder search result list macro is for Confluence Cloud not available – only for Data Center.
- Most confluence apps should be supported. However, there may be apps that require customization. Especially apps that change the front-end layout of Confluence Cloud like Refine, Mantra, etc. In this case, the search bar is not displayed or displayed in the wrong place.

We aim to enhance your Confluence experience with iFinder Confluence Search - Cloud Edition. To achieve this, we need your feedback. Share your thoughts and suggestions on how we can improve the search experience by emailing us at atlassian@intrafind.com.

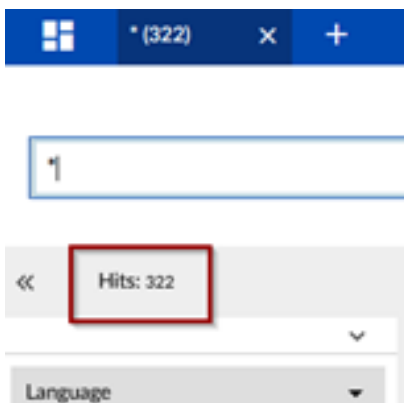
3 FAQ

Anonymous User are not supported.

Archive content: Confluence Cloud archive content will not be indexed and is not fundable with iFinder Confluence Search.

Index completeness: To test the index progress, it is recommended to log into Confluence with the index admin account. With an asterisk search (*) in your new iFinder search bar, you can see how many search results are already available - based on your user rights.

Please take care that the admin API token will not expire or be deleted. Otherwise, the daily re-index process is not working and then the index is not up to date.



Indexing time: Indexing your Confluence content can take hours or days, depending on the amount of data and document size. During this time, the search results list is not complete. For a quick test of the software use the space whitelist with fewer space keys to get fast a complete index for these fewer spaces.

Missing iFinder search bar: This requires the installation and activation of the iFinder browser extension (Chrome or Firefox) and the initial index process is started, which enrolls your dedicated iFinder enterprise search engine. In particular, applications that change the front-end layout of Confluence Cloud, such as Refine, Mantra, etc., can cause the search bar not to be displayed or to be displayed in the wrong place. Temporarily disable these apps to see if the iFinder Search bar is displayed.

In the unlikely event that the iFinder enterprise search engine is unavailable, the iFinder search bar automatically falls back to the confluence standard search bar so that users can continue to work seamlessly.

Missing search results: If users report that not all content is found, most likely the selected index admin account does not have the user rights to this Confluence content and therefore this content was not indexed.

Search UI languages are available for English, Spanish, French, German, Italian, and Japanese. The setting is done through the Atlassian user profile of each search user.

Spaces Blacklist/Whitelist: Please use only space keys and not the space name. The space key is part of each space URL and can also be found under space settings-> space details.

Start indexing is not working. Please provide the app with an Atlassian trial key.

System status: By clicking on “system status” in the app, the system SaaS status is displayed.

What to index: You can use the index admin account to control which Confluence content should be indexed. Do not give this account any reading rights to the content that should not be in the index and should therefore not be found via the iFinder search. E.g. in the Confluence person profiles.

4 Service and Support

Need support or have questions? We are happy to help. Please contact us. We support from Germany, Munich, in the time zone UTC +1.

Support: Get technical help

- Email us at atlassian@intrafind.com
- Submit a ticket at our [service desk](#)

Service: have a question? Get a demo? Give us feedback.

- Email us at atlassian@intrafind.com
- Write us via [webform](#)
- or [book a web meeting](#) for a demo session or quick questions.

If you are responsible for the software evaluation, this blog gives project leader helpful information to come at the end to a valid test result for the management: [3 steps to software evaluation](#)

About IntraFind

IntraFind Software AG is a specialist for enterprise search and intelligent document analysis. The independent founder-led software company with headquarters in Munich, Bonn, Berlin in Germany and a US subsidiary was founded in the year 2000. As an industry pioneer, we are an experienced and reliable partner for our customers, optimizing our software with great passion and cutting-edge AI technologies. We offer the right search and analysis products for government agencies and companies of any size and in any industry or sector.