



Coveo Enterprise Search 6.0

Release Notes

Notice

The content in this document represents the current view of Coveo as of the date of publication. Because Coveo continually responds to changing market conditions, information in this document is subject to change without notice. For the latest documentation, visit our Web site at www.coveo.com.

Copyright © 2009, Coveo Solutions Inc.

All rights reserved.

Coveo is a trademark of *Coveo Solutions Inc.*

These Release Notes are protected by copyright and other intellectual property law and are subject to the confidentiality and other restrictions specified in Coveo's License Agreement.

Contents

| | |
|--|----------|
| Overview | 4 |
| Document Purpose and Scope | 4 |
| Background | 4 |
| References | 4 |
| Licensing | 4 |
| What's New in CES 6.0 | 5 |
| Improved Performance and Scalability | 5 |
| Super User Access | 5 |
| ▶ How to Use the Super User Access | 6 |
| Mobility | 7 |
| Connectivity | 7 |
| ▶ Lotus Notes Connector | 7 |
| ▶ Confluence Connector | 7 |
| ▶ Salesforce Connector | 7 |
| ▶ Sitecore Connector | 7 |
| ▶ Enterprise Vault Connector | 8 |
| User Interface | 8 |
| ▶ Unified View | 8 |
| ▶ Interface Editor | 8 |
| ▶ Facets | 9 |
| ▶ Thesaurus | 10 |
| ▶ Wildcards | 10 |
| ▶ Range Operator | 11 |
| Analytics (back-end only) | 11 |

Overview

Document Purpose and Scope

These Release Notes are intended to communicate the major new features and updates in this release of *Coveo Enterprise Search* (CES); CES 6.0. They document software limitations and workarounds, and are cumulative back to the most recent major release CES 5.2, build 3371.

Background

Coveo has radically simplified the deployment of search-powered information access solutions. It is now possible to unleash the value inside all of your pan-enterprise information NOW! Best of all, our solutions are compatible so you can truly enable unified information access across multiple data silos. This release represents the most current availability iteration; CES 6.0.

References

For information concerning the latest versions, updates, FAQ as well as additional documentation, refer to the **Support** section of our Web site (www.coveo.com). The following documents help better understand how CES and its components work:

- [Lotus Notes Connector](#)
- [Confluence Connector](#)
- [Salesforce Connector](#)
- [Sitecore Connector](#)
- [Symantec Enterprise Vault Connector](#)
- [Interface Editor Help](#)

Licensing

All customers must be provided with a new license in order to use CES 6.0. New users will receive their license when downloading the product, while current users will receive it by email. If you are a current user and have not yet received the new license, contact support@coveo.com and send them a copy of the *license.txt* file or of its content.

It is also possible to contact *Coveo Sales* by phone at **1-800-635-5476** (US & Canada) or +1-418-266-1583 (Intl.).

What's New in CES 6.0

Improved Performance and Scalability

A significant architecture effort went toward improving the index format for the 6.0 release:

- Smaller index size (up to 25% smaller for email indexing)
- Indexing speed more than twice as fast when indexing 10M on a single server (gains are even higher for larger indexes)
- Queries more than twice as fast
- Up to 50M documents on a single server


Super User Access


CES 6.0 now allows a specific user (not necessarily the CES administrator) to bypass security checks and perform any query (e.g. the user can search all the documents in the index, including documents to which he would normally not have access to).

Privileges are granted to only a specific NT user and expire at a given date. Furthermore, all actions are audited to see who authorized super user access and what queries were performed.

Note: The super user access can be revoked at any time by the CES administrator, but for security reasons and traceability, cannot be modified once saved.

To add a super user access, perform the following procedure:

Important: Only administrators can grant super user access. The license determines whether an administrator can grant access or not. To validate permissions, refer to the **License** page (Configuration > License) and look for **Super Users Allowed** .

1. Access the **Administrators** page (Configuration > Security) and click **Super User Access** in the left navigation pane. The **Super User Access** page is displayed.
2. Click .

← Security - Super User...

Name

Created By

Granted To


Description

Creation 29 April 2009 12 : 58 PM

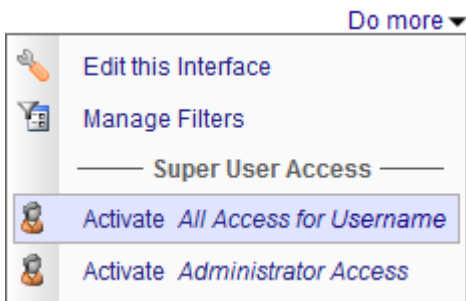
Start 29 April 2009

Expiration 29 April 2009

Access Everything

- Enter the appropriate information in the fields and click  Save .
- How to Use the Super User Access

In the search interface, the user can switch to super user access from the **Do more** drop-down menu.



Enter a query. When the super user access is activated, a message is displayed at the top of the results to remind the user of the access being used:



Note that the user can deactivate super user access and switch to a different access from the **Do more** drop-down menu.

Mobility

In CES 6.0, the CRM and Intranet interfaces were adapted to work on mobile devices. Whether users are searching from a laptop or other mobile device, these interfaces deliver the same high-level of usability and navigation.

Furthermore, CES 6.0 now offers easier security configuration and deployment on BlackBerry devices. The new MIDlet offers reply and forward features, keyboard shortcuts as well as new actions on results.

Connectivity

▶ Lotus Notes Connector

Coveo's *Lotus Notes* connector allows users to index *Lotus Notes* databases, including documents, metadata, attachments and security. The following lists the new features available:

- Increased indexing capabilities - retrieves more than one million documents per hour;
- Enhanced security and metadata mapping;
- Fully integrated to the email search interfaces.

To use the connector, contact *Coveo Sales*.

▶ Confluence Connector

Coveo's *Confluence* connector now supports document-level securities. To add a user identity and configure a security provider, access the **Administrators** page (Configuration > Security) of the Administration Tool.

Known limitations: The *Confluence* connector does not support *Live Indexing*. A source refresh is required in order to update the source content.

To use the connector, contact *Coveo Sales*.

▶ Salesforce Connector

Coveo's *Salesforce* connector now comes with an embedded mapping file which covers most basic *Salesforce* setups. It contains the basic object types as well as the fields of a *Salesforce* database. The mapping file specifies which of these types and fields to index. Furthermore, *Salesforce* can easily be customized and allows users to modify the basic object signatures, add new object types, etc. The mapping file allows the user to modify the behavior of the connector according to his *Salesforce* database signature.

▶ Sitecore Connector

Coveo's *Sitecore* connector now supports *Sitecore* version 6. The following lists the new features available:

- Enhanced language management;
- Possibility to customize with an external mapping file;
- Supported *Sitecore Active Directory* module for security indexing in addition to the standard *Sitecore* security model;
- Integrated Content Editor to enable search on the editors' side.

▶ Enterprise Vault Connector

Coveo's *Enterprise Vault* connector has improved reliability and performances in CES 6.0. These improvements depend on the *Enterprise Vault* version crawled:

- **Enterprise Vault 6 and 7:** Federated searches have been replaced by non-federated ones, which means that more small specific queries can be made to *Enterprise Vault*. This returns quicker results and uses less resources on the *Enterprise Vault* server.

Note: This method is also strongly suggested by *Enterprise Vault* to query large number of documents.
- **Enterprise Vault 2007 and 8:** Non-federated searches are used as well as a different type of query. Instead of using a wildcard search as in *Enterprise Vault 6 and 7*, metadata called Sequence Number is used to perform extremely precise queries. This limits to a minimum the resources required by the server to perform a query.

User Interface

▶ Unified View

Administrators can now create a single point of view by grouping multiple search interfaces into a specific search hub; hence providing user access to support emails, personal emails, CRM systems, Intranet and team portals, etc., and allowing them to perform actions on the search results, such as finding related documents.

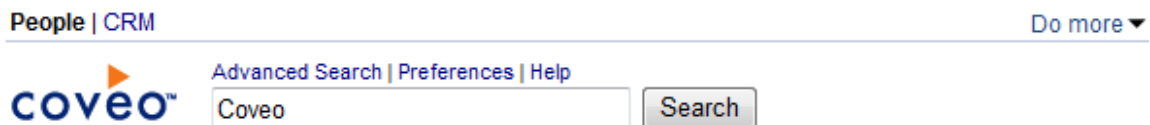
▶ Interface Editor

In CES 6.0, the Interface Editor has been revamped and transformed. In addition to being easier to use than the previous version, new features have also been implemented.

- **Search hub:** Administrators can now create a single point of view by grouping multiple search interfaces into a single search hub. For example, the search hub **Sales** gives user access to the *People and CRM* search interfaces.



- **Audience:** Audiences are made of groups and users, and can be associated to a specific hub. For example, it is possible to create the audience **Sales** and associate it with the search hub **Sales**, hence only giving specific users access to specific search interfaces.

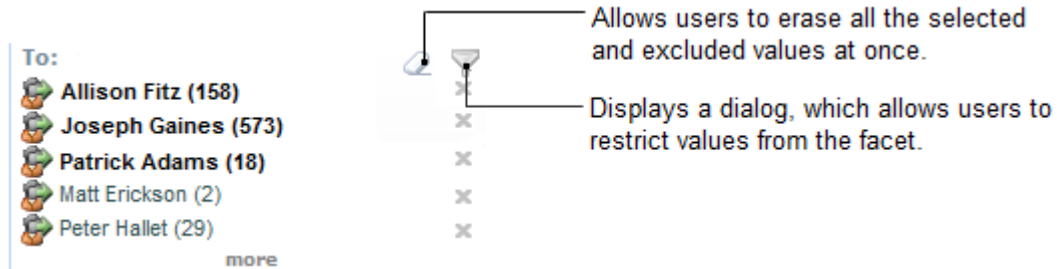


For more information concerning the new Interface Editor, refer to Coveo's [online help](#).

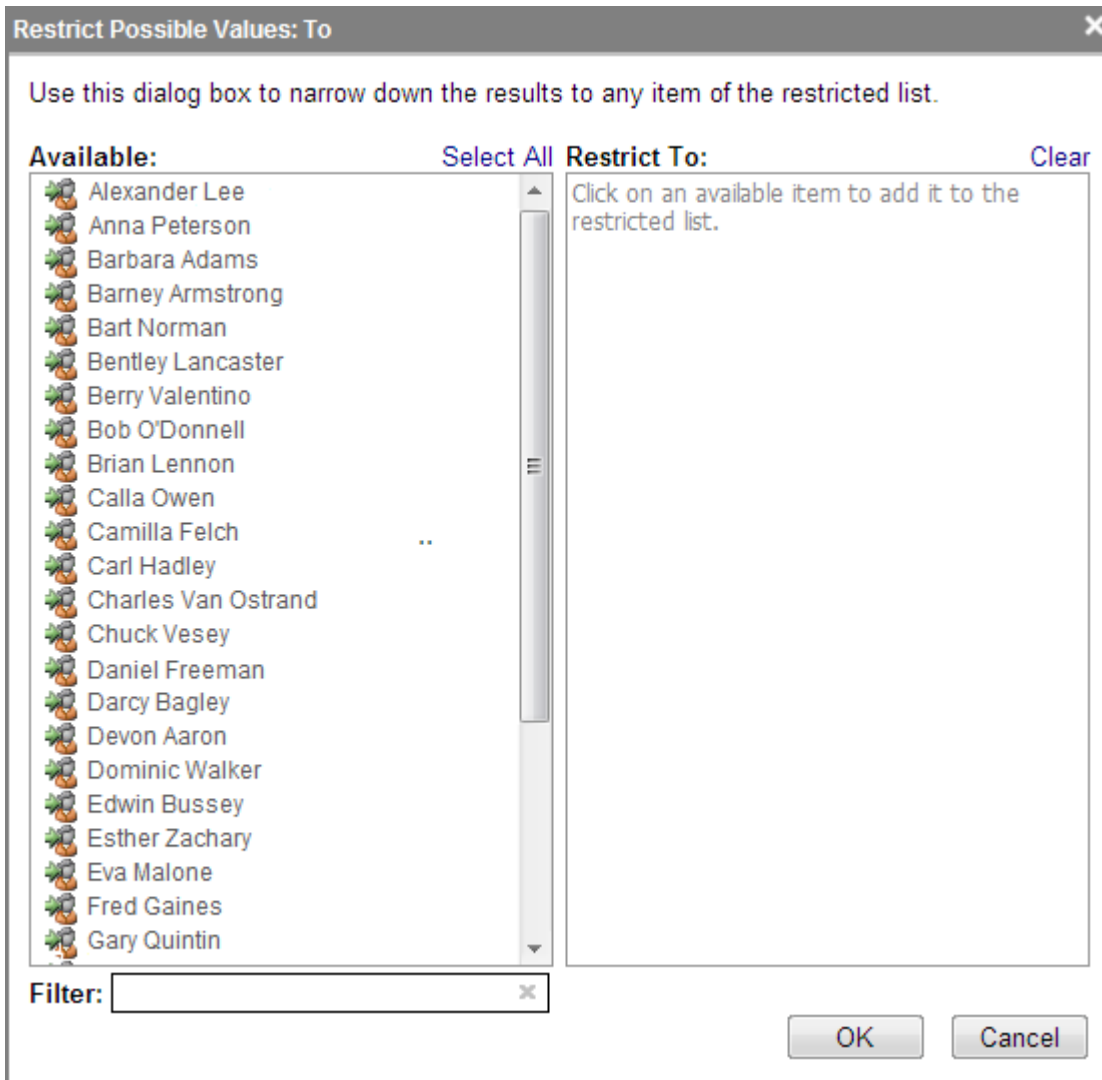
► Facets

CES 6.0 now allows users to restrict the possible values of a facet by selecting several values. Only documents matching at least one selected value are then displayed in the search results.



Selected facet values are now displayed in bold with their associated icon, while unselected values are displayed in normal font weight.


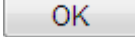


The following dialog was developed to allow users to restrict the search to specific value. Simply click on a value from the left column and it is automatically displayed in the right one:



Note: It is possible to filter values by using the **Filter** field.

When a filter is applied, the values displayed in the facet are limited to those selected in the dialog box. The  automatically becomes darker (.

To delete a filter, click , then [Clear](#) in the top right corner of the screen and .

▶ Thesaurus

Two important modifications have been brought to the thesaurus:

- Phrase matching: CES 6.0 now allows phrase matching without having to include quotation marks in the query. For example, Coveo Enterprise Search => CES; therefore *A new version of Coveo Enterprise Search is now available => A new version of CES is now available.*

In previous versions, the query would have been written as follows in order for the phrase matching to occur: *A new version of "Coveo Enterprise Search" is now available.*

- Global reciprocity: This improved feature increases search efficiency. The following example displays the modifications brought to global reciprocity in CES 6.0:

A => B,C,D,E

CES 5:

Performing the query A gives the following results A or B or C or D or E.

Performing the query B only gives B or A as results.

CES 6.0:

Performing the query A gives the following results A or B or C or D or E.

Performing the query B now gives B or A or C or D or E.

▶ Wildcards

Wildcards are symbols replacing a single character (?) or a string of characters (*) and are now always available for all fields and content. By default, CES requires two characters to precede an expression. For example, c*eo will generate an error; however co*eo will display results.

Advanced
Help

Modifies the advanced index parameters.

Optimization

Perform extra ranking process for the first results ?

Transactions

Commit transaction after minutes ▼ ?

Performance Mode

Optimize for indexing
 Optimize for querying
 Optimize for indexing and querying

Field Alias Set

▼

Group By Multiple Value Fields

▼ ?

Use semicolons to separate fields.
Example: systitle; sysauthor

Enable Wildcards

Number of Leading Chars

?

Number of candidates

?

Facet cache

MB ?

→ Apply Changes

Furthermore, the user now has the possibility to disable wildcards by unselecting the **Enable Wildcards** checkbox.

▶ Range Operator

Previous versions of CES did not offer range operators. For example, to display 5 to 10 page documents, the users had to perform the following query: `@pages <= 10 && @pages >= 5` (searches for documents that have less than or equal to 10 pages and more than or equal to 5 pages) as the two expression do not recognize one another.

CES 6.0 introduces a range operator (`@field=lowvalue..highvalue`), which allows users to query `@pages=5..10` in order to view documents ranging from 5 to 10 pages.

Note: If the user enters the query `@pages <=10&&@pages>=5`, CES automatically transforms it using the new range operator.

Analytics (back-end only)

The Analytics module provides the ability to produce advanced reports, giving administrators insights into the search traffic, usage and experience. The module logs data such as the most frequently submitted queries, frequently accessed documents, position of sought documents in the search results, users and security groups of the user submitting queries, search session length, etc. All this information can be sliced and diced by type of user, document collection, document type, etc. With this set of tools, administrators can better optimize the search engine and the information platform and publish and structure documents to answer user's needs.