

# Coveo Enterprise Search

## Finding a Specific Document

Applies to CES 5 and later

This document explains what to verify when a document to which a user normally has access cannot be found.

### Verify Access to the Document

1. Access the user's identity list by logging on as the user that cannot access the document.
2. Browse the search interface and add `?debug=1` to the URL (e.g. <http://intranet/ces5/default.aspx?debug=1>). By doing so, the current user account is displayed as well as the AD domain groups, *Windows* local groups, *SharePoint* groups he belongs to and *Lotus Notes* groups, *Lotus Notes* users, *Novell* groups and *Novell* users he has been mapped with.
3. In the search interface, find a document that the administrator can see, but not the user, and note the filename displayed in the URL of the result.
4. In the Administration Tool, access the **Index Browser** page (Content > Index Browser).
5. Select the appropriate collection and source of the document referred to in step 3.
6. Select the **Include subfolders** check box.
7. In the **Filter** field, enter the filename of the document referred to in step 3.
8. Click **Update** and then on the document in the **Folder Content** section.
9. In the **Security** section (Index > Security Details), validate the permissions of the users.

**Note:** It is possible that the permissions displayed are not the ones specified in the file system. This can be caused by the source's specified permissions. Compare the securities in the **Allowed Users** and **Denied Users** text box with the identity list displayed when using `?debug=1` in the search interface to validate the user's permissions. To see the document in the results list, the user must have at least one of the document's **Allowed Users**, but no document's **Denied Users** in his identity list.

### Additional information can be found in the Security Cache.

1. In the Administration Tool, access the **Security Details** page (Index > Security Details).
2. From the groups displayed, select the appropriate one.
3. Validate whether or not the user is listed in that group. If not, refresh the security cache in the **Details** page (Status > Details) of the Administration Tool by clicking **Update Cache Now**.

**Note:** The security cache contains local *Windows* groups, *SharePoint* site groups, *Lotus Notes* groups and users and *Novell* groups and users. Active Directory groups are not listed as they are automatically resolved by the Web server's authentication method, e.g. IIS' Integrated Windows Authentication.