NetGovern Knowledge Base Search Tips

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Basic Searching

To search only the Knowledge Base, use the search box located on the left-hand side of the wiki screen (the search box in the top right-hand corner of the screen searches the entire wiki). Type your query into the search box, and then press **Enter** or click **Search**.
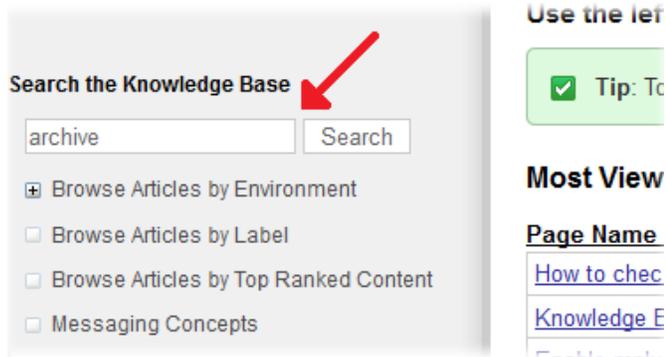
The Search screen appears, as shown below. If any wiki pages or items match your search query, the Search screen shows a list of the matching items. Click an item's title to open the corresponding wiki page.

On the left side of the screen you'll see a text block for each item that matched the search criteria, with the following information for each item:

- An icon representing the content type (user profile, space, page, etc.).
- The title or name of the content item.
- For attachments: The size and type of file, with a link to download or view the attachment where relevant.
- For image files: A thumbnail of the image will display to the right of the file name.
- The most relevant few lines of content from within the item. Any words that match your search query are highlighted within the content.
- The space to which the item belongs, displayed on the last line of the item's text block (i.e., Knowledge Base).
- The date when the content item was last modified.

Note: *Do not be alarmed if your search yields a similar result to the one shown in the following screenshot (in this example, the search term is "webaccess"):*

The added "ancestorIds:NUMBER AND" text **does not** *affect your search results. It is a built-in function of the wiki's search feature that allows search results to be limited to the Knowledge Base only. This text cannot be removed.*

Filtering Your Search Results

The Search screen appears when you do your first search. On the right side of the screen are further options which allow you to tailor or filter your

search results.

Enter your filter criteria as described below, and then click **Filter**.

- **Where**: Restrict your search results to a particular space (by default, the search is restricted to the Knowledge Base space, but you can select any other space, such as Netmail Archive Administration Guide for Microsoft Exchange, for example).
- **What**: Restrict your search results to a particular content type (pages, blog posts, mail, etc).
- **When**: Restrict your search results to content modified within a particular period of time (today, yesterday, within the last week, or within the last month).
- **Who**: Restrict your search results to content last modified by a particular user. You can start typing the person's username or part of their name into the text box as follows:
    - Type the username (e.g. 'jsmith').
    - Or start typing the person's first name (e.g. 'john')
    - Or their last name (e.g. 'smith').
    - Or another part of their name, such as a middle name.
      The wiki will offer you a list of possible matches. Use your mouse to select the person you want, then press the Enter key to filter the search results.

Search Syntax

The wiki will ignore common words like "the" unless you place your query within quotes.

Exact Phrase Search

Suppose you want to search for content that contains the exact phrase "chalk and cheese". The wiki will ignore common words (stop words) like "and" in this example. This is the default list of stop words used by Lucene. For example:

1. Searching for "The One" returns all pages containing "One" because "The" is a stop word.
2. Searching for "Cheese One" would only return pages in which "One" appears as the first word (other than stop words) after "Cheese". So it would return "Cheese for One" or "Cheese to One" or "Cheese One". It would not match "One Cheese" or "Cheese Flamingo One"

OR Search

Allows you to search for content that contains one of the terms "chalk" OR "cheese". The OR operator must be capitalized.

```
chalk OR cheese
```

AND Search

Allows you to search for content that contains both the terms "chalk" AND "cheese". The AND operator must be capitalized.

```
chalk AND cheese
```

NOT Search

Allows you to search for content that contains "chalk" but NOT "cheese". The NOT operator must be capitalized.

```
chalk NOT cheese
```

Excluded Term Search

Similar to the NOT search. Allows you to search for content that contains "chalk" and "butter" but NOT "cheese".

```
chalk butter -cheese
```

Grouping Search

To search for content that MUST contain "chalk" but CAN contain either "cheese" or "butter" use the search:

```
(cheese OR butter) AND chalk
```

Title Search

To search for content with "chalk" in its title, where *title* is the field keyword, use the search:

```
title:chalk
```

Wild Card Searches

Single Character

To search for "butter" or "batter" you can use the search:

```
b?tter
```

To search for "chicken" or "chickpea" you can use the search:

```
chick*
```

Wildcards can be used anywhere within a word, except at the very beginning. For example,

```
*chick
```

is an invalid search term.

Multiple Characters

To search for "chick" or "chickpea" enter:

```
c*c*
```

You can also combine search characters to get the exact word. For example, the search term below will return "chick" but not "chickpea":

```
c*c?
```

> **Case Sensitivity in wildcard searches:** *Note that all the examples searches shown previously search across the default set of fields, which are stored as lower case. Therefore all searches of that style should be given lower case search terms (as shown in the examples).*

Proximity Searches

This search ensures that the two words specified must be within a certain number of words of each other to be included. For example,

```
"octagon post"~1
```

will return "Octagon blog post".

```
"octagon post"~0
```

is an invalid search term.

Range Search

Searches for names that fall alphabetically within the specified range.

```
[adam TO ben]
```

> **Note:** *You can't use the AND keyword inside this statement, and the TO must be written in capitals to form a valid search.*

Fuzzy Search

This search looks for words spelled similarly. To search for octagon, if unsure about spelling:

```
octogan~
```

will correctly return "octagon".

Combined Search

You can also combine various search terms together:

```
o?tag* AND past~ AND ("blog" AND "post")
```

Searching for Labels

Use the 'labelText:' prefix to search specifically for content that has a specific label. The table below gives examples of search terms that you can enter into the search box and the corresponding search results that you can expect.

Searching for...	Returns content that...
`recipe labelText:chocolate`	contains the word 'recipe' or has the label 'chocolate'
`recipe AND labelText:chocolate`	contains the word 'recipe' and has the label 'chocolate'
`labelText:cake lableText:chocolate`	has the label 'cake' or the label 'chocolate'
`labelText:cake AND labelText:chocolate`	has both labels 'cake' and 'chocolate'

Further Reading

All of the above information has been referenced from Atlassian's Confluence Documentation. For more in-depth information on using the Search feature, please refer to these links:

- https://confluence.atlassian.com/display/DOC/Searching+Confluence
- https://confluence.atlassian.com/display/DOC/Confluence+Search+Syntax