

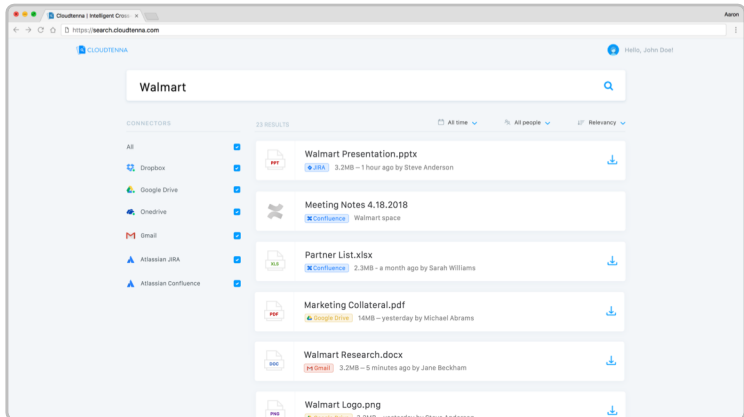


Cloudtenna

DirectSearch

Quick User Guide

What is Cloutenna DirectSearch?



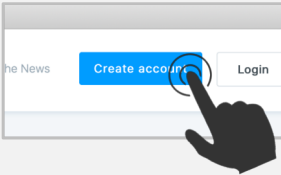
What is Cloutenna DirectSearch?

With Cloutenna DirectSearch, you can search all of your file repositories at once.

Eliminate the frustration associated with file search. Cloutenna DirectSearch searches across all the apps and repositories your company uses and returns intelligently-ranked search results personalized for each user.

How to create your company DirectSearch account

1



Create an account at
www.cloudtenna.com

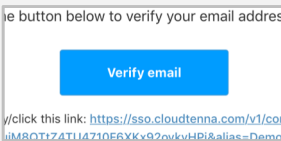
2

A screenshot of a form with a label 'Company name' above a text input field. The input field contains the text 'YOUR COMPANY NAME' in all caps.

IMPORTANT

Sign up with your
company name

3

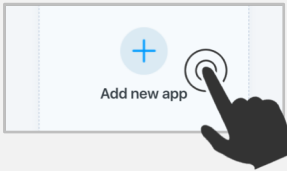


Verify your email
address and login with
your new account

How to add a connector

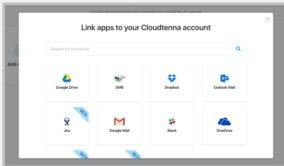
Pick and choose which repositories you would like to search. Setup only takes a minute.

1



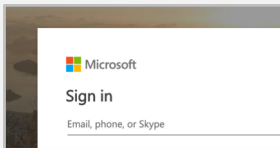
Click to add a new app

2



Select the app you would like to connect

3



You will be redirected to that service to login and grant permission for Cloudtenna to index your repository

4

Cloudtenna will automatically index your files. The first index may take time, so feel free to walk away. Cloudtenna will send an email when the initial index is complete.

What can I search?

Cloudtenna DirectSearch is a file search platform. Use it to find files no matter which repository they are stored in.

Cloudtenna searches both **filename** and **file content**.

- Search by keyword
- Filter by connector
- Filter by data range
- Filter by file type
- Sort by relevancy or by most recent

You can mix and match various filters and booleans to surface the file you are looking for.

For advanced search documentation, please visit the How To Search guide on the Cloudtenna website.

What services can I search with DirectSearch?

Cloudfenna is constantly adding new connectors to add support for additional third-party repositories.

As of today, Cloudfenna DirectSearch supports:

- **Box** (and Box Business)
- **CIFS/NFS** (on-premises)
- **Dropbox** (and Dropbox for Business)
- **Gmail**
- **Google Drive** (and Gsuite)
- **Microsoft OneDrive** (and OneDrive for Business)
- **Microsoft Outlook**
- **Slack**
- **Atlassian Confluence** (beta)
- **Atlassian JIRA** (beta)
- **Citrix Sharefile** (beta)

Are we missing a service that you like? Please request it and we will add it as soon as possible.

To setup an on-premises connector, like CIFS/NFS, please contact Cloudfenna Support and the team will assist you. On-premises connectors take about 30 minutes to configure.

Does Cloudtenna DirectSearch search file content or just filename?

Cloudtenna indexes both simple metadata like filename as well as file content.

What filetypes does Cloudtenna DirectSearch support?

Cloudtenna performs a full-text index on most common file types including [.doc](#), [.docx](#), [.ppt](#), [.pptx](#), [.xls](#), [.xlsx](#), [.gdoc](#), [.gsheet](#), [.gslides](#), [.pdf](#), and many more. For the rare filetype that Cloudtenna doesn't support, that file will still appear in search results, but using only filename.

How about emails?

Cloudtenna DirectSearch searches for files no matter where they are stored – including as an attachment inside an email. This search is targeted at files (like an attached PowerPoint Presentation or PDF) rather than the email messages themselves.

The first-time index is taking a long time. How long should I expect it take?

The first time you connect a third-party repository, Cloudtenna must index your content to make it searchable. This is a one-time process that may take minutes or even hours depending on how much data you have in your repository. Feel free to take a break and come back later. Cloudtenna will send you an email when your initial index is completed.

What happens when new files are added to my repositories?

Cloudtenna indexes your repositories automatically in the background. That means, when you add a new file or update a file, the update will be searchable inside Cloudtenna DirectSearch without you having to do anything. The Cloudtenna team is constantly working to make updates to our index appear faster. It may take a few minutes or even hours for a new file to show up now, but we are quickly shortening the gap.

Does Cloudtenna store my content?

Cloudtenna stores only metadata and important keywords that help with file search. Cloudtenna is not a storage company and does not store the full file content.

What type of metadata does Cloudtenna collect?

Cloudtenna collects basic metadata like filename, file size, modified time, and access control permissions. Cloudtenna also performs a full-text index of content using natural language processing. Combined, this limited information set delivers a full quality search experience.

Does Cloudtenna respect file permissions?

Yes. Every search is personalized. Users only see search results they have permissions to view. Cloudtenna adheres to and enforces the native per-user and per-group ACLs on the source. No additional configuration is required. For example, if a user can't access a file on Dropbox, they also can't see that file on Cloudtenna DirectSearch.

Is my data encrypted?

Yes. Cloudtenna encrypts data at rest and in flight.

We are a team of serious enterprise software and security engineers. We follow best practices for securing and protecting ALL customers' data - including regular penetration testing. We treat this as a mission critical component of our solution.

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Can I permanently remove my data from Cloudtenna's servers?

Yes. At any time, just email support@cloudtenna.com and request that your data be removed. Your data will be wiped.

What scopes does the Clodtenna DirectSearch application request?

Clodtenna recognizes when new files are added to a repository and updates the search index automatically in the background. To do this, Clodtenna requests READ access to enumerate files in your repository and to perform a full-text index on the file content.

Clodtenna also lets you edit files in place via the Microsoft Office Online suite. This means that when you see a search result, you don't need to go through the hassle of downloading the file and then reuploading it the right directory when you're done. To enable this feature, Clodtenna requests WRITE access.

Clodtenna never requests DELETE access.