

## DocWay eResults for SharePoint Frequently Asked Questions

**Question:** What is DocWay eResults for SharePoint?

**Answer:** DocWay eResults for SharePoint is a Documentum Search Connector solution for SharePoint that indexes both the full text and the metadata attributes from Documentum into SharePoint creating a single result set across content from both repositories.

**Question:** Does DocWay eResults index both content and metadata?

**Answer:** Yes. DocWay eResults indexes both the content and metadata of the Documentum documents.

**Question:** Will DocWay eResults index custom Documentum object types and custom attributes?

**Answer:** Yes. DocWay eResults indexes custom document object types and their attributes. DocWay eResults will include the full text and metadata in the SharePoint index.

**Question:** What default managed properties are available?

**Answer:** Available managed properties are Title, Author, Keywords, Last Updated, Subject, Current Status, Version, and Category.

**Question:** How do you determine what attributes are indexed?

**Answer:** Once a custom Document object type is selected to be crawled, then all of its attributes are indexed, and associated managed properties are created for searching.

**Question:** Once Document content is indexed, does SharePoint provide full relevancy of the search results across Documentum and SharePoint content?

**Answer:** Yes. Documents indexed by SharePoint are included in the SharePoint index, and all search results show relevancy across SharePoint and Document content.

**Question:** What versions of SharePoint are supported?

**Answer:** DocWay eResults can index documents into Microsoft Office SharePoint Server 2007 and Microsoft Search Server 2008. WSS is not supported since it does not support enterprise search features required by the product.

**Question:** How do you determine what is indexed from a docbase?

**Answer:** DocWay eResults allows you to setup docbase connections, create rules, and setup crawl schedules. The rule utility allows you to choose a Documentum object type and to filter the content based on a DQL where clause.

**Question:** What versions of Documentum do you support?

**Answer:** DocWay eResults works with all service packs of Documentum 4i, 5.25, 5.3, 6.0 and 6.5. Wingspan anticipates being able to provide support for all major releases of Documentum Content Server within 3 months of their introduction.

**Question:** Does DocWay eResults do incremental, as well as full index updates?

**Answer:** Yes. DocWay eResults will do scheduled full and incremental crawls, as well as on demand full and incremental crawls.

**Question:** Will a user see a document in the search results if they don't have the appropriate security?

**Answer:** No. Documents displayed in the SharePoint result set adhere to the document security from Documentum.

**Question:** If security is changed on a document and access rights are removed since it has been indexed in SharePoint, will the user still see the document?

**Answer:** At the time of crawling, each document is indexed along with the permissions for the document. If a document has its security changed since being indexed, then the permissions in SharePoint are not correct. This will allow a user to see a document in the result set that they do not have permissions to view. (Note they will not be able to retrieve the document). Some organizations have documents that are so sensitive that even the name or title cannot be displayed to unauthorized users. The solution is to turn on Real-Time Security Trimming. Once activated, permissions for documents are verified at the time of result set display, and if the user no longer has view permissions, then it is removed at the time of display. Performance is maintained by only trimming items at the time of display and not during the building of the complete search query result set.