MetaJure Administrator Guide

Assumptions

This guide assumes MetaJure is installed on your server and you are familiar with Microsoft Windows software.

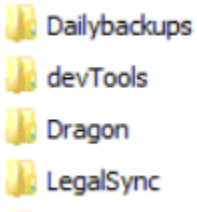
Sections

1. **FileSystem**
2. **Configurator**
3. **Crawl monitoring**
4. **Impersonating users**
5. **Queue**

1. Filesystem

All MetaJure files are installed on the data drive. (i.e. D: or E: drive)

The file system typically looks like this:



DailyBackups

Contain 2 or 3 daily backups of the index and the database.

devTools

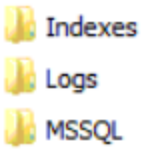
Contain tools to help diagnose issues. ExpressProfiler (database monitoring) is one such tool. There could be more depending on your installation

LegalSync

Contain all the files sync'ed via MetaSync. The files are organized by user id. Each userid's folder is secured so that only administrators or the actual user can open that folder.

Dragon

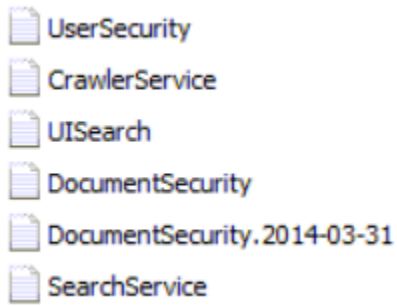
This is the folder where the MetaJure software resides. (Dragon was the original codename for the MetaJure application) Underneath Dragon, you will see the following folder structure.



Indexes contains the Lucene Index associated with the MetaJure search engine. You should not need to touch that folder.

MSSQL contains the MS SQL Server database for the MetaJure product

Logs holds all the logs associated with the application. When troubleshooting the MetaJure subsystems, this is a good place to look for an explanation. They typically look as follows:



They are mostly self-explanatory.

UserSecurity shows login errors and other user security issues

CrawlerService is where you would look to troubleshoot crawler errors.

UISearch stores web user interface errors.

DocumentSecurity will help with problems extracting security access to a document

SearchService stores the errors between the search UI and the index

2. Configurator

The MetaJure Configurator is the main administrative tool for the MetaJure application

You can launch it here:

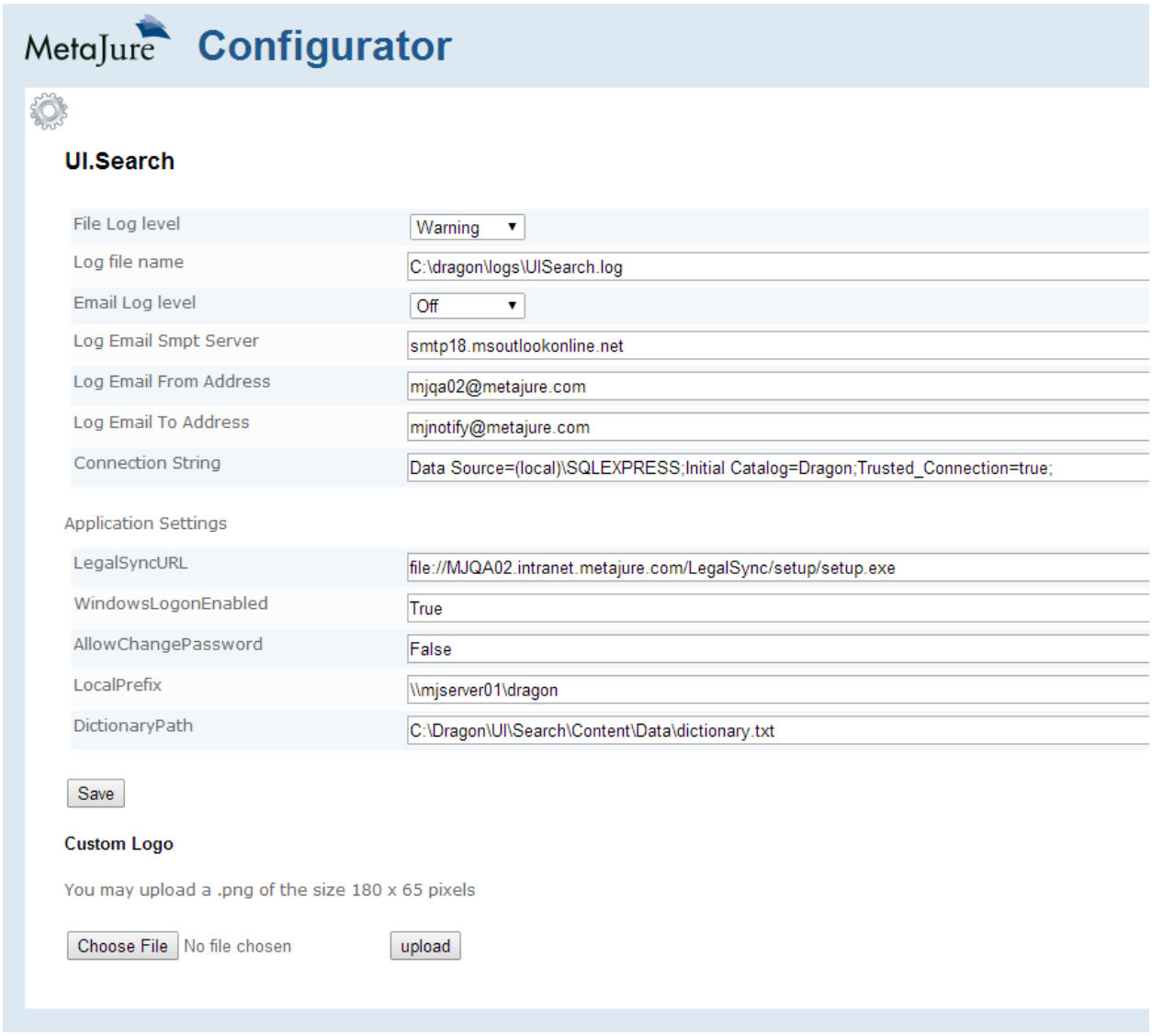
http://<servername>/configuration

(change <servername> to reflect your environment)

The username is **admin** and password is **M3tajur3**

The various sections of the configurator can be accessed by hovering over the gear on the top left corner.

UI.Search



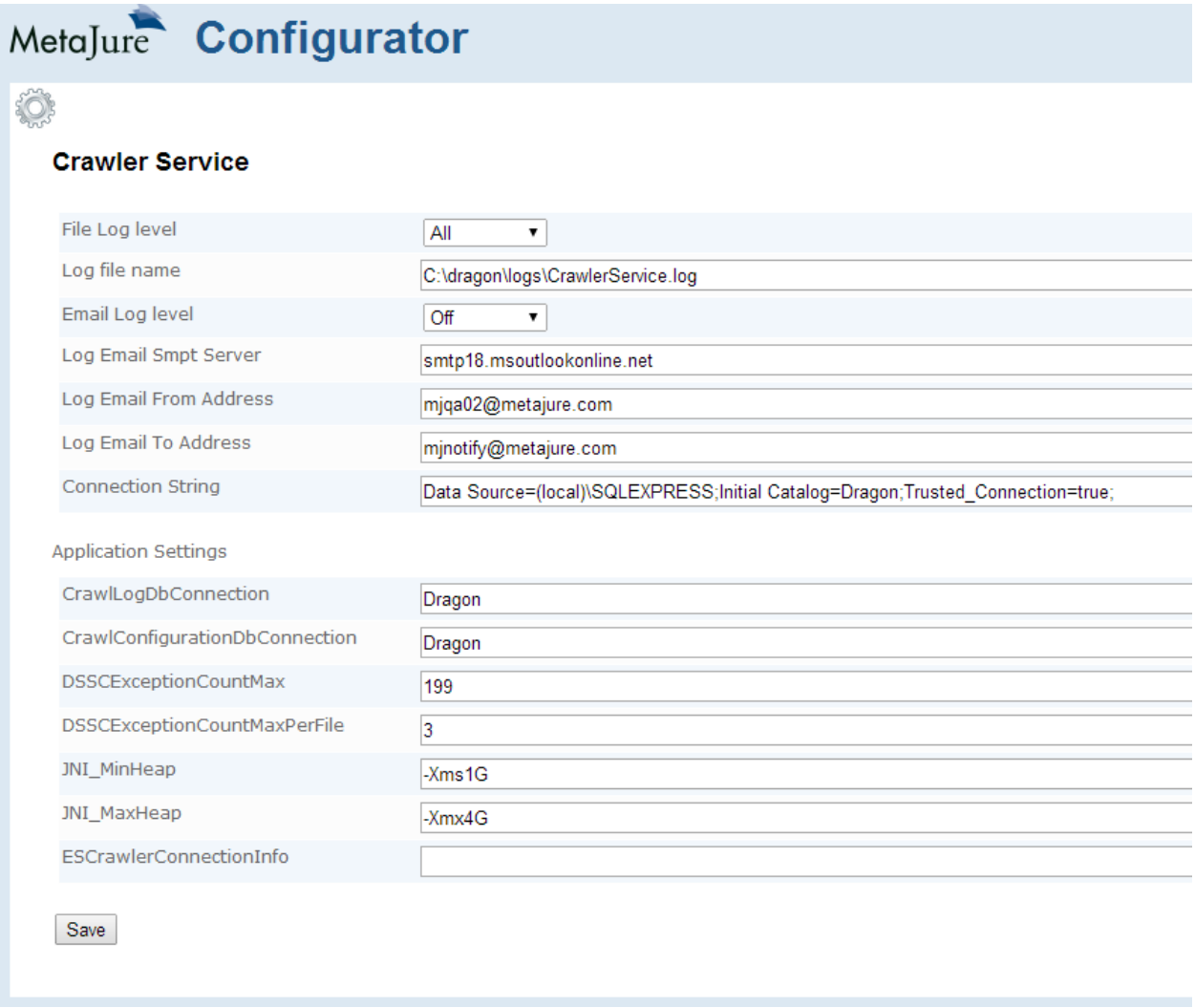
Here's a description of earch fields:

File log level: Controls the level of logging in the UISearch.log file. This should only be changed for troubleshooting.
Log File Name: Path for the log file.
Email log level: Controls the level of logging by email (only applies if you set up smtp email logging)
Log Email smtp Server: SMTP server address
Log Email From Address: From address for logging emails
Log Email To Address: To address for logging emails
Connection String: Database Connection string.
LegalSyncURL: Location for the MetaSync application.

WindowsLogonEnabled: Allows logging in directly from authenticated domain user
AllowChangePassword: Allows password change for non-windows authentication.
LocalPrefix: Location of Dragon folder
DictionaryPath: Location of dictionary file for Lucene

Custom Logo: Allows to upload your own logo. Make sure the logo is a png with the dimension 180 x 65 pixels

Crawler Service

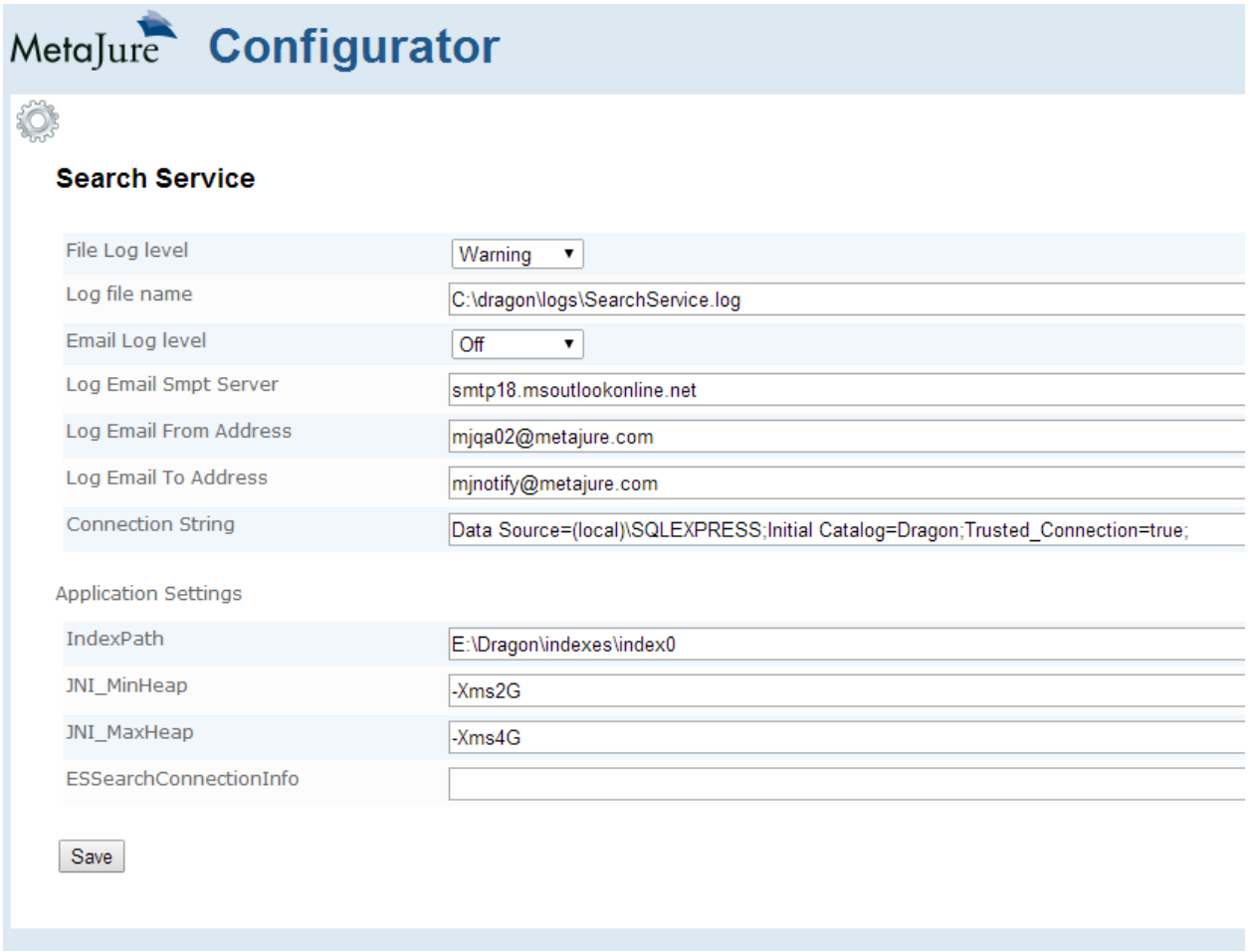


File log level: Controls the level of logging in the CrawlerService.log file. This should only be changed for troubleshooting.
Log File Name: Path for the log file.
Email log level: Controls the level of logging by email (only applies if you set up smtp email logging)
Log Email smtp Server: SMTP server address

Log Email From Address: From address for logging emails
Log Email To Address: To address for logging emails
Connection String: Database Connection string.

CrawlLogDbConnection: Connection to use for logging
CrawlConfigurationDbConnection: Connection to use for the configurator
DSSCExceptionCountMax: Maximum document security error logging
DSSCExceptionCountMaxPerFile Maximum document security error logging per file
JNI_MinHeap: Minimum memory for Java Crawler component
JNI_MaxHeap: Maximum memory for Java Crawler component
ESCrawlerConnectionInfo: No longer in use

Search Service

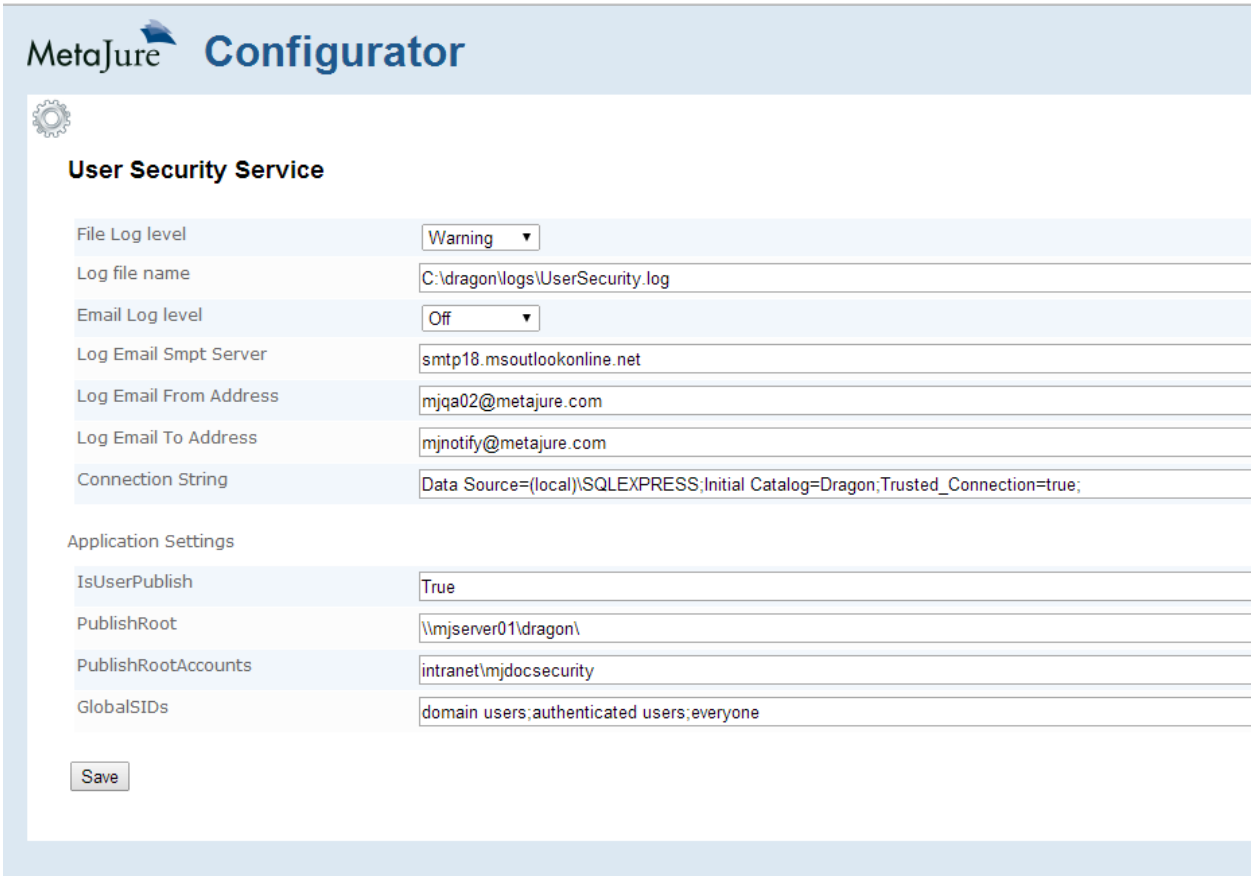


File log level: Controls the level of logging in the SearchService.log file. This should only be changed for troubleshooting.
Log File Name: Path for the log file.

Email log level: Controls the level of logging by email (only applies if you set up smtp email logging)
Log Email smtp Server: SMTP server address
Log Email From Address: From address for logging emails
Log Email To Address: To address for logging emails
Connection String: Database Connection string.

IndexPath: Path for the Lucene Index
JNI_MinHeap: Minimum memory for Java query component
JNI_MaxHeap: Maximum memory for Java query component
ESCrawlerConnectionInfo: No longer in use

User Security Service

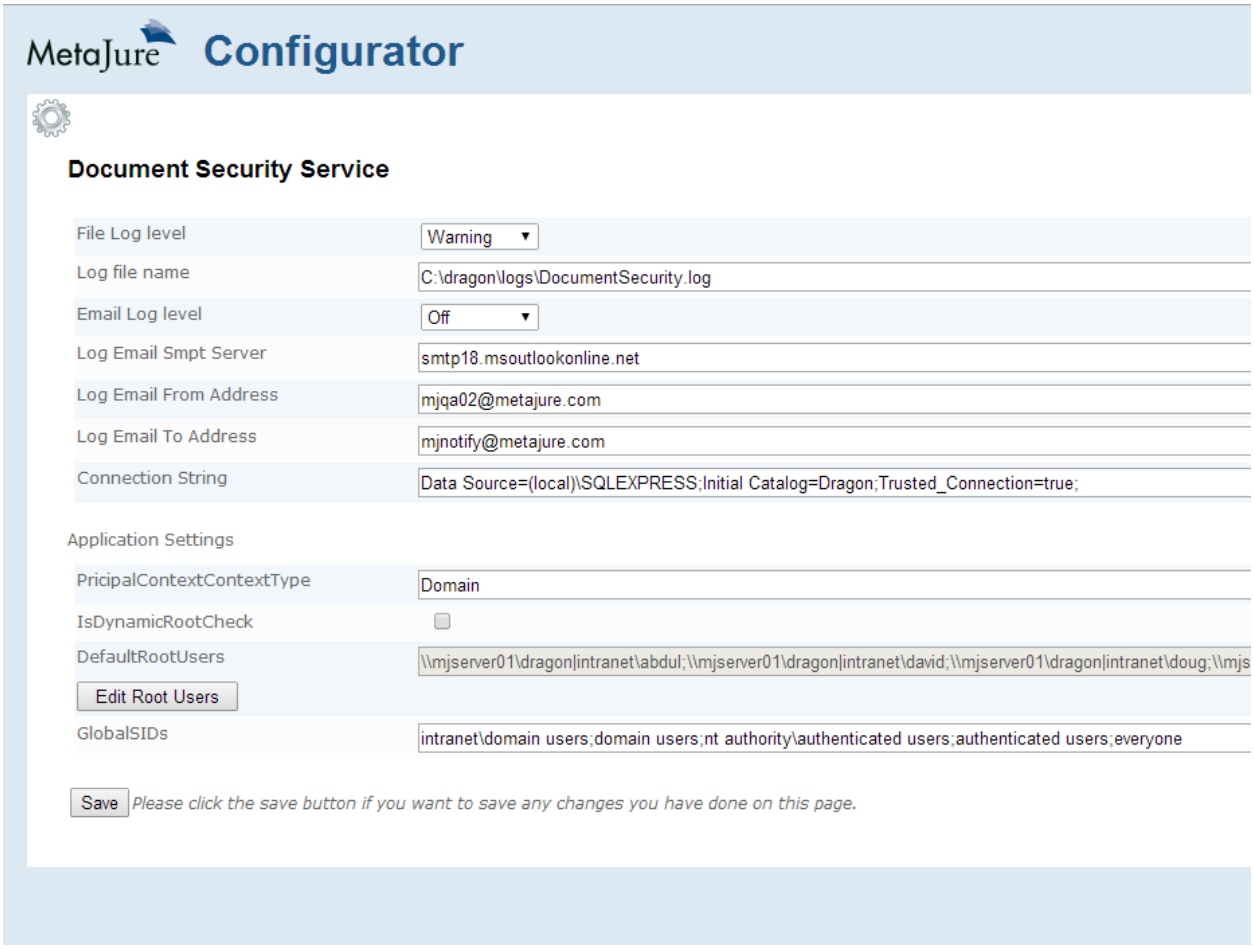


File log level: Controls the level of logging in the UserSecurityService.log file. This should only be changed for troubleshooting.
Log File Name: Path for the log file.
Email log level: Controls the level of logging by email (only applies if you set up smtp email logging)
Log Email smtp Server: SMTP server address
Log Email From Address: From address for logging emails
Log Email To Address: To address for logging emails

Connection String: Database Connection string.

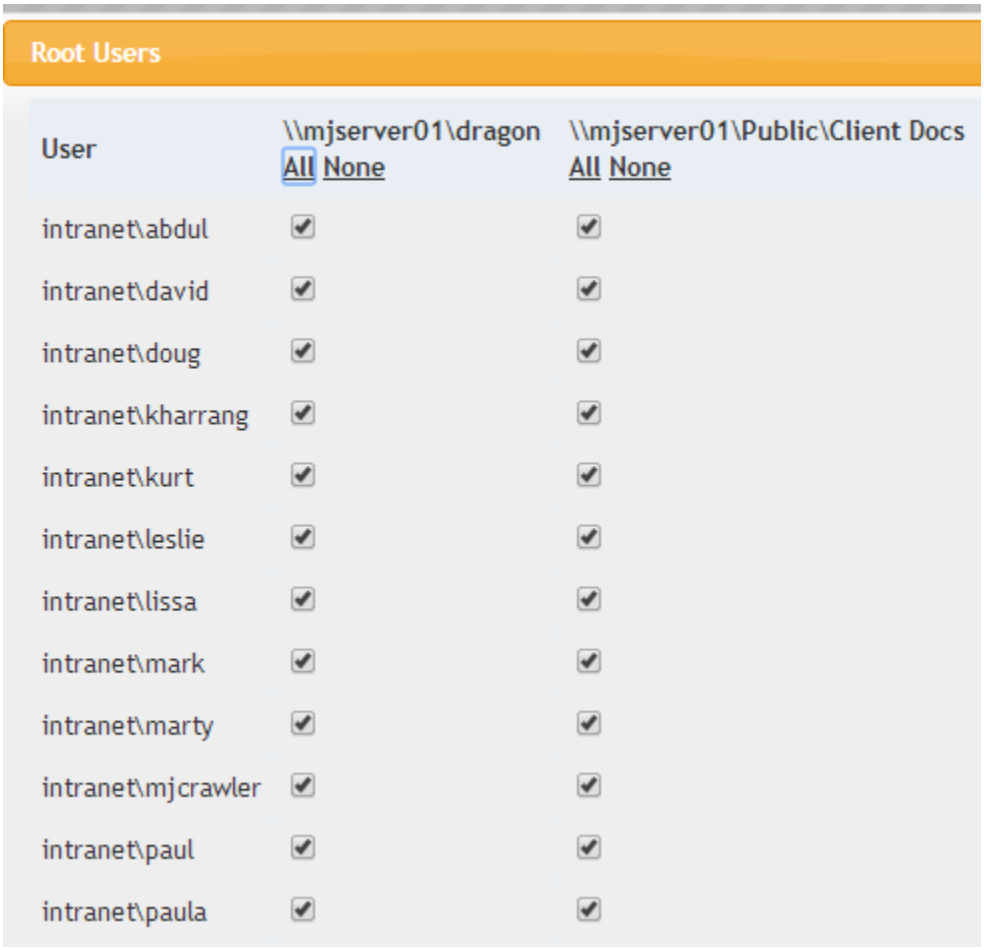
IsUserPublish: Will this server contain user PC content
Publish Root: Location of the LegalSync download
PublishRootAccounts: service account
Global SIDs: Global SIDs for this domain

Document Security Service



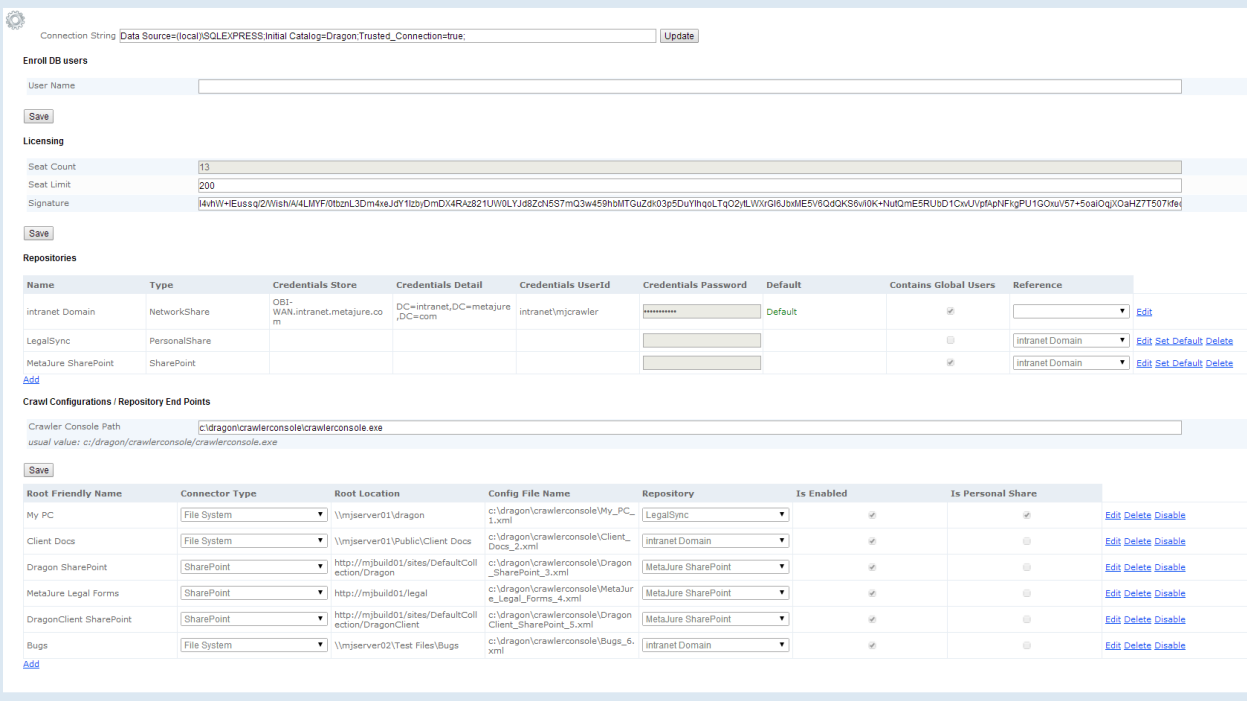
File log level: Controls the level of logging in the DocumentSecurityService.log file. This should only be changed for troubleshooting.
Log File Name: Path for the log file.
Email log level: Controls the level of logging by email (only applies if you set up smtp email logging)
Log Email smtp Server: SMTP server address
Log Email From Address: From address for logging emails
Log Email To Address: To address for logging emails
Connection String: Database Connection string.

PrincipalContextContextType: Security infrastructure
IsDynamicRootCheck: Controls whether the security access is enforced at the root share directory
DefaultRootUsers: Users allowed in the shared drive. Typically all users allowed. Clicking Edit Root Users will allow editing those users. Every time a new user is added, you should click on Edit Root Users and add that user to all root directories. (screenshot below)



Global SIDs: Global SIDs for this domain

Database



Connection String: Database Connection string.
Enroll DB Users: Query to enter users automatically
Seat Count: Number of users enrolled
Seat Limit: Maximum number of users enrolled
Signature: Key for the license. Contact MetaJure if you need to update your license

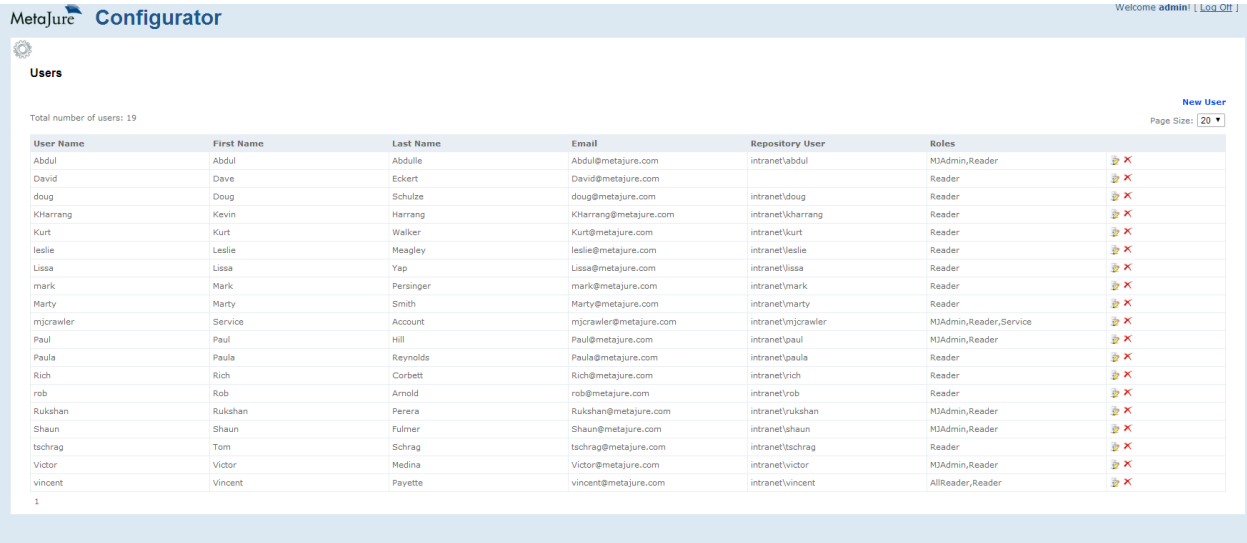
Repositories
Types of repositories installed on MetaJure. Click edit to change the repository or add to add a new repository. Typically, the repository needed are already installed during deployment.

Crawl Configuration
Path for the console application.

Crawl end points
This is where you add/remove crawls.
Root Friendly Name: The name of the top level repository that will appear on the user interface
Connector type : Drop down with all the connectors installed
Root Location: Location for the crawl end point
Repository: Drop down with the repository installed on MetaJure
IsEnabled: Will enable the crawl
IsPersonalShare: Should only be checked for the My PC crawl

<u>Users</u>

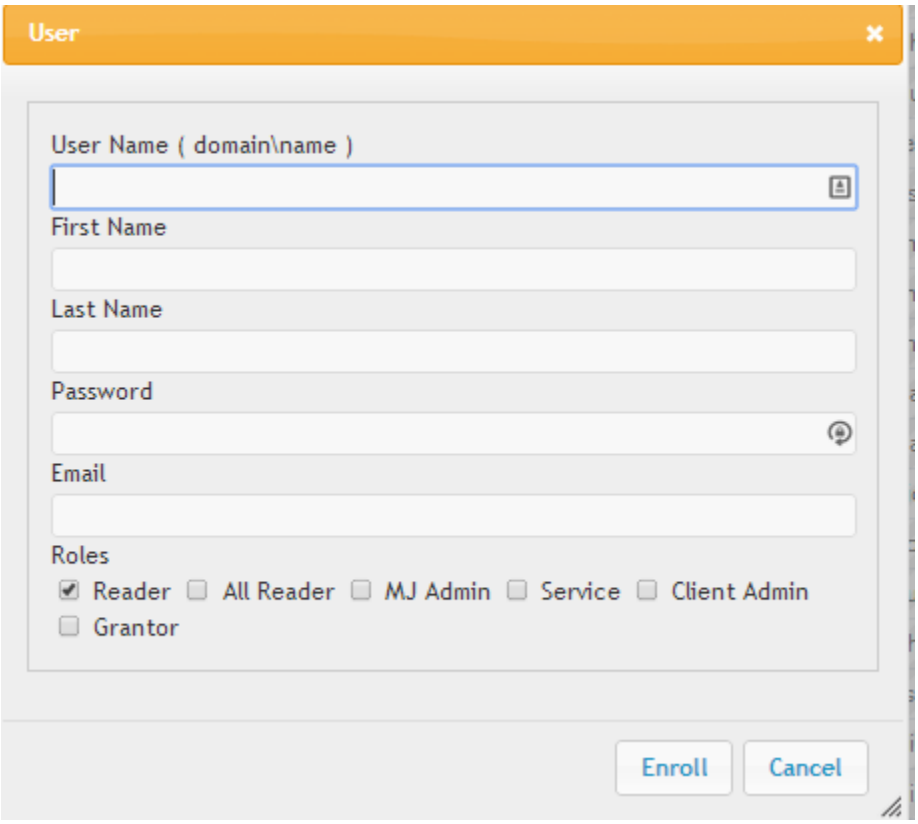
In this section, you can enroll/edit/delete users.



User Name	First Name	Last Name	Email	Repository User	Roles
Abdul	Abdul	Abdulle	Abdul@metajure.com	intranet\abdul	MJAdmin,Reader
David	Dave	Eckert	David@metajure.com		Reader
doug	Doug	Schulze	doug@metajure.com	intranet\doug	Reader
KHarrang	Kevin	Harrang	KHarrang@metajure.com	intranet\kharrang	Reader
Kurt	Kurt	Walker	Kurt@metajure.com	intranet\kurt	Reader
leslie	Leslie	Meagley	leslie@metajure.com	intranet\leslie	Reader
Lissa	Lissa	Yap	Lissa@metajure.com	intranet\lissa	Reader
mark	Mark	Persinger	mark@metajure.com	intranet\mark	Reader
Marty	Marty	Smith	Marty@metajure.com	intranet\marty	Reader
mjcrawler	Service	Account	mjcrawler@metajure.com	intranet\mjcrawler	MJAdmin,Reader,Service
Paul	Paul	Hill	Paul@metajure.com	intranet\paul	MJAdmin,Reader
Paula	Paula	Reynolds	Paula@metajure.com	intranet\paula	Reader
Rich	Rich	Corbett	Rich@metajure.com	intranet\rich	Reader
rob	Rob	Arnold	rob@metajure.com	intranet\rob	Reader
Rukshan	Rukshan	Perera	Rukshan@metajure.com	intranet\rukshan	MJAdmin,Reader
Shaun	Shaun	Fulmer	Shaun@metajure.com	intranet\shaun	MJAdmin,Reader
tschrag	Tom	Schrag	tschrag@metajure.com	intranet\tschrag	Reader
Victor	Victor	Medina	Victor@metajure.com	intranet\victor	MJAdmin,Reader
vincent	Vincent	Payette	vincent@metajure.com	intranet\vincent	AllReader,Reader

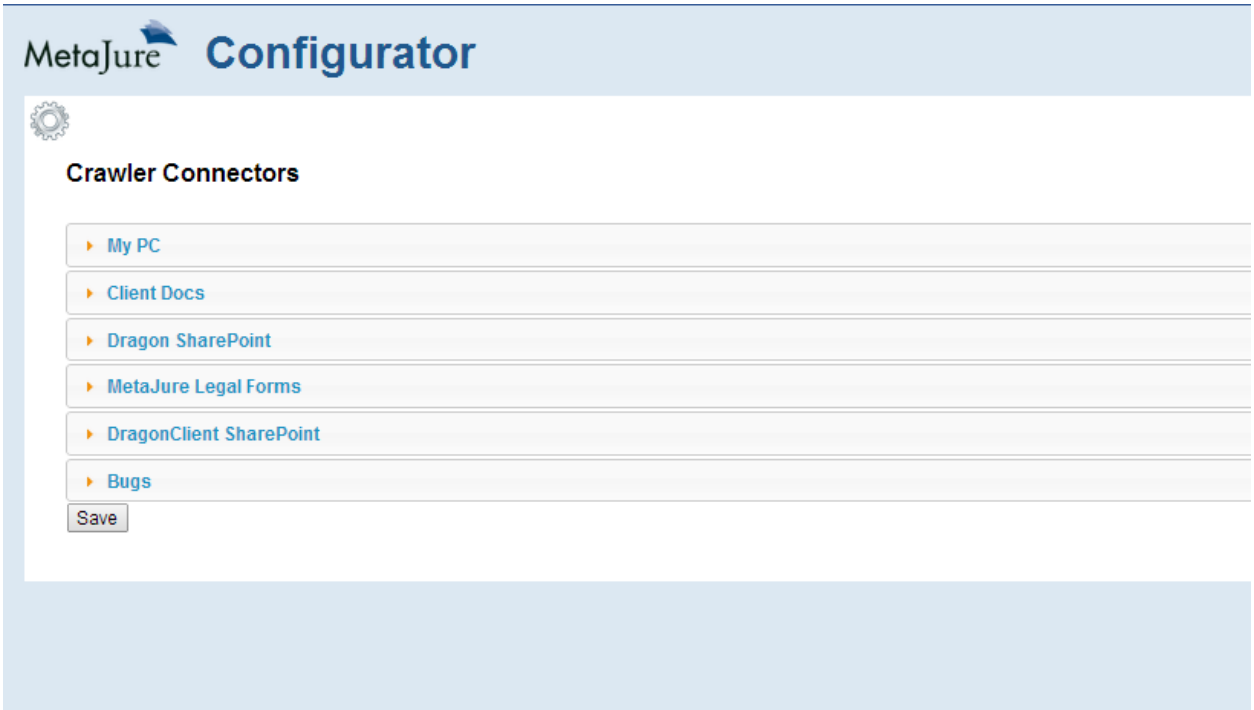
1

To edit a user, click on the edit icon on the far right. To remove a user, click on the red X on the far right. To enroll a new user, click on the New User link.



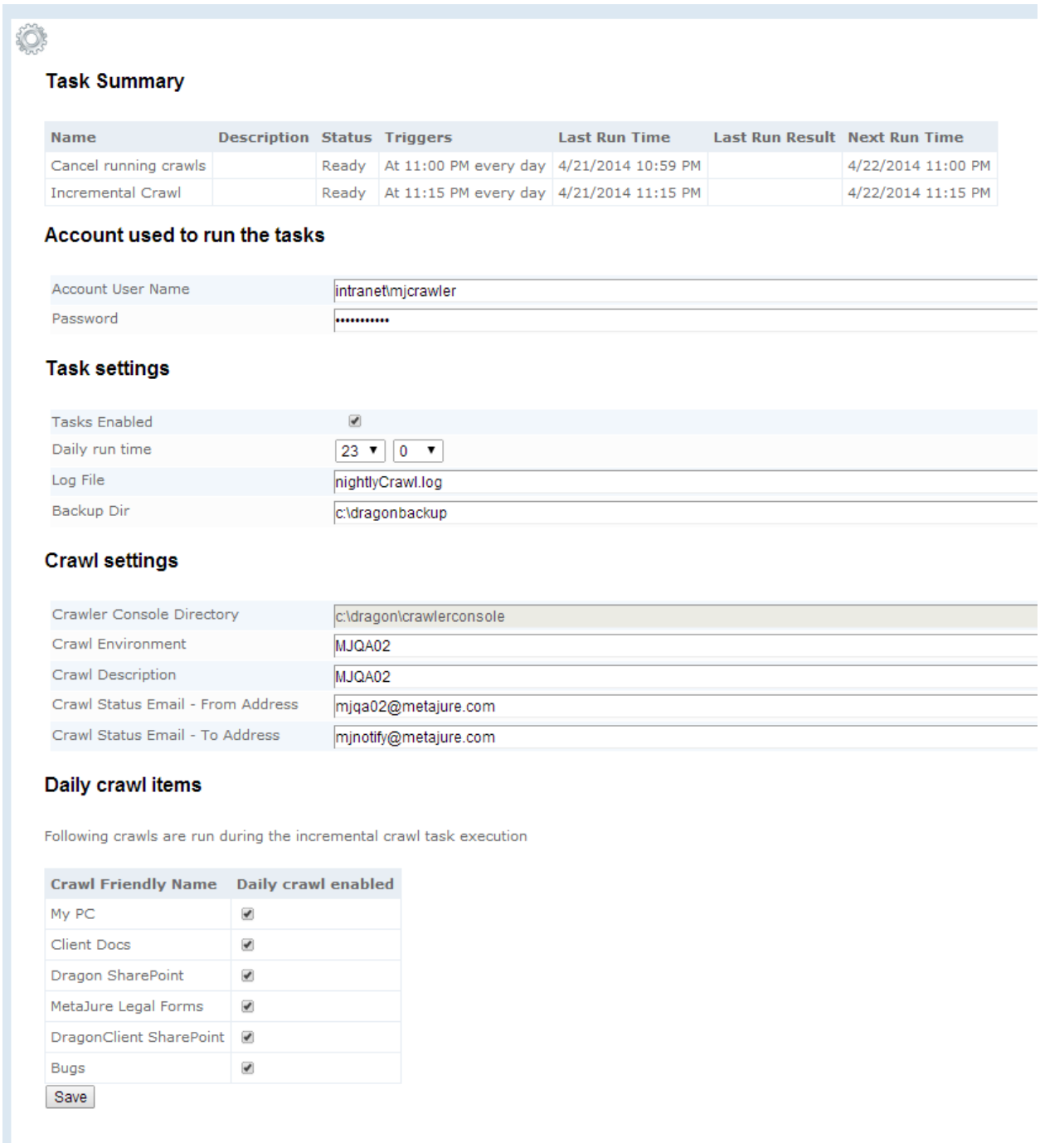
Enter the User Name, First Name, Last Name, email and leave Password blank. For regular users, check the Reader role. For super user with access to all data regardless of access rights, check the All Reader role.

Crawler Connectors



The crawler connectors are the connectors installed on your MetaJure application. The settings should only be modified by MetaJure support.

Schedules



The task summary section contains the configuration parameters for the scheduled crawl. The settings on that page will create or update Windows task scheduler tasks that run your crawls

At the top of the page, you see the currently scheduled task. The top task interrupts crawls if they are currently running and the next task starts the incremental crawl.

Task Settings

Task Enabled: Allow to enable or disable the automated crawl
Daily Run Time: Time when the crawl starts (military time 23:00 is 11pm)
Log File: Name of the log file
Backup Dir: Directory for the backup. Before the crawl starts, the task will perform a backup of the index and the database.

In the Task Settings section, enter the credentials for the service account and the desired time for the crawl. We recommend you start the crawl immediately after business hours to allow the most time for the crawl to complete.

Crawl Settings

Crawler Console Directory: Location for the crawler console applicatioa
Crawl Environment: Name of the server for this crawl
Crawl Description: Friendly name for the crawl
Crawl Status From Email: From address for logging emails (smtp must be enabled)
Crawl Status To Email: To address for logging emails (smtp must be enabled)

Daily Crawl Items

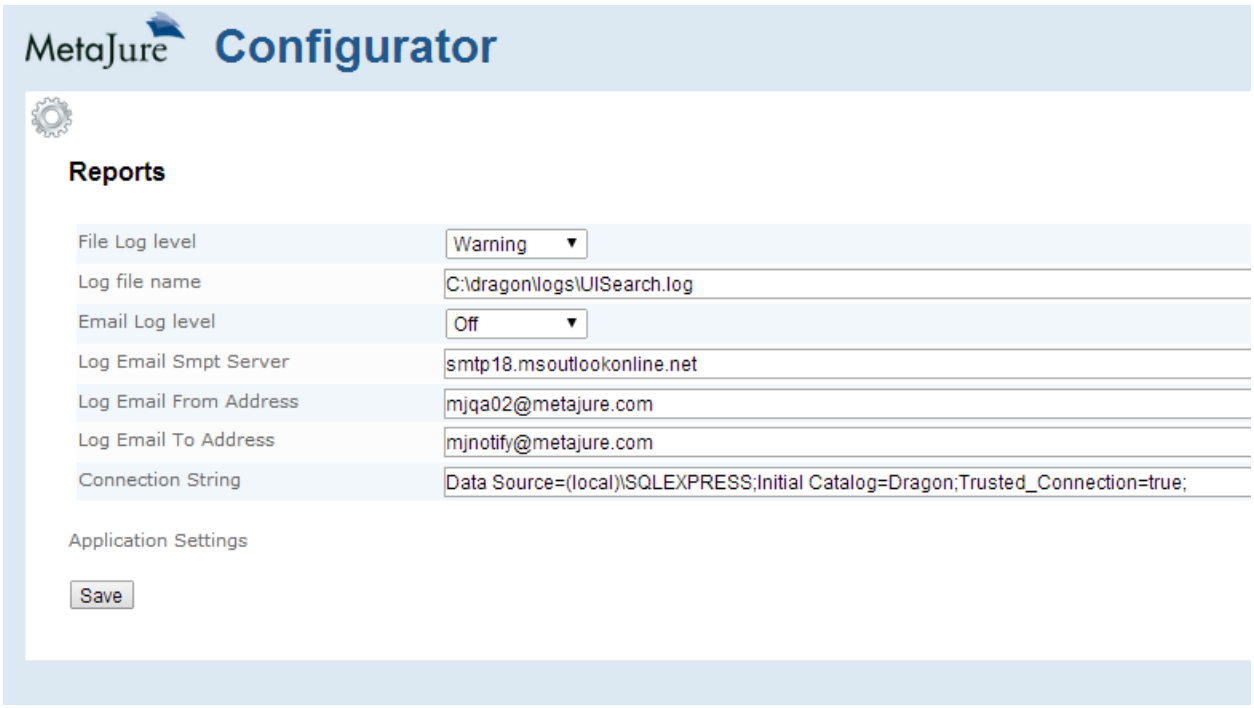
Lists all the repositories to crawl in that scheduled crawl.

Once you are done with changes, click on save to save changes.

Reports

This section allows configuring the UISearch logging. It is useful for troubleshooting any problems in the UI.

File log level: Controls the level of logging in the UISearch.log file. This should only be changed for troubleshooting.
Log File Name: Path for the log file.
Email log level: Controls the level of logging by email (only applies if you set up smtp email logging)
Log Email smtp Server: SMTP server address
Log Email From Address: From address for logging emails
Log Email To Address: To address for logging emails
Connection String: Database Connection string.



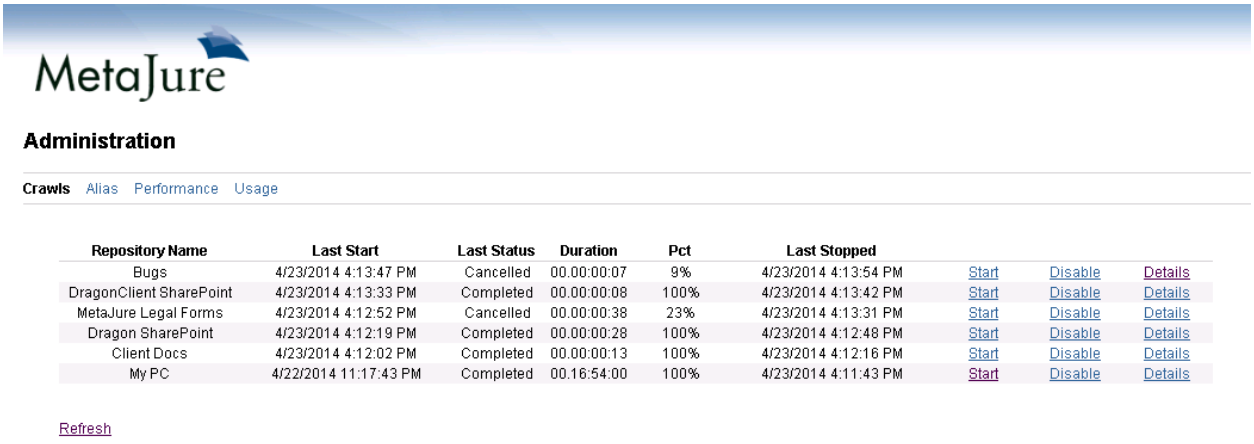
3. Crawl monitoring

On a periodic basis, we recommend to check on the MetaJure crawls to monitor their progress and ensure that all documents are getting indexed.

To check on the crawls, you must be logged in as the service account and then point your browser to:

http://<servername>/search/Crawl

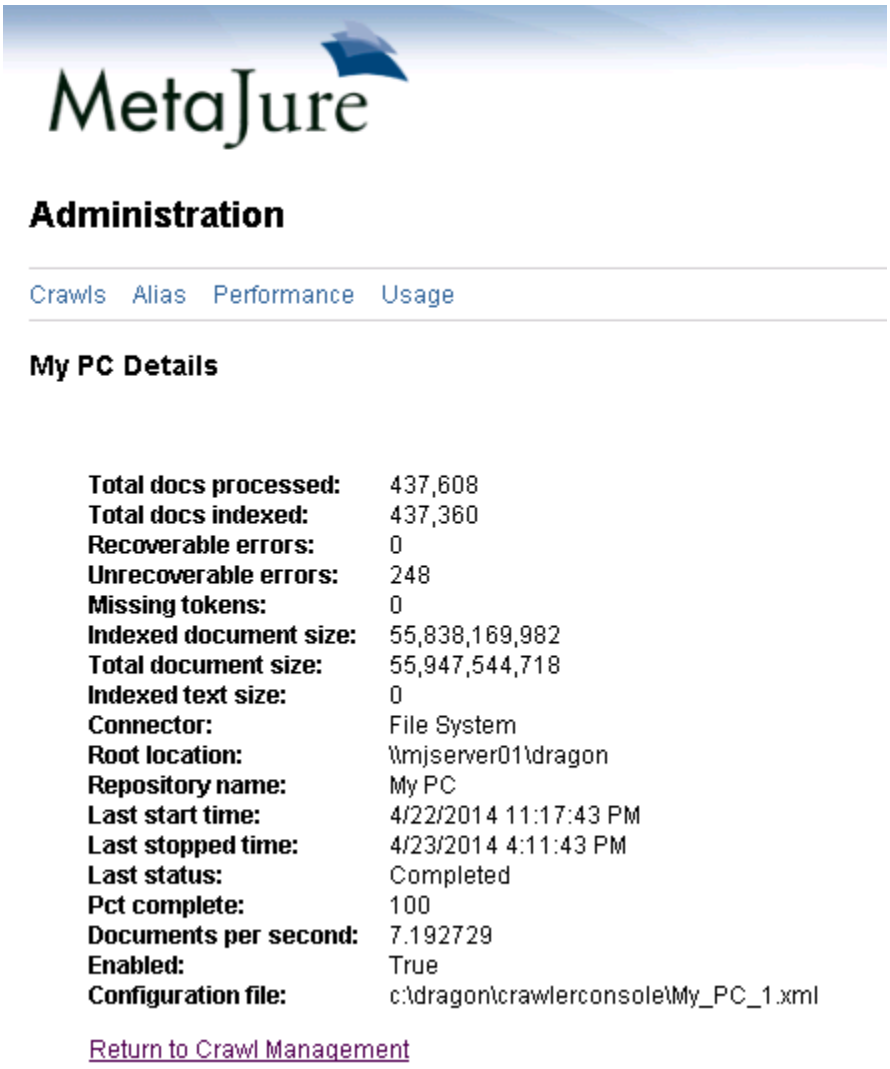
You will see a screen that looks like this screenshot:



The Repository name shows the friendly name of the repository, Last Start is when the crawl was started, Last Status shows the last status of the crawl, Pct is percentage complete, Last Stopped shows the last time the crawl was Stopped.

If you scheduled the crawls to run automatically, the crawls will run without manual intervention. The Last Status is the field to check if there are any problems. If you see an Error in that status, contact MetaJure support to assist with troubleshooting.

To check general statistics on the crawls, click on the details. You will see a screen that looks like this:



Total documents processed: shows how many documents where in the repository

Total documents indexed: shows how many were indexed.

Recoverable errors: show documents that could not be indexed because of a temporary error but will be indexed in the next craw.

Unrecoverable errors: shows documents that could not be indexed. Examples of these documents include password protected files, corrupt files etc.

Missing Tokens: shows files that had missing security tokens (uncommon)
Indexed document size: Size of all documents indexed (bytes)
Total document size: Size of all documents in the repository (bytes)
Connector: Connector for this crawl
Root location: Location for the crawl end point
Repository name: Friendly name of the repository
Last start time: Time of the last crawl start
Last stop time: Time of the crawl stop
Pct Complete: Current percentage of crawl completion
Documents per second: Last rate of documents indexing
Enabled: Whether the crawl is enabled
Configuration file: File containing all settings for the crawl. Contact MetaJure support before modifying this file.

To disable the crawl, click on the disable link and the crawls will be run anymore.

If you want to run the crawls manually, just click on the Start link to start the crawl manually.

You will be presented with this screen.

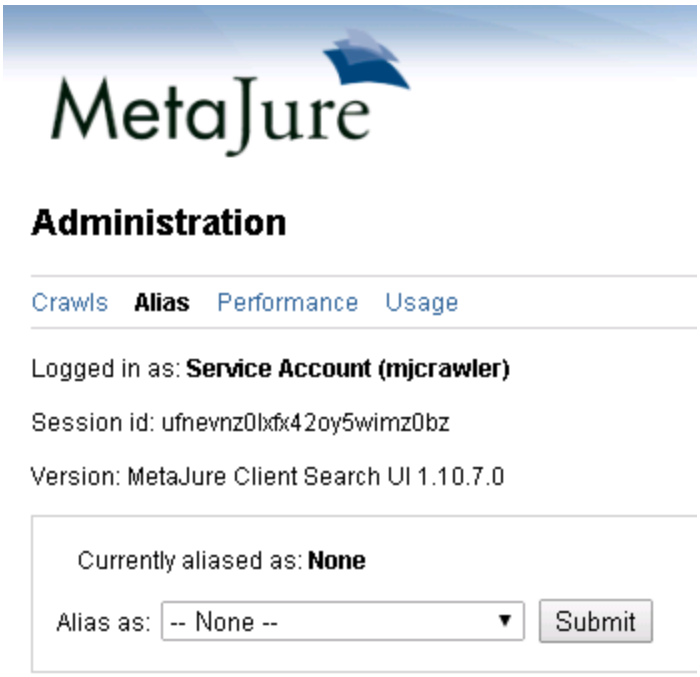
The Crawl Type lets you choose between an incremental crawl where only the changes to the repository are added to the crawl or a full crawl where all documents/email are re-indexed.

The other fields allow you to customize the characteristics of the crawl. Click on Start Crawling to begin the crawl.

4. User aliasing

With MetaJure, you can troubleshoot user issue by aliasing as that user. That way, you can view the interface exactly the way the user sees it. To access that feature, you point your browser to:

http://<servername>/search/MJAdmin



You can then use the drop down to select the user and click Submit, the click on the top right corner to return to search as that user. You will then see the user interface as if you are logged in as that user.

5. Queue

The MetaJure crawling and indexing infrastructure is underpinned by a queue mechanism that allows optimal usage of system resources. When investigating the performance of the crawl, the queue is a good place to check.

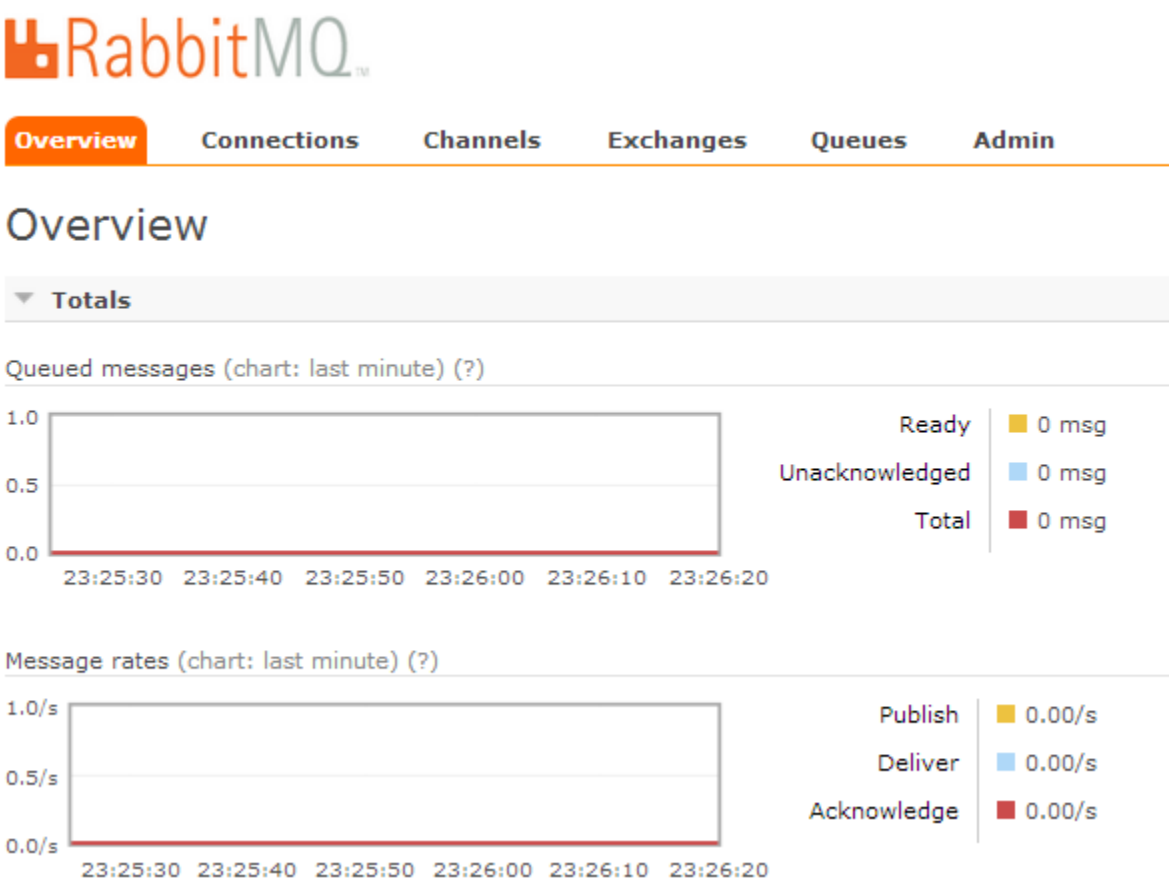
To access the queue, point your browser to:

http://<servername>:15672/#/

(replace <servername> with the MetaJure server name)

The username is **guest** and password is **guest**

The queue user interface looks like the screenshot below.



The chart at the top shows how many documents are in the queue to be indexed and the chart below shows how many documents are getting consumed by the indexing.

If the consumption is steady, the queue will eventually be flushed out when the indexing runs out of documents to index. If you see the queue building with no consumption for over an hour, contact MetaJure support to troubleshoot problems in the indexing pipeline.