

# Google Search Appliance

## Getting Started Guide

March 2014



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# Getting Started Guide

This document is a quick-start guide for getting the Google Search Appliance (GSA) up and running.

## About this document

The recommendations and information in this document were gathered through our work with a variety of clients and environments in the field. We thank our customers and partners for sharing their experiences and insights.

<b>What's covered</b>	This guide walks the first-time GSA administrator through installation, getting content crawled and serving search results.
<b>Primary audience</b>	First-time GSA administrators.
<b>IT environment</b>	GSA configured for public search with internet and intranet web sites and file shares.
<b>Deployment phases</b>	Initial configuration of the GSA.
<b>Other resources</b>	<ul style="list-style-type: none"><li>● <a href="http://learngsa.com">Learngsa.com</a> provides educational resources for the GSA.</li><li>● <a href="#">GSA product documentation</a> provides complete information about the GSA.</li><li>● <a href="#">Google for Work Support Portal</a> provides access to Google support.</li></ul>

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## Chapter 1 Introduction

This chapter introduces the Google Search Appliance (GSA), shows how it works in a simple public search scenario, and outlines the information you will need to get the GSA up and running.

### Deployment scenario and architecture

A common use of the GSA is to provide search for intranets and web sites by crawling and indexing web servers and file shares.



Many of the same powerful search algorithms that drive Google.com have been optimized for the GSA, so users get the same great experience and relevance searching your company's information as they do on Google.com.

### Configuration worksheet—information you will need

To configure the GSA successfully, you will need to collect the following information before you start.

Configuration	Description	Value
GSA host name	The hostname you will use for the GSA, for example, search.mycompany.com	
GSA IP address	The IP address for your GSA, for example, 192.168.100.25	
GSA subnet	The subnet mask for your GSA, for example, 255.255.255.0	
Router IP address	The IP address of the default gateway or router, for example, 192.168.100.1	
DNS server(s)	The IP addresses for your DNS server, for example, 8.8.8.8	
DNS suffix	The DNS domain used to resolve unqualified host names, for example, mycompany.com	
Time zone	The time zone where the GSA is located, for example, EST	
NTP server	The Network Time Protocol server for your network, for example, 192.168.100.2	
Administrator password	The password to set for the administrator account	
Administrator email address	An email address where to send messages and alerts from the GSA	
SMTP server	The name of an SMTP server for the GSA to use for sending email	
Intranet URL(s)	The URLs for the public internet and intranet web sites you want the GSA to crawl. These web sites should be publicly available and not require a login, for example: http://intranet.mycompany.com, http://www.mycompany.com	
File share URL(s)	File shares you would like to crawl, for example, smb://bigserver.mycompany.com/docshare	
File share usernames	The username used to connect to the file shares, for example, GSA	
File share	The password for the GSA user, for example,	

passwords	secret	
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## Chapter 2 Install, Configure, Crawl, and Search

This chapter covers installing and configuring your GSA to get search up and running quickly.

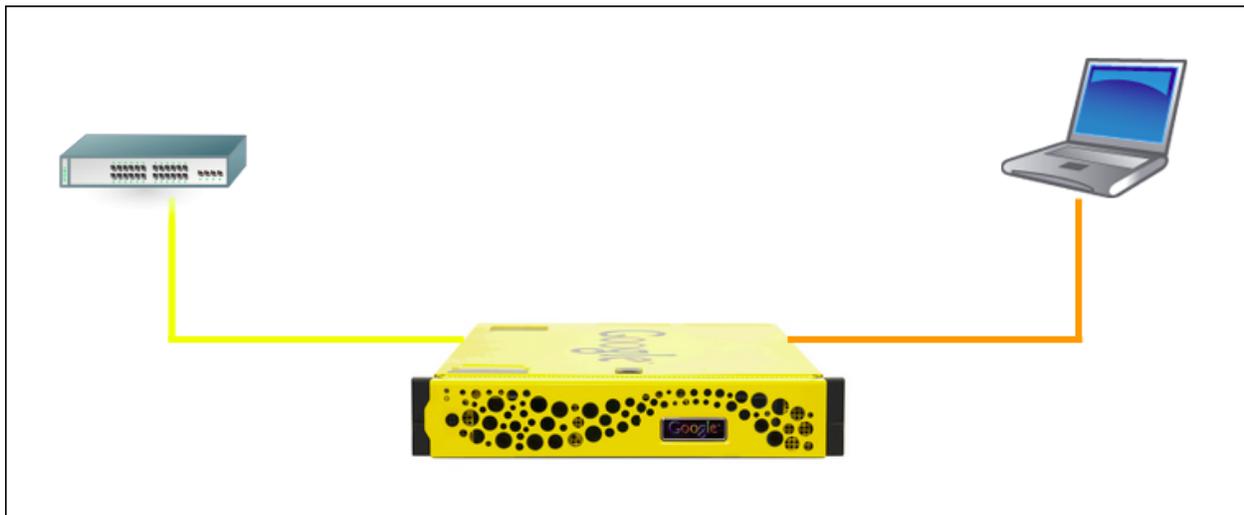
### Installing the GSA

This section provides a brief overview of how to install the GSA. For all the details of installing your GSA, see [Installing the Google Search Appliance](#).

### Connecting the GSA to the network

The first step is to connect your GSA to the network and a notebook computer. Make sure your notebook computer is using DHCP and does not have a proxy configured before powering on the GSA. Connect your GSA to the network as shown in the following figure:

- Use the yellow cable to connect the yellow port on your search appliance to the network.
- Use the orange cable to connect the orange port on your search appliance to your notebook computer.



### Configuring the network and system

Once the GSA has started, you can start configuring the GSA by performing the following steps:

1. Using your notebook computer, start a web browser and go to the following URL: <http://192.168.255.1:1111/>. The **Network and System Settings** wizard runs.
2. Accept the **End User License Agreement**.
3. Enter the configuration information that you gathered into the wizard, from the worksheet you completed in [Chapter 1](#).

At the end of the wizard you should see the following message.

```
Congratulations! You have configured the appliance. If no warnings or errors
have been displayed, you can now disconnect your laptop and use the
appliance. Use the Admin Console application for day-to-day administration.
```

## Logging in to the GSA

When the network configuration has completed, you can log in to the GSA from your network:

1. Disconnect your laptop from the GSA and connect to your corporate network.  
The administration console is available on port 8000, for example,  
`http://gsa_host_name.mydomain.com:8000/`.

If you have unchecked **Enable HTTP (i.e. non SSL) Admin Console and Version Manager access** under the **Administration > System Settings** page, the administration console can be accessed on port 8443, for example, `https://gsa_host_name.mydomain.com:8443/`.

2. Log in to the GSA with the admin username and the password you indicated in the worksheet.

## Configuring crawl

Next, configure the GSA to start crawling the documents on your web servers and file shares:

1. In the GSA Admin Console, go to the **Content Sources > Web Crawl > Start and Block URLs** (Previous to Version 7.2: **Crawl and Index > Crawl URLs**) page, shown in the following figure.

Enter the URLs from the configuration worksheet into **Start URL** (Previous to Version 7.2: **Start Crawling from the Following URLs**) and **Follow Pattern** (Previous to Version 7.2: **Follow and Crawl URLs with the Following Patterns**).

2. Click **Save** (Previous to Version 7.2: **Save URLs to Crawl**).

The screenshot shows the Google Search Appliance interface for 'Start and Block URLs'. The top navigation bar includes the Google logo, a search box, and 'Warnings 0' and 'Test Center' buttons. The main content area is titled 'Content Sources > Web Crawl > Start and Block URLs'. On the left, a sidebar lists various configuration options under 'Content Sources', with 'Start and Block URLs' selected. The main area is divided into two sections: 'Start URLs (Help)' and 'Follow Patterns (Help)'. The 'Start URLs' section includes an 'Add' button, a 'Filter' input, and a list of URLs: 'http://athens.learngsa.com/GoogleTraining/Health/' and 'smb://waterloo.learngsa.com/shared-files/'. The 'Follow Patterns' section includes an 'Add' button, a 'Test These Patterns' button, a 'Filter' input, and a list of URLs: 'http://athens.learngsa.com/GoogleTraining/Health/' and 'smb://waterloo.learngsa.com/shared-files/'. A 'View Type' selector at the top right shows 'Action' selected over 'Batch Edit'. Each URL entry has 'Actions' and delete icons.

Version 7.2

The screenshot shows the Google Search Appliance interface for 'Crawl URLs' in Version 7.0. The top navigation bar includes the Google logo, 'Google Search Appliance > Crawl and Index > Crawl URLs', and links for 'Help Center - Contact Support - Log Out' and 'Test Center'. A left sidebar contains a navigation menu with 'Crawl and Index' selected. The main content area is titled 'Start Crawling from the Following URLs: \* (Help)'. It features a large text input field containing the following URLs: 'http://wiki.gsatest.org/wiki/Main\_Page', 'http://enron.gsatest.org/', and 'smb://wodemo1.gsatest.org/documents/nps/'. Below the input field is an example: 'example: http://www.myorganization.mycompany.com/' with a '\*required' label. The section is followed by 'Follow and Crawl Only URLs with the Following Patterns: \* (Help - Test these patterns)'. This section has another large text input field containing the same three URLs. Below it is an example: 'example: mycompany.com/' with a '\*required' label.

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## Configuring crawler access

Next, configure the credentials that the crawler needs for access to your file shares:

1. Go to the **Content Sources > Web Crawl > Secure Crawl > Crawler Access** (Previous to Version 7.2: **Crawl and Index > Crawler Access**) page, shown in the following figure.
2. Add the file share usernames and passwords used to connect to your file shares from the configuration worksheet.
3. Check **Make Public**.
4. Click **Save** (Previous to Version 7.2: **Save Crawler Access Configuration**).

**IMPORTANT:** The content that the crawler finds is cached by the GSA and is available as a link in the search results. Checking **Make Public** makes any content the crawler finds with this user id available for all users to search and view from the cache.

The screenshot shows the Google Search Appliance configuration interface. At the top, there is a Google logo and a search bar. Below that, the breadcrumb navigation reads "Search Appliance > Content Sources > Web Crawl > Secure Crawl > Crawler Access".

The main content area is titled "Users and Passwords for Crawling (Help)". It includes a descriptive paragraph: "To allow the appliance to crawl web servers protected by user authentication, add a username and password to the HTTP header of each request. Specify a domain only if needed (typically when crawling Microsoft IIS web servers)."

Below this is a table with the following columns: "For URLs Matching Pattern, Use:", "Username:", "In Domain:", "Password:", "Confirm Password:", "Make Public:", and "Position:". The first row contains the following values: "smb://wcdemo1.gsatest.org/docume", "gsa", an empty field, an empty field, an empty field, a checked checkbox, and "Move Down". The second row contains: an empty field, an unchecked checkbox, and "Move Up".

Below the table, there is an "Add More Rows" button and a note: "Example URL pattern: http://www.mynetwork.net/". A red asterisk indicates "Stored passwords are not displayed on these entries".

Below the table is the "Enable Kerberos Crawling (Help)" section. It includes a checkbox labeled "Enable Kerberos crawling." and a "Save" button.

At the bottom, there is a section titled "Password Protected Pdf Files (Help - Test these patterns)". It includes a descriptive paragraph: "For password protected pdf files please add the pattern and owner password here. This enables the crawler to read and convert the content. The document(s) and their cached version are visible in the search results depending on your authorization configuration."

The left sidebar contains a navigation menu with the following items: Content Sources, Web Crawl, Start and Block URLs, Case-Insensitive Patterns, Proxy Servers, HTTP Headers, Duplicate Hosts, Coverage Tuning, Crawl Schedule, Host Load Schedule, Freshness Tuning, Secure Crawl, Crawler Access (highlighted), Forms Authentication, Connector Managers, Connectors, Feeds, Databases, Google Apps, OneBox Modules, Diagnostics, Crawl Status, Real-time Diagnostics, and Crawl Queue.

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[Help Center](#) - [Contact Support](#) - [Log Out](#)  
[\[ Test Center \]](#)


**Google Search Appliance >Crawl and Index >Crawler Access**

[Home](#)

**▼ Crawl and Index**

- [Crawl URLs](#)
- [Databases](#)
- [Feeds](#)
- [Crawl Schedule](#)

**Crawler Access**

- [Proxy Servers](#)
- [Forms Authentication](#)

[Case-Insensitive Patterns](#)

- [HTTP Headers](#)
- [Duplicate Hosts](#)
- [Document Dates](#)

[Host Load Schedule](#)

- [Freshness Tuning](#)
- [Collections](#)
- [Composite Collections](#)

**► Serving**

- Status and Reports**
- Connector Administration**
- Social Connect**
- Cloud Connect**
- GSA Unification**
- GSA^n**
- Administration**

**Users and Passwords for Crawling:** [\(Help\)](#)

To allow the appliance to crawl web servers protected by user authentication, add a username and password to the HTTP header of each request. Specify a domain only if needed (typically when crawling Microsoft IIS web servers).

For URLs Matching Pattern, Use:	Username:	In Domain:	Password:	Confirm Password:	Make Public:	Position:
<input type="text" value="smb://wcdemo1.gsatest.org/docume"/>	<input type="text" value="gsa"/>	<input type="text"/>	<input type="text"/>	<input type="text" value=""/>	<input checked="" type="checkbox"/>	<a href="#">Move Down</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<a href="#">Move Up</a> <a href="#">Move Down</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<a href="#">Move Up</a>

*Example URL pattern:*  Stored passwords are not displayed on these entries \*

---

**Enable Kerberos crawling:** [\(Help\)](#)

Check the box to enable Kerberos crawling.  
To enable this checkbox, configure Kerberos in [Serving > Universal Login Auth Mechanisms > Kerberos Based](#) page.

Enable Kerberos crawling.

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## Checking crawler progress

After you have configured the crawler, you can check its progress by using the **Content Sources > Diagnostics > Crawl Status** (Previous to Version 7.2: **Status and Reports > Crawl Status**) page. For even more information about the crawl, you can use the **Index > Diagnostics > Index Diagnostics** (Previous to Version 7.2: **Status and Reports > Crawl Diagnostics**) page, shown in the following figure.

[Warnings 0](#) [Test Center](#) 



**Search Appliance**    Index > Diagnostics > Index Diagnostics

- Content Sources
- ▼ Index
  - [Index Settings](#)
  - [Document Dates](#)
  - [Entity Recognition](#)
  - [Alerts](#)
  - [Collections](#)
  - [Composite Collections](#)
- ▼ Diagnostics
  - Index Diagnostics**
  - [Content Statistics](#)
  - [Export URLs](#)
- [Reset Index](#)
- Search
- Reports
- GSA Unification
- GSA^n
- Administration

**Index Diagnostics** [\(Help\)](#)

Index diagnostics provides detailed information about documents in the index to help troubleshoot issues, such as web crawl or authorization.

Show Diagnostics for Collection:       URL display mode:  Tree format  List format

Specify the URLs for which you want diagnostics:

URLs starting with:

URL Status:        Include  Exclude

All hosts

Host Name ▲	Crawled URLs	Retrieval Errors	Excluded URLs
<a href="#">afcontent-testbed.hot.corp.google.com</a>	229	19	0

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Google Search Appliance > Status and Reports > Crawl Diagnostics

Home | Crawl and Index | Serving | Status and Reports | Crawl Status | Crawl Diagnostics | Real-time Diagnostics | Crawl Queue | Content Statistics | Export URLs | Serving Status | System Status | Search Reports | Search Logs | Event Log | Connector Administration | Social Connect | Cloud Connect | GSA Unification | GSA^n | Administration

Crawl Diagnostics (Help) | Show Diagnostics for Collection: default\_collection

Crawl diagnostics provide detailed information about appliance crawl status for a domain, host, directory, or URL. | URL display mode:  Tree format  List format

Specify the URLs for which you want diagnostics:

URLs starting with:  Show URLs

URL Status: Any status   Include  Exclude

**All hosts**

Host Name	Crawled URLs	Retrieval Errors	Excluded URLs
enron.gsatest.org	338,145	0	0
wiki.gsatest.org	1,734	1	126
wcdemo1.gsatest.org	13	0	0

Export All Pages to a File

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## Using search for the first time

A few minutes after the crawler has started to find content, you can search for it by connecting to the GSA search front end, shown in the following figure.

Google | Web | Images | Groups | News | Local | Appliance

grand canyon | Google Search | Advanced Search | Search Tips

Search:  public content  public and secure content

**Search** | Results 1 - 10 of about 139 for grand canyon. Search took 0.09 seconds. | Next > | Sort by date / Sort by relevance

[PDF] [Going to Grand Canyon's South Rim? Grand Canyon](#)  
 Page 1. Going to **Grand Canyon's** South Rim? ... Chambers of Commerce **Grand Canyon** National Park Service US Department of the Interior ...  
 wcdemo1.gsatest.org/documents/nps/2007goingtograndcanyon.pdf - Text Version

[PDF] [Grand Canyon Backcountry - Corridor Trails Brochure](#)  
 Page 1. Welcome to **Grand Canyon's** Backcountry **Grand Canyon** National Park Arizona ... Hiking in the **Grand Canyon** is a truly unique experience. ...  
 wcdemo1.gsatest.org/documents/nps/Corridor\_Brochure.pdf - Text Version  
 [ More results from wcdemo1.gsatest.org/documents/nps ]

[No Subject](#)  
 ... (Oh yea, The **Grand Canyon** Trust & The Nature Conservancy in Flagstaff share the same office building) New land pegged for preservation By ...  
 enron.gsatest.org/campbell-/-sent\_mail/40.html - 11k - Cached

[Re: TW Mainline Expansion](#)  
 ... I would also like to bring up a potential problem that probably has not be addressed and that is the issue of emissions impacting the **Grand Canyon**. ...  
 enron.gsatest.org/campbell-/-all\_documents/276.html - 8k - Cached

[NWP System Notice - 01-181 NWP Short Term Flrm ...](#)  
 ... NOW 8) UU?? Calif **Canyon**(410)???? Kern River????? ...  
 NOW WW?? **Grand Valley**????? ...  
 enron.gsatest.org/ermis-f/notes\_inbox/15.html - 26k - Cached

[RE: Austin](#)  
 ... And we hiked the **Grand Canyon** on Sunday - an amazing site! It reminded me of a spontaneous college road trip. We had a lot of fun. ...  
 enron.gsatest.org/nemec-g/inbox/292.html - 4k - Cached

The URL for the search front end is simply the hostname of the GSA: <http://gsahosts.yourdomain.com/>

## Troubleshooting common crawl problems

If you encounter problems with the crawl, check [Monitoring and Troubleshooting Crawls](#) in *Administering Crawl* for information about how to troubleshoot for common problems.

For information about how many URLs have been crawled and how many errors were encountered, go to the **Index > Diagnostics > Index Diagnostics** (Previous to Version 7.2: **Status and Reports > Crawl Diagnostics**) page. To see all URLs, make sure that you select the **default\_collection**.

To enter a URL and to see if the GSA can fetch it, go to the **Content Sources > Diagnostics > Real-time Diagnostics** (Previous to Version 7.2: **Status and Reports > Real-time Diagnostics**) page. The information on this page is useful for diagnosing firewalls and proxy configurations.

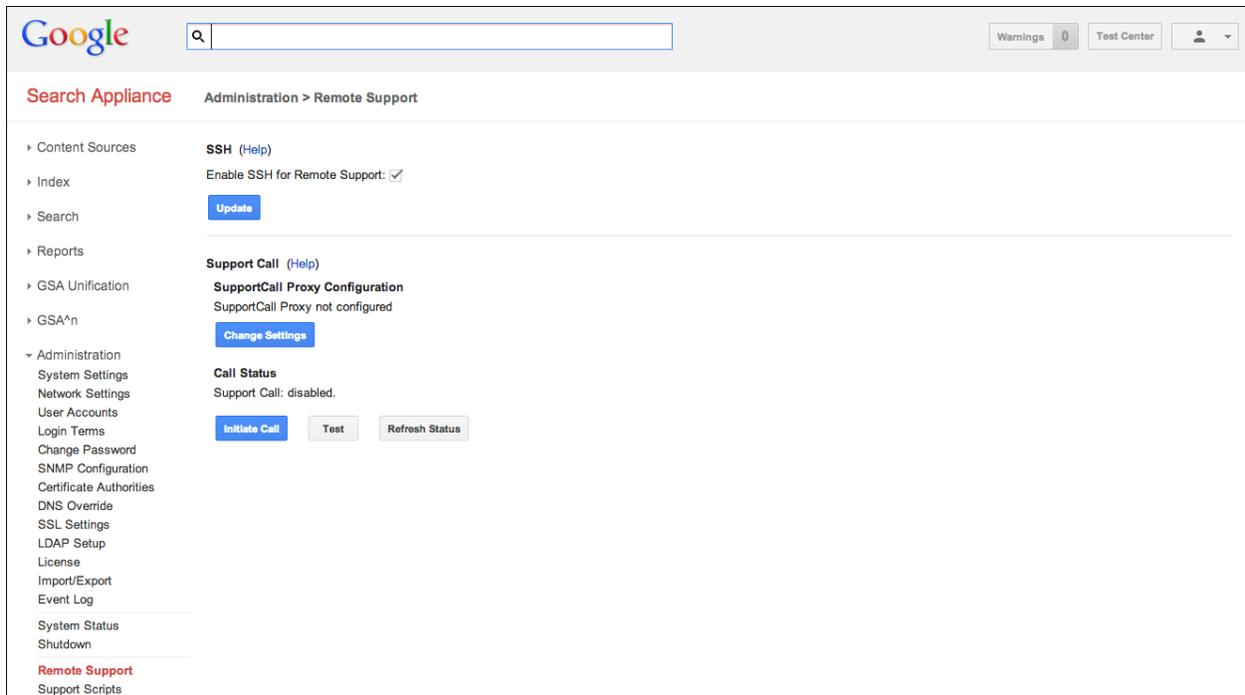
For additional help, you can also search the [Google Search Appliance group](#).

## Contacting Google for Work Support

If, after checking the documentation and searching the group, you still have an issue that you cannot resolve, you can contact Google support through the [Google for Work Support Portal](#).

## Enabling support to connect to your GSA

In the event that Google support needs to look at your configuration or diagnostic information, you can enable support to access your GSA through the Admin Console by using the **Administration > Remote Support** page, shown in the following figure.



Version 7.2

Google Search Appliance >Administration >Remote Support

Home

SSH (Help)

Enable SSH for Remote Support:

Update

Support Call (Help)

SupportCall Proxy Configuration

Host: SupportCall Proxy not configured

Change Settings

Call Status

No active connections

Test Initiate Call Refresh Status

Remote Support

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If the GSA is accessible from the Internet, you can just check **Enable SSH for Remote Support**.  
If your GSA is behind a firewall but has access to the Internet, you must initiate a **Support Call**:

1. Click on the button **Test** to see if you GSA can connect to the support call server.
2. If this is successful, click on **Initiate Call** when you want support to access your GSA.
3. After support has resolved your issue, you can end the support call.

## Chapter 3 Using Additional Features

This chapter introduces two very easy core features that can help you get more value from your search appliance:

- [KeyMatch](#)
- [Search reports](#)

### KeyMatch

KeyMatch enables you to promote specific documents in the search results, highlighting them to ensure that users can always find them. To create KeyMatches, use the **KeyMatch** tab of the **Search > Search Features > Front Ends > KeyMatch** (Previous to Version 7.2: **Serving > Front Ends**) page in the Admin Console, shown in the following figure.

To configure a KeyMatch:

1. Go to **Search > Search Features > Front Ends** (Previous to Version 7.2: **Serving > Front Ends**) and edit the **Default Frontend**.
2. In the **KeyMatch** tab, simply enter a search term, a title, and a URL.
3. Click **Save Changes**.

In the example below, we configure the Wikipedia article for Spain as a KeyMatch.

The screenshot shows the Admin Console interface for a Search Appliance. The breadcrumb navigation is **Search > Search Features > Front Ends > KeyMatch**. The page title is **Search Appliance**. The main content area shows the **KeyMatch** tab selected, with a sub-header **View Matches - Edit Matches - Add Matches - Import/Export Matches**. Below this, there is a message: **After editing, click the Save button. (Help)** and **Matches saved successfully.** A search input field contains **spain** and a **Search** button is next to it. Below the search field is a table with the following columns: **Delete**, **Search Terms**, **Terms Occur As**, **URL for Match**, and **Title for Match**. The table contains one row with the following data: **Delete** (checkbox), **Search Terms** (spain), **Terms Occur As** (KeywordMatch), **URL for Match** (http://wiki.gsatest.org/wiki/Spain), and **Title for Match** (Spain). A **Save** button is located below the table.

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Google Search Appliance > Serving > Front Ends > KeyMatch [Help Center](#) - [Contact Support](#) - [Log Out](#) Test Center

Home

- ▶ Crawl and Index
- ▼ Serving
  - Front Ends
  - Query Settings
  - OneBox Modules
  - Result Biasing
  - Dynamic Navigation
- Access Control
- Head Requestor Deny Rules
- Policy ACLs
- Universal Login
- Universal Login Auth Mechanisms
- Universal Login Form Customization
- Alerts
- Language Bundles
- ▶ Status and Reports
- ▶ Connector Administration
- ▶ Social Connect
- ▶ Cloud Connect
- ▶ GSA Unification
- ▶ GSA^n
- ▶ Administration

Back to List of All Front Ends

Edit Front End: default\_frontend

Output Format **KeyMatch** Related Queries Filters Remove URLs OneBox Modules

[View Matches](#) - [Edit Matches](#) - [Add Matches](#) - [Import/Export Matches](#)

After editing, click the Save Changes button. ([Help](#))

Search for KeyMatches containing:

Delete	Search Terms	Terms Occur As	URL for Match	Title for Match
<input type="checkbox"/>	spain	KeywordMatch	http://wiki.gsatest.org/wiki/Spain	Spain

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After configuring the KeyMatch, we search for "spain" in the GSA. This result is highlighted and appears at the top of the search results, as shown in the following figure.

Google [Web](#) [Images](#) [Groups](#) [News](#) [Local](#) [Appliance](#)

spain  [Advanced Search](#) [Search Tips](#)

Search:  public content  public and secure content

---

**Search** Results 1 - 10 of about 1030 for **spain**. Search took 0.05 seconds.

[Next >](#) [Sort by date](#) / Sort by relevance

**Spain** KeyMatch

<http://wiki.gsatest.org/wiki/Spain>

**LNG for Spain**

Top—shankman-j—discussion\_threads—LNG for Spain. Message-ID: <5999969.1075857532902.JavaMail.evans@thyme> Date: Mon, 2 Oct 2000 ...  
enron.gsatest.org/shankman-j/discussion\_threads/29.html - 4k - [Cached](#)

**trip to Spain**

Top—skilling-j—deleted\_items—trip to Spain. Message-ID: <7626559.1075852656517.JavaMail.evans@thyme> Date: Mon, 11 Jun 2001 ...  
enron.gsatest.org/skilling-j/deleted\_items/391.html - 4k - [Cached](#)

**update on spain**

Top—mccconnell-m—notes\_inbox—update on spain. Message-ID: <12118375.1075843952447.JavaMail.evans@thyme> Date: Mon, 4 Jun 2001 ...  
enron.gsatest.org/mccconnell-m/notes\_inbox/47.html - 2k - [Cached](#)

**LNG for Spain**

Top—shankman-j—all\_documents—LNG for Spain. Message-ID: <30475366.1075857531052.JavaMail.evans@thyme> Date: Mon, 2 Oct 2000 ...  
enron.gsatest.org/shankman-j/all\_documents/1089.html - 4k - [Cached](#)

For more information about KeyMatches, see [KeyMatch](#) in the Admin Console Help.

## Search reports

Search reports help you see what your users are searching for and how successful they are at finding results. Creating a search report is very easy and you can use the results to help identify KeyMatches, for example.

To create a report:

1. Go to the **Reports > Search Reports** (Previous to version 7.2: **Status and Reports > Search Reports**) page, shown in the following figures.
2. Select the **default\_collection**.
3. Provide a name and timeframe for the search report.
4. Click **Generate Report**.

The screenshot shows the Google Search Appliance interface. At the top, there is a search bar and navigation links for 'Warnings 0', 'Test Center', and a user profile. The main content area is titled 'Search Appliance' and 'Reports > Search Reports'. It includes a sidebar with navigation options like 'Content Sources', 'Index', 'Search', 'Reports', 'GSA Unification', and 'Administration'. The main content area has a 'Search Reports' section with a 'Show Search Reports for Collection' dropdown set to 'default\_collection'. Below this is a 'List of search reports' table with columns for Report Names, Capture Time, Report Period (From/To), Status, and Actions. The table lists two reports: 'Monthly\_Search' and 'Company\_Search'. At the bottom, there is a 'Define Search Report' form with fields for Name, Report type (radio buttons for 'Searches that returned results' and 'Searches that did not return results'), and Report timeframe (radio buttons for 'Recent date', 'Date', and 'Month').

Report Names	Capture Time	Report Period		Status	Actions				
		From	To		View	Export	Update	Delete	
Monthly_Search	February 21, 2014 12:25:51 AM PST	February 1, 2014	February 28, 2014	Complete	View	Export	Update	Delete	
Company_Search	February 21, 2014 12:25:26 AM PST	February 21, 2014	February 21, 2014	Complete	View	Export	Update	Delete	

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[Help Center](#) - [Contact Support](#) - [Log Out](#)  
[\[ Test Center \]](#)


**Google Search Appliance > Status and Reports > Search Reports**

[Home](#)

- [Crawl and Index](#)
- [Serving](#)
- [Status and Reports](#)
- [Crawl Status](#)
- [Crawl Diagnostics](#)
- [Real-time Diagnostics](#)
- [Crawl Queue](#)
- [Content Statistics](#)
- [Export URLs](#)
- [Serving Status](#)
- [System Status](#)
- Search Reports**
- [Search Logs](#)
- [Event Log](#)
- [Connector Administration](#)
- [Social Connect](#)
- [Cloud Connect](#)
- [GSA Unification](#)
- [GSA^n](#)
- [Administration](#)

**Search Reports** [\(Help\)](#) Show Search Reports for Collection:

A search report is a summary of information about user search queries for a specified timeframe.

**List of search reports** [\(Help\)](#)

Report Names	Capture Time	Status	Actions			
▶ CompanySearches	April 29, 2011 4:13:24 PM PDT	Complete	<a href="#">View</a>	<a href="#">Export</a>	<a href="#">Update</a>	<a href="#">Delete</a>
▶ TodaySearch	April 29, 2011 4:17:52 PM PDT	Complete	<a href="#">View</a>	<a href="#">Export</a>	<a href="#">Update</a>	<a href="#">Delete</a>

**Define Search Report:** [\(Help\)](#)

Name

Report type

Searches that returned results

Searches that did not return results

Report timeframe

Recent date

Date

Month

Date range    to

Diagnostic terms to exclude

Number of top queries and keywords to show

\* Please note that the report may take awhile to generate

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Give the server some time to generate the report and then refresh your browser to view it. The following figure shows a search report.

Google  Warnings 0 Test Center

**Search Appliance** Reports > Search Reports

Content Sources  
Index  
Search  
Reports  
Serving Logs  
**Search Reports**  
Search Logs  
GSA Unification  
GSA^n  
Administration

**Search Reports** (Help)  
A search report is a summary of information about user search queries for a specified timeframe.

Show Search Reports for Collection: default\_collection

[Back to list of reports](#)

**Report Monthly\_Search for collection default\_collection : Feb 2014**

Total Results Pages: 34 Total Searches: 34 Distinct Searches: 26 ASR Entries: 49

**# Searches Per Day**

February 2014

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
# Searches				1																33											

**# Searches Per Hour**

AM	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00
PM	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
						33	1					

Version 7.2

Google **Google Search Appliance > Status and Reports > Search Reports** [Help Center](#) - [Contact Support](#) - [Log Out](#) [Test Center](#)

Home  
Crawl and Index  
Serving  
Status and Reports  
Crawl Status  
Crawl Diagnostics  
Real-time Diagnostics  
Crawl Queue  
Content Statistics  
Export URLs  
Serving Status  
System Status  
Search Reports  
Search Logs  
Event Log  
Connector Administration  
Social Connect  
Cloud Connect  
GSA Unification  
GSA^n  
Administration

**Search Reports** (Help) Show Search Reports for Collection: default\_collection

A search report is a summary of information about user search queries for a specified timeframe.

[Back to list of reports](#)

**Report TodaySearch for collection default\_collection : April 29, 2011**

Total Results Pages: 106 Total Searches: 96 Distinct Searches: 86 ASR Entries: 0

**# Searches Per Day**

April 2011

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
# Searches																													96		

**# Searches Per Hour**

AM	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00
PM	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
					17	79						

**Top 100 Keywords**

Top 100 Keywords	# Occurrences
spain	22
news	20
canyon	19
grand	19
enron	12

**Top 100 Queries**

Top 100 Queries	# Occurrences
spain	20
news	20
grand canyon	17

Version 7.0

On a search report, you can see the number of searches during a day, peak load times for searches and

also top keywords and queries used to search.

**Other features**

There are many more easy-to-use GSA features that you can use to improve the search experience by expanding the content available to search and providing powerful navigation that allows users to narrow their results. For information about these features, see the [Introduction](#) in *Creating the Search Experience*.

## Chapter 4 Essential Administration

This chapter describes essential tasks for administering your GSA.

### Keeping your GSA up-to-date

Keeping your GSA up-to-date will ensure you have access to the latest features and fixes.

To keep the GSA software up-to-date, access the [Google for Work Support Portal](#). Here you will find the latest GSA software, which you can use to update your search appliance. Each software version has release notes containing additional information or instructions for the version.

### Receiving a daily status report

To get a daily status report for your GSA:

1. Go to the **Administration > System Settings** page.
2. Set the email address for automatic reports and problem reports and, if you like, the sender for outgoing mail.
3. Check **Enable Daily Status Email Messages**.
4. Click **Save** (Previous to Version 7.2: **Update System Settings**).