

**KNOWLEDGE BASE ARTICLE**

## Exclude accounts from search results



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This article describes how to exclude users from search results in Employee Directory.

## Introduction

[Employee Directory](#) support two types of data source:

- Azure AD
- **User Profiles**

In the case of using Azure AD blocked user accounts are not displayed by default. Otherwise, if you use **User Profiles** (actually the app uses SharePoint search index) in some cases disabled accounts may appear in search results.

This article describes how to fix this issue.

## Filtering Search Results

There are two filter criteria that are applied to each search request:

- **SPS-UserType** equals **0**
- **SPS-HideFromAddressLists** does not equal **1**

The first filter criteria used to show only users and exclude groups (SharePoint or Security group). The second one is to hide users marked with **Hide from address lists**.

### Tip

**SPS-HideFromAddressLists** is the only OOTB property to hide users from search results globally. The property is not editable and can be changed only by the system within the sync process.

## Option 1. Manually Hide User

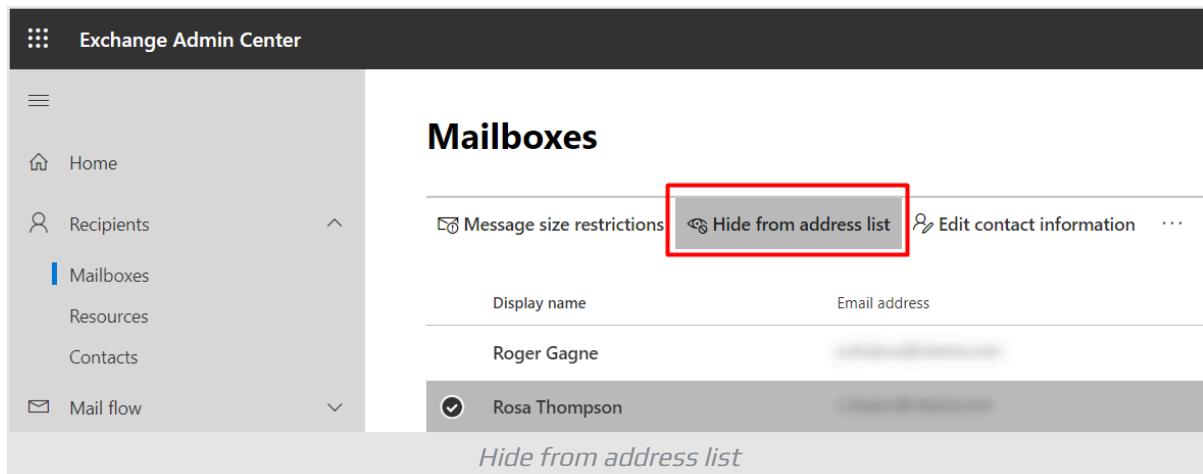
Manually hiding a user from search results based on updating the corresponding mailbox in Exchange Online.

### Step 1. Find the mailbox

To manually mark a user as hidden go to Exchange Online Admin Center and select **Mailboxes** under the **Recipients** heading.

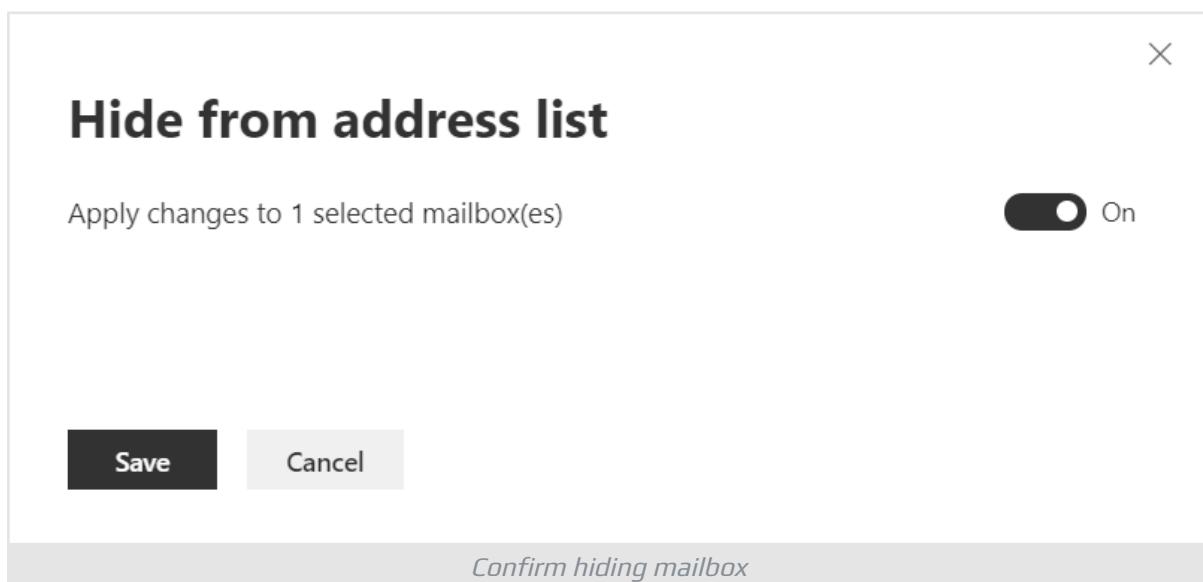
### Step 2. Mark mailbox as hidden from address lists

To hide users from the address list select one or more mailboxes and click **Hide from the address list** button on the toolbar.



The screenshot shows the Exchange Admin Center interface. On the left, there's a navigation sidebar with 'Home', 'Recipients', 'Mailboxes' (which is selected and highlighted in blue), 'Resources', and 'Contacts'. Below that is 'Mail flow'. The main area is titled 'Mailboxes' and shows a list of users. For each user, there are 'Display name' and 'Email address' columns. The first user is 'Roger Gagne' and the second is 'Rosa Thompson' (selected, indicated by a checked checkbox). Below the list is a button labeled 'Hide from address list'. A red box highlights this button. At the bottom of the list area is another 'Hide from address list' button.

And confirm the action by clicking **Save** button:



The screenshot shows a modal dialog box. The title is 'Hide from address list'. Inside, there's a message 'Apply changes to 1 selected mailbox(es)' and a toggle switch that is currently set to 'On'. At the bottom are two buttons: 'Save' (in a dark button) and 'Cancel' (in a light button). A message at the bottom of the dialog says 'Confirm hiding mailbox'.

Once SharePoint crawler updates the property in search index the user will not appear in search results.

### Note

It may take up to 24 hours to update data in SharePoint search index.

## Option 2. Custom User Property

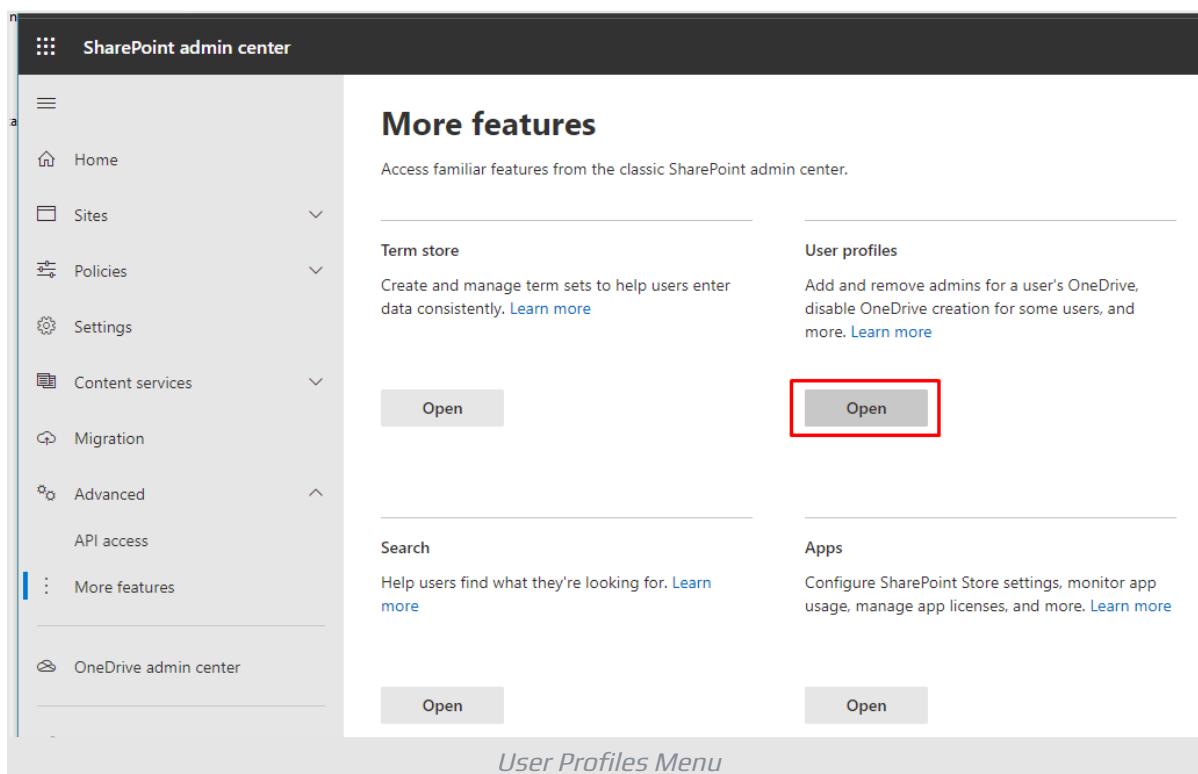
The second option is to create new custom user profile property that is available for editing and make this property available for searching. This approach is time-consuming due to the fact that there is no sort of trigger to update the search schema in SharePoint Online.

## Note

Modification of search schema in SharePoint Online may take a while and there is no functionality to apply changes immediately.

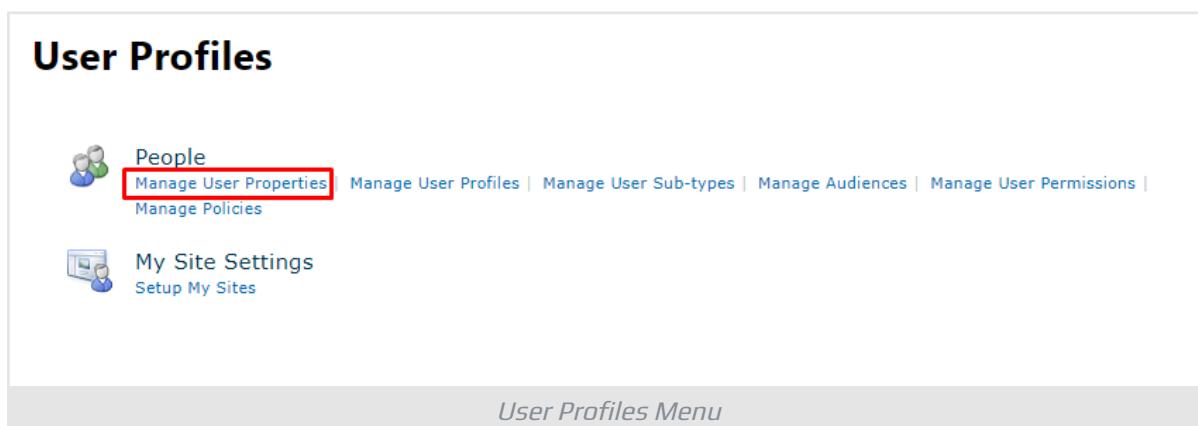
## Step 1. Create new User Property

To create new user property go to **SharePoint Admin Center** > **More Features** and select **Open** under **User profiles** section.



The screenshot shows the SharePoint Admin Center interface. On the left, there's a navigation menu with options like Home, Sites, Policies, Settings, Content services, Migration, Advanced, More features (which is selected and highlighted in blue), and OneDrive admin center. The main content area is titled 'More features' and contains several sections: 'Term store', 'User profiles', 'Search', and 'Apps'. Each section has a brief description and an 'Open' button. The 'User profiles' section is specifically highlighted with a red box around its 'Open' button.

## Select Manage User Properties:



The screenshot shows the 'User Profiles' page. At the top, there's a 'People' section with icons for 'Manage User Properties', 'Manage User Sub-types', 'Manage Audiences', 'Manage User Permissions', and 'Manage Policies'. The 'Manage User Properties' link is highlighted with a red box. Below this, there's a 'My Site Settings' section with 'Setup My Sites' link. The bottom of the page has a 'User Profiles Menu' bar.

## Select New Property:

## User Profiles

Use this page to add, edit, organize, delete or map user profile properties. Profile properties can be mapped to Active Directory or LDAP compliant directory Entity Fields exposed by Business Data Connectivity.

[New Property](#) | [New Section](#) | [Manage Sub-types](#) | Select a sub-type to filter the list of properties: Default User Profile Subtype

Property Name	Change Order	Property Type	Mapped Attribute
> Basic Information	▼	Section	
Id	▲▼	unique identifier	
SID	▲▼	binary	
Active Directory Id	▲▼	binary	
Account name	▲▼	Person	<Specific to connection>
First name	▲▼	string (Single Value)	
Phonetic First Name	▲▼	string (Single Value)	

User Profiles Menu

Ensure the following options:

- **Type:** boolean
- **Policy Settings:** Optional
- **Default Privacy Settings:** Everyone
- Check **Show in the profile properties section of the user's profile page**
- Check **Show on the Edit Details page**
- Check **Indexed**

Other fields leave as is.

Click **OK** to create a new property.

## Step 2. Update User Profile

To make the SharePoint crawler add a new property to index open one or more profiles and check the new field.

OfficeGraphEnabled:	<input type="checkbox"/>	Everyone
DelveFlags:	<input type="text"/>	Everyone
PulseMRUPeople:	<input type="text"/>	Only Me
SPS-TenantInstanceId:	<input type="text"/>	Everyone
SPS-SharePointHomeExperienceState:	<input type="text"/>	Everyone
SPS-MultiGeoFlags:	<input type="text"/>	Everyone
Hidden in Employee Directory:	<input checked="" type="checkbox"/>	Everyone

Update User Profile Property

### Note

The new user profile property does not appear in search schema until it will be updated in at least one user profile.

## Step 3. Ensure Crawled Property Exists

Go to SharePoint Admin Center > **More Features** > **Search** and select **Manage Search Schema**

**Search**

**Manage Search Schema**  
Create and modify search properties so that users can query these properties.

**Manage Search Dictionaries**  
Create and modify lists of terms which will be used to improve the search experience for your users.

**Manage Authoritative Pages**  
Identify high-quality pages that search will use to improve relevance, as well as low-quality pages that search will consider less relevant.

**Query Suggestion Settings**  
Show search suggestions as users type in the search box (if not disabled by user).

**Manage Result Sources**  
Create and modify sources you can query for results. This includes filtered results from SharePoint as well as results from remote sources such as Bing.

**Manage Query Rules**  
Create and modify query rules to promote important results, show blocks of additional results, and even fine-tune ranking.

**Manage Query Client Types**  
Create and modify configuration of query client types which are used to identify querying clients so as to prioritize query throttling.

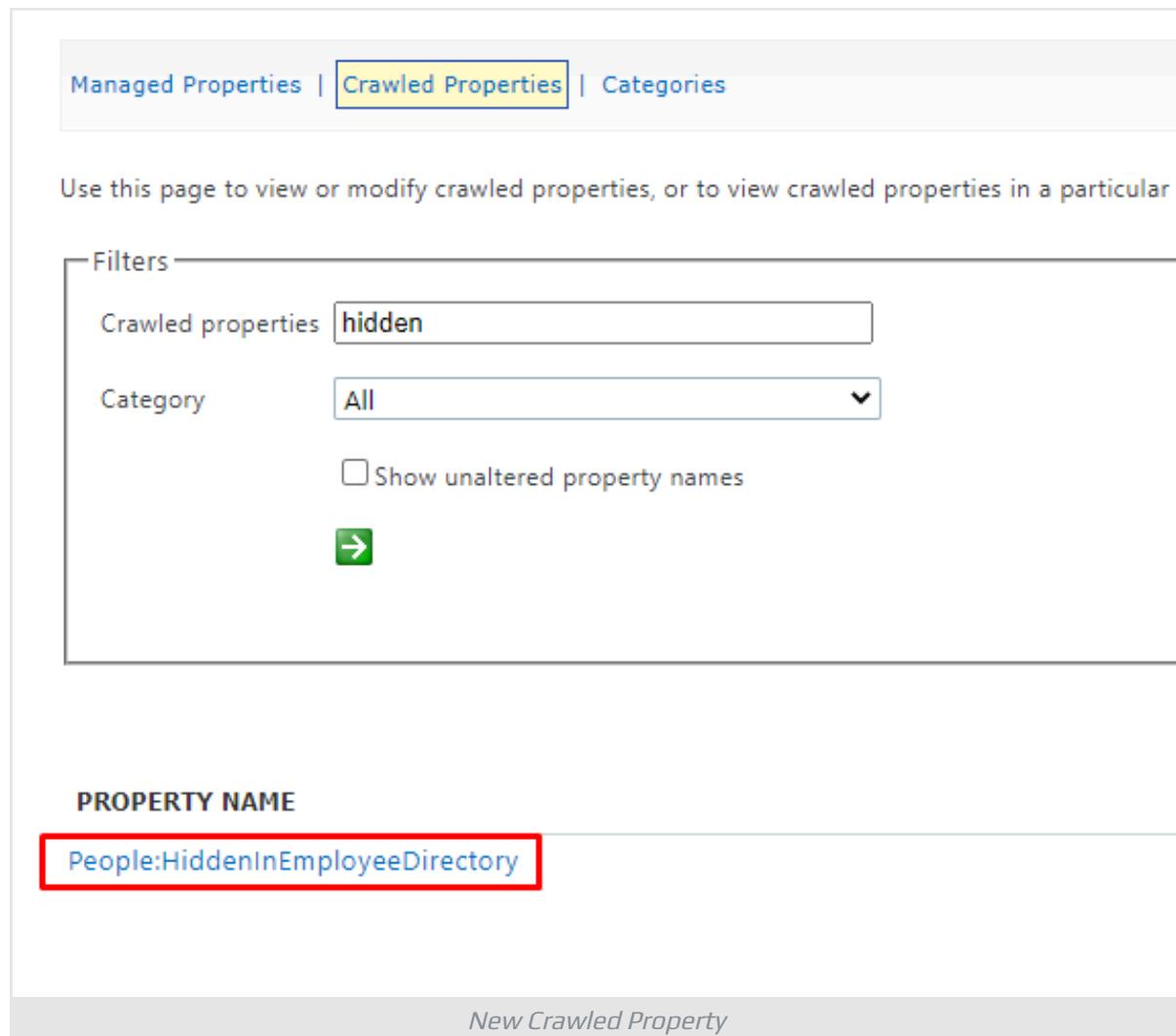
**Remove Search Results**  
List URLs you would like to remove from search results until the next crawl.

*SharePoint Search Service Administration*

Wait until new **crawled property** shows up in the search schema.

### Note

Usually, it takes from 15 minutes to 4 hours for the new crawled property created by SharePoint search service.



Managed Properties | **Crawled Properties** | Categories

Use this page to view or modify crawled properties, or to view crawled properties in a particular category.

Filters

Crawled properties **hidden**

Category **All**

Show unaltered property names

→

**PROPERTY NAME**

**People:HiddenInEmployeeDirectory**

New Crawled Property

## Step 4. Create Managed Property

To be able to filter search results you need to create a **managed property** and map the crawled property to it. Go to **Managed Properties** and select **New Managed Property**.

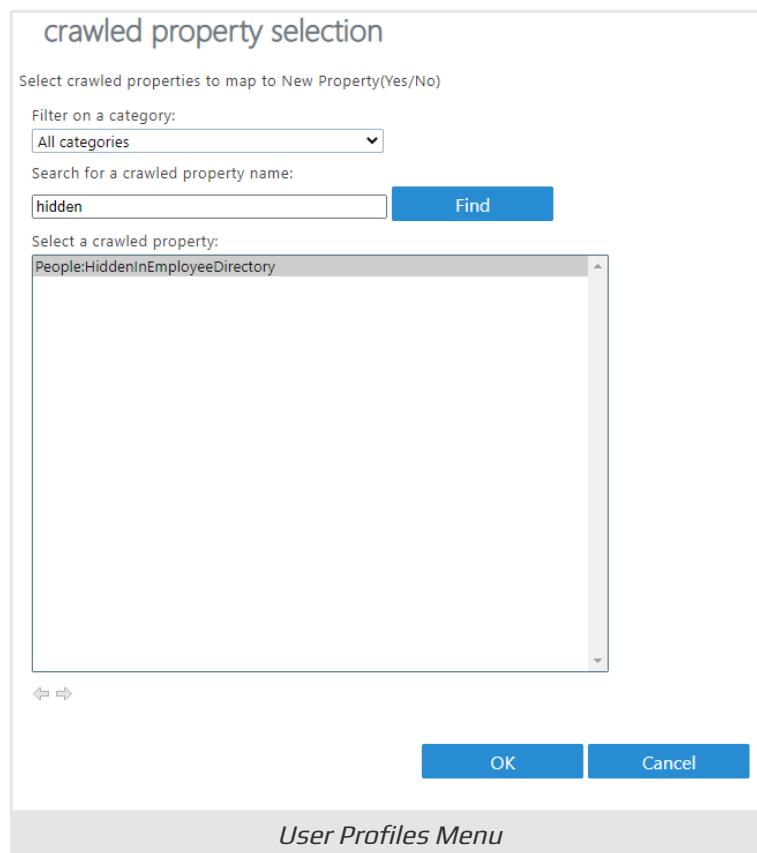
Ensure the following settings:

- **Property Name:** HiddenInEmployeeDirectory
- **Type:** Yes/No
- Check **Searchable**
- Check **Queryable**

<b>Name and description</b> Name and optional description for this property.	<b>Property name:</b> <input type="text" value="HiddenInEmployeeDirectory"/> <b>Description:</b> <input type="text"/>
<b>Type</b> Type of information that is stored in this property.	The type of information in this property: <input type="radio"/> Text <input type="radio"/> Integer <input type="radio"/> Decimal <input type="radio"/> Date and Time <input checked="" type="radio"/> Yes/No <input type="radio"/> Double precision float <input type="radio"/> Binary
<b>Main characteristics</b> Searchable: Enables querying against the content of the managed property. The content of this managed property is included in the full-text index. For example, if the property is "author", a simple query for "Smith" returns items containing the word "Smith" and items whose author property contains "Smith".	<input checked="" type="checkbox"/> Searchable
Queryable: Enables querying against the specific managed property. The managed property field name must be included in the query, either specified in the query itself or included in the query programmatically. If the managed property is "author", the query must contain "author:Smith".	<input checked="" type="checkbox"/> Queryable
<b>Mappings to crawled properties</b> The list shows all the crawled properties that are mapped to this managed property. A managed property can get its content from one or more crawled properties.	<b>Include content from all crawled properties</b> <input checked="" type="radio"/> Include content from the first crawled property that is not empty, based on the specified order <input type="text" value="People:HiddenInEmployeeDirectory"/>  <input type="button" value="Move Up"/> <input type="button" value="Move Down"/> <input style="background-color: #00729f; color: white; font-weight: bold; border: none; padding: 2px 10px; border-radius: 5px; cursor: pointer;" type="button" value="Add a Mapping"/> <input type="button" value="Remove Mapping"/>

*New Managed Property*

Add Mapping to the new crawled properties created on **step 3**. Select Add a Mapping, type in **hidden** in search field, and select **People:HiddenInEmployeeDirectory** property.



Click **OK** to create a new managed property.

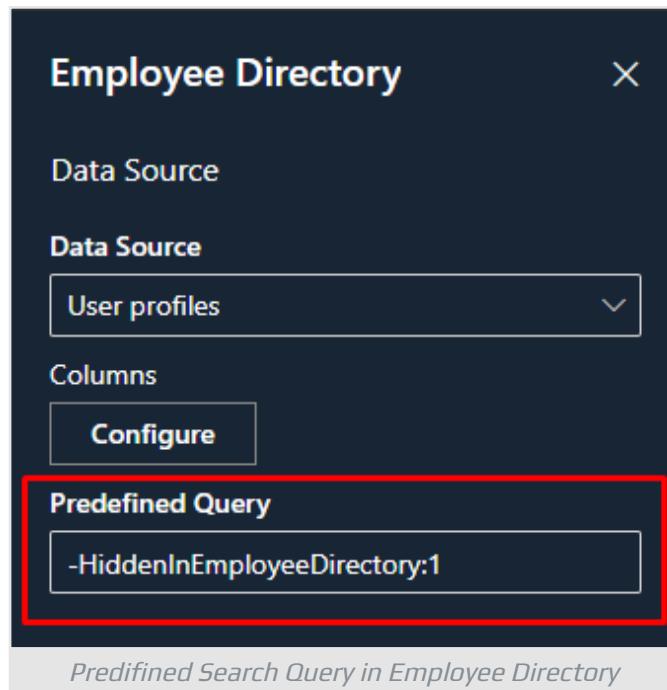
## Step 5. Update the Profile Property for All Users

```
# SharePoint Admin Center URL
$AdminSiteURL = "https://vitextra-admin.sharepoint.com"
# Getting credentials to connect to SharePoint Admin Center and
# Azure AD
$Cred = Get-Credential
# Connect to Azure AD
Connect-AzureAD -Credential $Cred | Out-Null
#Getting all users from Azure AD
$AllUsers = Get-AzureADUser -All:$True -Filter "UserType eq
'Member'"
# Connect to SharePoint Admin Center
Connect-PnPOnline -Url $AdminSiteURL -Credentials $Cred
$counter = 0
$counterEnabled = 0
$counterDisabled = 0
ForEach($User in $AllUsers)
{
    # User account name
```

```
$UserAccount = "i:0#.f|membership|$($User.UserPrincipalName)"
Write-host "Update user profile for $($User.UserPrincipalName)" -ForegroundColor DarkGreen
if($User.AccountEnabled -eq $True)
{
    Set-PnPUserProfileProperty -Account $UserAccount -PropertyName "HiddenInEmployeeDirectory" -Value $False
    $counterEnabled++
}
else
{
    Set-PnPUserProfileProperty -Account $UserAccount -PropertyName "HiddenInEmployeeDirectory" -Value $True
    $counterDisabled++
}
$counter++
Write-Progress -Activity "Updating HiddenInEmployeeDirectory property..." -Status "Enabled: $($counterEnabled), Disabled: $($counterDisabled), Total: $($AllUsers.Count)" -PercentComplete (($counter / $AllUsers.Count) * 100)
}
```

## Step 6. Set Predefined Query of the Web Part

In the Web Part settings set **Predefined Query** Property to exclude users which marked as hidden for Employee Directory:



### Note

Search results will be empty until the new Managed Property is empty. It may take up to 24 hours to populate the new managed property.

## Summary

Our needs:

- 1 To exclude users from search results we create a **managed property**.
- 2 To populate the **managed property** we create a **crawled property**.
- 3 To populate the **crawled property** and manage what data goes to the property we create a **user profile property**.

And steps produced according to the needs:

- 1 Creating new user property to manage which users presented in the search results
- 2 Waiting for new crawled property created by SharePoint
- 3 Creating new managed property and map it to the crawled property
- 4 Set predefined query property to exclude users from the search results.

# Terms

## **Crawled Property**

A crawled property in SharePoint search stores content and metadata that is extracted from an item by the crawler, such as a text of a document, author, or title.

Crawled property is not retrievable but may be mapped to one or more managed property.

## **Managed Property**

A Managed property in the SharePoint search schema defines what data from crawled properties are included in the search index.

Managed properties have a large number of settings to determine how the contents are shown in search results. Managed Properties may be referred to in search queries to specify which information you need to return.

## **User Profile**

A user profile is a set of properties that describe a user.

The properties include basic information about the user, contact details, and other data. The user profile is used for such services as Delve, My Site, and others