

Confluence FAQ

Confluence is a team collaboration software tool used primarily as part of a software development project. It allows teams to easily set up a "wiki" like collaboration space to address basic team communication, knowledge exchange, social networking, and project management. Confluence can be used as a tool to outline product requirements, which can be linked directly to assigned tasks in JIRA.

- How do I see the tabs for Pages/Blogs/Attachments/.. etc. in Confluence?
- Does Confluence keep track of attachment versions? How can I see earlier revisions of a document?
- Why does nothing happens in Firefox when I click on the link Edit in Office?
- Confluence is unusually slow. What's going on?
- How do I get/remove Confluence notifications?
- In Team Calendars, Monday is the first day of the week. How do I change the first day of the week to Sunday?
- How do I create diagrams, flowcharts, org charts, layouts, etc? (Gliffy)
- How do I create UI mockups in Confluence (Balsamiq)?
- How do I get started with Ad Hoc Workflows?
- My team mates are getting 'page not found' error/ 'You do not have permissions to view this page'.
- Can I localize Confluence to my time zone?
- How can I move pages from one Space to another?
- Confluence JIRA Issue Macro resulting in rendering error after the JIRA federation?
- Confluence JIRA Issue Macro issue search not working after recent plugin upgrade?
- Is it possible to have Anonymous Access for Confluence?
- Is there a limit on the file size of Confluence attachments?
- How much does Confluence cost?

How do I see the tabs for Pages/Blogs/Attachments/.. etc. in Confluence?

Click on Tools (on the right top corner) and select 'View in Hierarchy'.

Does Confluence keep track of attachment versions? How can I see earlier revisions of a document?

Confluence will keep track of document revisions. A new version of the document is created when a new attachment is uploaded with the same name. A triangle appears on the left-hand side of the document on the Attached Files list. Click on it to see the list of revisions.

Why does nothing happens in Firefox when I click on the link Edit in Office?

One solution is to use Internet Explorer. If you prefer to use Firefox you need to install the WebDAV Launcher extension following the [Atlassian Installation Direction](#).

Confluence is unusually slow. What's going on?

Confluence has many caches and resources to monitor. It's likely that at least one of the caches is full causing thrashing against the database. The system administrators monitor this and adjust the cache size according to the usage demand. However, when the cache size is increased, it is also cleared of objects. So, the slow down you're experiencing may also be because the cache is in the process of filling up after a recent resizing. Rest assured, we are actively making confluence speedy during peak hours and off.

How do I get/remove Confluence notifications?

You can get notifications for blogs, page changes/comments, space changes, etc. To control the frequency of notifications, adjust your email settings. Use "watches" to follow different pages, spaces or people. View [Configuring Email Settings](#) for more detailed instructions.

In Team Calendars, Monday is the first day of the week. How do I change the first day of the week to Sunday?

Click on your "username" near the top of your Confluence window and select "Settings". In the general settings section (which is likely already there by default), click the "Edit" button and change the language to "English (United States)". This will localize Team Calendars to display Sunday as the first day of the week.

How do I create diagrams, flowcharts, org charts, layouts, etc? (Gliffy)

Use Gliffy. While editing a page in Confluence, type { to trigger the menu that leads you to the macro browser - open up the macro browser. From there, you'll see a "Gliffy Diagram" option that brings up a UI that allows you to select a template and then manipulate objects to make a diagram. Save it in Gliffy (file -> save), quit Gliffy (file -> close/exit) and you'll be back in your familiar "editing a page" mode. Documentation is found at the vendor's website:
<http://www.gliffy.com/blog/user-manual/>

How do I create UI mockups in Confluence (Balsamiq)?

Use Balsamiq. While editing a page in Confluence, type { to trigger the menu that leads you to the macro browser - open up the macro browser. Find and select "Mockup". From there, you'll fill out a short form that collects the name, version, alignment, and width. You'll also be presented with a link that reads "Click here to create a new UI mockup". Follow that link and you'll be presented with Balsamiq's UI that allows you to drag, drop, and configure UI elements onto a piece of virtual graph paper that represents the UI idea that you are trying to communicate. When you are ready, click on the "Mockup" menu and select "Save and close" and your UI mockup will be saved and you'll be returned to the page which will now be displaying your UI (note that this brings you out of the page editor too). To make more changes to your mockup, you don't have to be editing the containing page as there should be a link below your mockup that reads "edit this mockup". The documentation for the Confluence version of Balsamiq Mockups is at the vendor's website below. Balsamiq is also installed on our JIRA server - there's also a [FAQ entry](#) for it.

Mockups-Documentation-Balsamiq-2.1.pdf
<http://balsamiq.com>

How do I get started with Ad Hoc Workflows?

Near the top of one of your Confluence pages, you'll see a "Tasks" menu. This is one entry point which allows you to create, complete (green check mark), assign (blue arrow) and delete (trash can) tasks. The other entry point is under the "Tools" menu as "Edit Workflow". You can find a PDF of the documentation, the vendor's website, and a YouTube video below. These will help you learn more about Ad Hoc Workflows.
[AdHocWorkflows-3.2.pdf](#)
<https://www.adhocworkflows.com/display/WWW/Home>
YouTube Video - Introducing Ad Hoc Workflows 3.2

My team mates are getting 'page not found' error/ 'You do not have permissions to view this page'.

It is possible that the users do not have access to view the space. Please review [Adding Users and Groups to Projects](#) to add users. Before continuing make sure any new users have logged into the Developer Cloud at least once.

Can I localize Confluence to my time zone?

Yes. You can edit the time zone in your user profile. While logged in to Confluence click the down arrow next to your name, select "Profile", and navigate to the "Settings" tab. See the details with screenshots from the official Atlassian Confluence documents here : <http://confluence.atlassian.com/display/DOC/Editing+User+Settings>

How can I move pages from one Space to another?

For instructions on moving a Confluence page, and its sub-pages, whether within the same Space or to a new Space please visit: <https://confluence.atlassian.com/display/CONF50/Moving+a+Page>

Confluence JIRA Issue Macro resulting in rendering error after the JIRA federation?

Confluence JIRA Issue macros that are configured using JIRA search result XML URL are affecting after the federation. You will see error msg like: "Error rendering macro 'jiraissues'". You can simply update the macro with the URL of the XML view of a JIRA search.

Confluence JIRA Issue Macro issue search not working after recent plugin upgrade?

Confluence JIRA Issue macros plugin is throwing "No Macro Metadata" error due to some dependency bug in the plugin. We are working on getting a fix for this, in the mean time the workaround for this is to simply create a hyperlink for the JIRA issue. Read here.. [How to insert text links](#)

Is it possible to have Anonymous Access for Confluence?

Unfortunately we can not enable anonymous access in confluence or any of the DevCloud applications.

But if you are looking to make your confluence space content public, that is making it accessible to all logged in confluence users, you can do so by just adding "confluence-users" group under groups section on space permissions page.

Note: Make sure to give the right permissions to confluence users. Just view access is required for the users to view the pages.

Groups

These are the permissions currently assigned to groups for this space.

	All	Pages		Blog		Comments		Attachments		Restrictions	Mail	Space	
	View	Add	Delete	Add	Delete	Add	Delete	Add	Delete	Add/Delete	Delete	Export	Admin
confluence-users	✔	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘

[Edit Permissions](#)

Is there a limit on the file size of Confluence attachments?

Yes, there is a file size limit of 10mb attachment on DevCloud instance of confluence. The max file size can not be increased as this is known to cause performance issue of the app.

Confluence should not be used as a file storage. For storing files please use GE libraries or ge.box.com and use the URL reference in your confluence page.

How much does Confluence cost?

Please find pricing for all build.GE (DevCloud) services here: <https://portal.devcloud.sw.ge.com/about-us/pricing/>