eRoom FAQ & Troubleshooting

FAQs

Specific

Which urls I need for the crawl?

The connector uses a specific eRoom url with a format like:

> http://<Server_Name>/eRoom/<Facility_Name>/TEST_EROOM

will crawl the complete eRoom named TEST_EROOM

eRoom Connector can crawl archived eRooms?

No, the eRoom Connector only crawl active eRooms in the server. In order to crawl the archived eRooms you need to restore it before.

General

Why does an incremental crawl last as long as a full crawl?

Some connectors perform incremental crawls based on snapshot entries, which are meant to match the exact documents that have been indexed by the connector to the search engine. On an incremental crawl, the connector fully crawls the repository the same way as a full crawl, but it only indexes the modified, new or deleted documents during that crawl.

For a discussion on crawling, see Full & Incremental Crawls.

Save your content source before creating or editing another one

Failing to save a content source before creating or editing another content source can result in an error.

```
ERROR [aspire]: Exception received attempting to get execute component command com.searchtechnologies.aspire.
services.AspireException: Unable to find content source
```

Save the initial content source before creating or working on another.

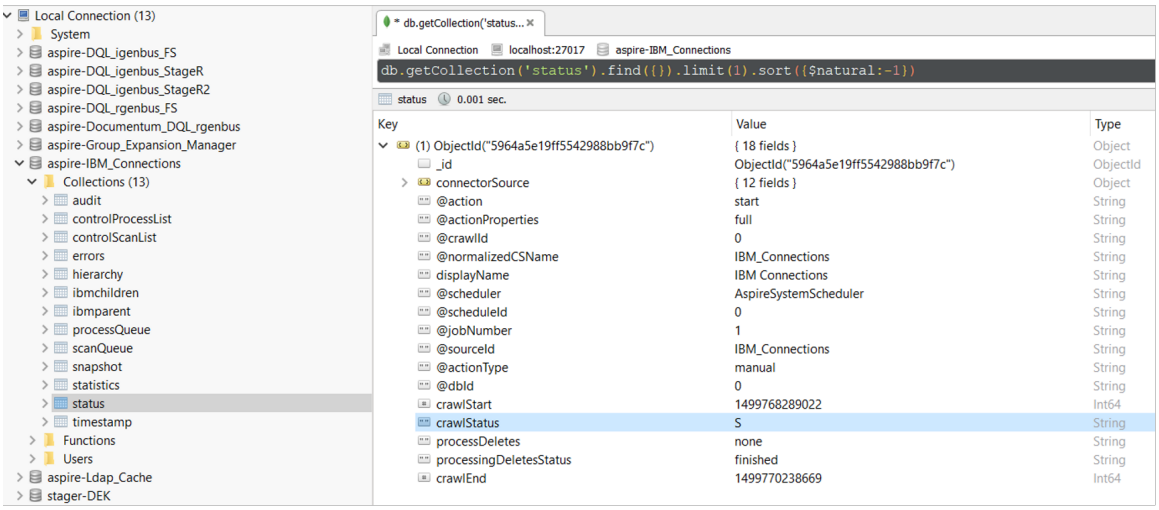
My connector keeps the same status "Running" and is not doing anything

After a crawl has finished, the connector status may not be updated correctly.

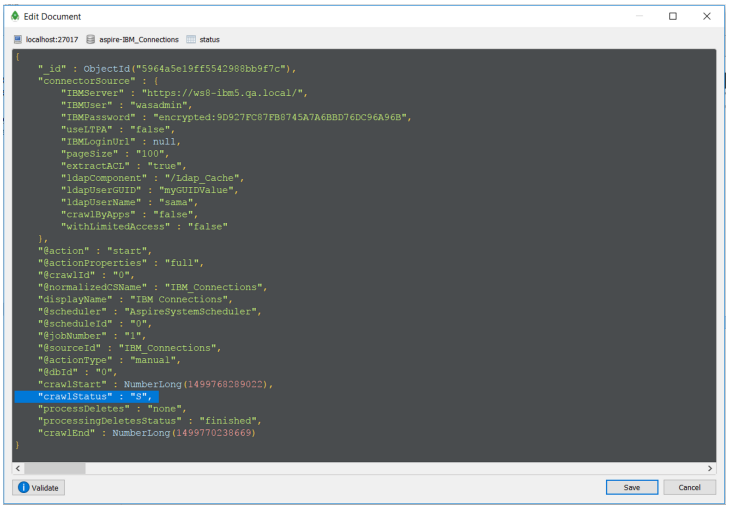
To confirm this, do the following:

1. In RoboMongo, go to your connector database (like: *aspire-nameOfYourConnector*).
2. Open the "Status" collection and perform the following query:

```
db.getCollection('status').find({}).limit(1).sort({$natural:-1})
```



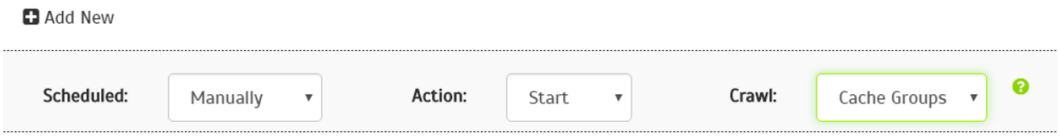
3, Edit the entry and set the status to "S" (Completed).



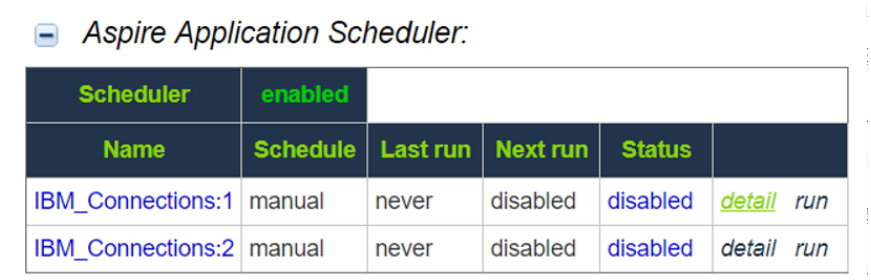
Note: *To see the full options of "Status" values, see* MongoDB Collection Status*.*

My connector is not providing group expansion results

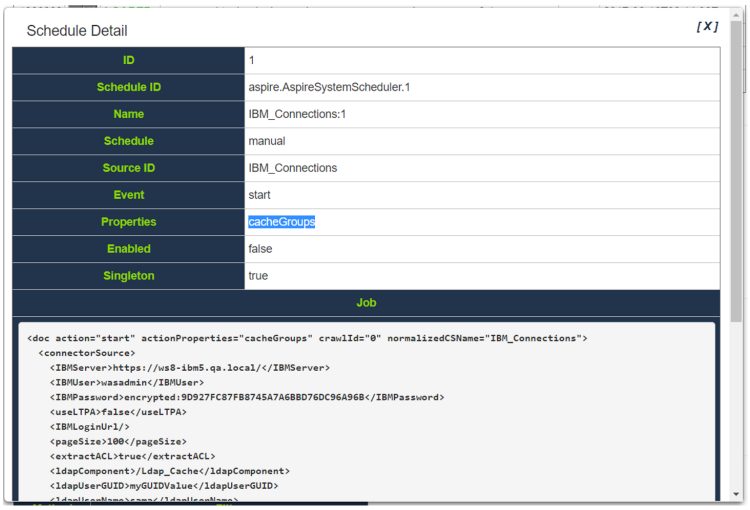
Make sure your connector has a manual scheduler configured for Group Expansion.



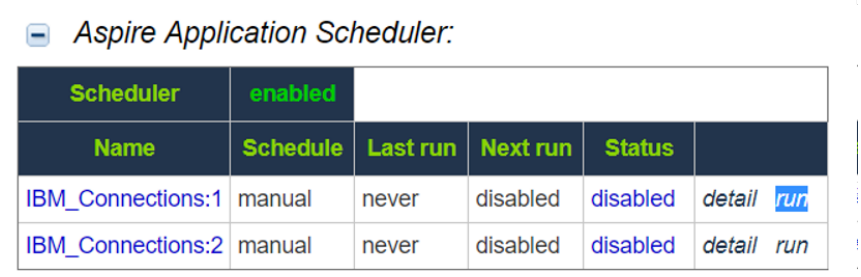
1, Go to the Aspire debug console, and look for the respective scheduler (in the fourth table: Aspire Application Scheduler).



2. If you are unsure which scheduler is for Group Expansion, you can check the Schedule Detail.
    - You can identify it with the value: cacheGroups



3.To run the Group Expansion process, click ***Run***.



Troubleshooting

No available troubleshooting at this moment