

OneDrive FAQ & Troubleshooting

FAQs

Specific

InvalidAuthenticationToken error

```
"error": {
  "code": "InvalidAuthenticationToken",
  "message": "Access token has expired."
}
```

This error happens when the Authentication Token has expired. This token lasts approximately 10 minutes, so the token has to be requested again.

InvalidAuthenticationToken error

```
"error": {
  "code": "InvalidAuthenticationToken",
  "message": "CompactToken parsing failed with error code: 80049217"
}
```

This error happens when the token used is invalid, ("Bearer"+space+token) this is the correct way to pass like a parameter the token.

Can not get delta token error

```
"error": {
  "code": "notSupported",
  "message": "view.delta can only be called on the root."
}
```

This error happens when try to call delta from a children folder. This can only be supported on the root folder.

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})
```

Key	Value	Type
(1) ObjectId("5964a5e19ff5542988bb9f7c")	{ 18 fields }	Object
_id	ObjectId("5964a5e19ff5542988bb9f7c")	ObjectId
connectorSource	{ 12 fields }	Object
@action	start	String
@actionProperties	full	String
@crawlId	0	String
@normalizedCSName	IBM_Connections	String
displayName	IBM Connections	String
@scheduler	AspireSystemScheduler	String
@scheduleId	0	String
@jobNumber	1	String
@sourceId	IBM_Connections	String
@actionType	manual	String
@dbId	0	String
crawlStart	1499768289022	Int64
crawlStatus	S	String
processDeletes	none	String
processingDeletesStatus	finished	String
crawlEnd	1499770238669	Int64

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

```
{
  "_id": ObjectId("5964a5e19ff5542988bb9f7c"),
  "connectorSource": {
    "IBMServer": "https://ws8-ibm5.qa.local/",
    "IBMUser": "wasadmin",
    "IBMPasswd": "encrypted:9D927FC87FB8745A7A68BD76DC96A96B",
    "useLDAP": "false",
    "IBMLoginUrl": null,
    "pageSize": "100",
    "extractACL": "true",
    "ldapComponent": "/Zdap_Cache",
    "ldapOverGUID": "myGUIDValue",
    "ldapUserName": "sams",
    "crawlByApps": "false",
    "withLimitedAccess": "false"
  },
  "@action": "start",
  "@actionProperties": "full",
  "@crawlId": "0",
  "@normalizedCSName": "IBM_Connections",
  "displayName": "IBM Connections",
  "@scheduler": "AspireSystemScheduler",
  "@scheduleId": "0",
  "@jobNumber": "1",
  "@sourceId": "IBM_Connections",
  "@actionType": "manual",
  "@dbId": "0",
  "crawlStart": NumberLong(1499768289022),
  "crawlStatus": "S",
  "processDeletes": "none",
  "processingDeletesStatus": "finished",
  "crawlEnd": NumberLong(1499770238669)
}
```

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.

Add New

Scheduled: Manually **Action:** Start **Crawl:** Cache Groups

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

Aspire Application Scheduler:

Scheduler	enabled				
Name	Schedule	Last run	Next run	Status	
IBM_Connections:1	manual	never	disabled	disabled	detail run
IBM_Connections:2	manual	never	disabled	disabled	detail run

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

Schedule Detail [X]

ID	1
Schedule ID	aspire.AspireSystemScheduler.1
Name	IBM_Connections:1
Schedule	manual
Source ID	IBM_Connections
Event	start
Properties	cacheGroups
Enabled	false
Singleton	true

Job


```
<doc action="start" actionProperties="cacheGroups" crawlId="0" normalizedCSName="IBM_Connections">
  <connectorSource>
    <IBMServer>https://us8-ibm5.qa.local/</IBMServer>
    <IBMUser>usadmin</IBMUser>
    <IBMPassword>encrypted:90927FC87FB8745A7A68BD76DC96A96B</IBMPassword>
    <useLTPA>false</useLTPA>
    <IBMLoginUrl>/
    <pageSize>100</pageSize>
    <extractACL>true</extractACL>
    <ldapComponent>/Ldap_Cache</ldapComponent>
    <ldapUserGUID>myGUIDValue</ldapUserGUID>
    <ldapResourceName>/</ldapResourceName>
  </connectorSource>
</doc>
```

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

Aspire Application Scheduler:

Scheduler	enabled				
Name	Schedule	Last run	Next run	Status	
IBM_Connections:1	manual	never	disabled	disabled	detail run
IBM_Connections:2	manual	never	disabled	disabled	detail run

Troubleshooting

 No available troubleshooting at this moment

Problem

Solution