


IBM Connections FAQ & Troubleshooting

FAQs

Specific

 No available questions at this moment

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.

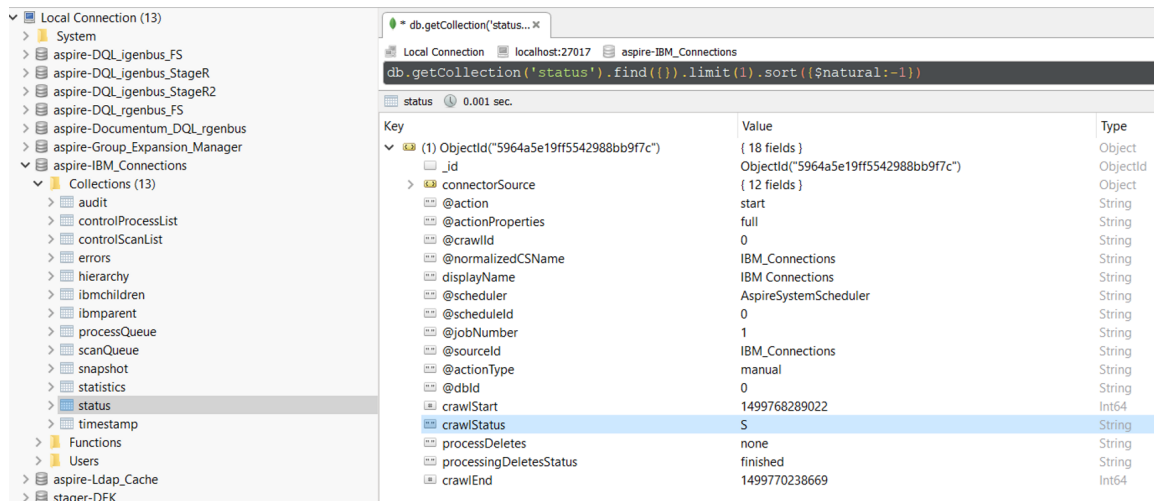
My connector keeps the same status "Running" and is not doing anything

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})
```



The screenshot shows the RoboMongo interface. On the left, the database structure is visible, with the 'status' collection selected under 'aspire-IBM_Connections'. The main panel displays the query `db.getCollection('status').find({}).limit(1).sort({$natural:-1})` and its results. The results table shows a single document with the following fields:

| 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).

```

Edit Document
localhost:27017 aspire-IBM_Connections status


{
  "_id" : ObjectId("5964a5e19ff5542988bb9f7c"),
  "connectorSource" : {
    "IBMServer" : "https://ws8-ibm5.qa.local/",
    "IBMUser" : "wasadmin",
    "IBMPassword" : "encrypted:90927FC87FB8745A7A68BD76DC96A96B",
    "useLTPA" : "false",
    "IBMLoginUrl" : null,
    "pageSize" : "100",
    "extractACL" : "true",
    "ldapComponent" : "/Ldap_Cache",
    "ldapServerUrl" : "myldapValue",
    "ldapUserName" : "sams",
    "crawlByApps" : "false",
    "withLimitedAccess" : "false"
  },
  "$action" : "start",
  "$actionProperties" : "full",
  "$crawlId" : "0",
  "$normalizedConnName" : "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

ID

Schedule ID

Name

Schedule

Source ID

Event

Properties

Enabled

Singleton

1

aspire.AspireSystemScheduler.1

IBM_Connections:1

manual

IBM_Connections

start

cacheGroups

false

true

Job

```
<doc actions="start" actionProperties="cacheGroups" crawlId="0" normalizedCSNames="IBM_Connections">
  <connectorSource>
    <IBMServer>https://vs8-ibm5.qa.local/</IBMServer>
    <IBMUser>vsadmin</IBMUser>
    <IBMPassword>encrypted:9D927FC87FB8745A7A688D76DC96A96B</IBMPassword>
    <uselTPA>false</uselTPA>
    <IBMLoginUrl/>
    <pageSize>100</pageSize>
    <extractACL>true</extractACL>
    <ldapComponent>/Ldap_Cache</ldapComponent>
    <ldapUserGUID>myGUIDValue</ldapUserGUID>
  </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