

RightNow FAQ & Troubleshooting

FAQs

Specific

How get WSDL file from URL?

The WSDL can be obtained from the following URL <http://example-custhelp.com/cgi-bin/interface.cfg/services/soap?wsdl=typed>

This URL will always return the latest version of the WSDL.

If a previous WSDL version is needed, it can be seen with the following URL [https://example-custhelp.com/cgi-bin/interface.cfg/services/soap?wsdl=typed_v\(version_number\)](https://example-custhelp.com/cgi-bin/interface.cfg/services/soap?wsdl=typed_v(version_number))

How generate source code from WSDL URL?

1. Download Axis2 from <http://axis.apache.org/axis2/java/core/download.cgi>
2. Decompress the file.
3. Open a console.
4. Go to the \bin folder of the uncompressed file.
5. Execute the command

```
wsdl2java -uri http://<domain>.custhelp.com/cgi-bin/<interface>.cfg/services/soap?wsdl -ns2p urn:wsdl.ws.
rightnow.com/v1=com.rightnow.ws.wsdl,urn:objects.ws.rightnow.com/v1=com.rightnow.ws.objects,urn:messages.
ws.rightnow.com/v1=com.rightnow.ws.messages,urn:common.ws.rightnow.com/v1=com.rightnow.ws.common -u -uw -
or
```

a. wsdl2java options:

- i. -uri: WSDL location
- ii. -ns2p: Set the namespace for each package in the notation of [namespace]=[package], could change between versions of Right Now, see [Right Now Getting Started \(Axis2\) - Creating the Ant Build File](#)
- iii. -u: Unpack databinding classes
- iv. -uw: Switch on un-wrapping
- v. -or: Overwrite files

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 MongoDB Compass interface. On the left, the 'Collections (13)' list includes 'status'. The main panel displays the document structure for the 'status' collection. The document is an Object with 18 fields. The 'crawlStatus' field is highlighted with a blue selection bar.

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).

The screenshot shows the 'Edit Document' window in MongoDB Compass. The document is being edited, and the 'crawlStatus' field is highlighted with a blue selection bar. The value of 'crawlStatus' is 'S'. The document structure is as follows:

```
{
  "_id": ObjectId("5964a5e19ff5542988bb9f7c"),
  "connectorSource": {
    "IMServer": "https://ws8-ibm5.qa.local/",
    "IMUser": "wasadmin",
    "IMPassword": "encrypted:90927FCB745A7A68BD76DC96A96B",
    "useLTPA": "false",
    "IMLoginUrl": null,
    "pageSize": "100",
    "extractACL": "true",
    "ldapComponent": "/Ldap_Cache",
    "ldapOid": "mayGUIDValue",
    "ldapPermissions": "read",
    "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.

The screenshot shows the 'Add New' connector configuration form. The 'Crawl' dropdown is highlighted with a green border and contains the value 'Cache Groups'. The 'Scheduled' dropdown is set to 'Manually' and the 'Action' dropdown is set to 'Start'.

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>
    <IBMPasswd>encrypted:90927FC87FB8745A7A68BD76DC96A96B</IBMPasswd>
    <useLTPA>false</useLTPA>
    <IBMLoginUrl>
    <pageSize>100</pageSize>
    <extractACL>true</extractACL>
    <ldapComponent>/Ldap_Cache</ldapComponent>
    <ldapUserGUID>myGUIDValue</ldapUserGUID>
    <ldapFilterName>name</ldapFilterName>
```

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

Problem

The connector is returning duplicated data.

Solution

Verify that multi-valued fields are not included on the Index Query.

To include them, Sub-Queries for those fields must be created.