

CIFS FAQ & Troubleshooting

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FAQs

Specific

Crawls used to work, but now fail with "The parameter is incorrect" exceptions

Check if the following stack trace is on your component logs:

```
com.searchtechnologies.aspire.services.AspireException: Couldn't extract subFiles from url: smb://url/.
Detailed exception: jcifs.smb.SmbException: The parameter is incorrect.
    at com.searchtechnologies.aspire.components.CIFSSourceInfo.scan(CIFSSourceInfo.java:228)
    at com.searchtechnologies.aspire.scanner.AbstractScanner.scanDirectory(AbstractScanner.java:451)
    at com.searchtechnologies.aspire.scanner.AbstractScanner.scanProcess(AbstractScanner.java:320)
    at com.searchtechnologies.aspire.scanner.AbstractScanner.process(AbstractScanner.java:117)
    at com.searchtechnologies.aspire.application.JobHandlerImpl.runNested(JobHandlerImpl.java:141)
    at com.searchtechnologies.aspire.application.PipelineManagerImpl.process(PipelineManagerImpl.java:
204)
    at com.searchtechnologies.aspire.application.JobHandlerImpl.processLocalJobRoute(JobHandlerImpl.java:
374)
    at com.searchtechnologies.aspire.application.JobHandlerImpl.runNested(JobHandlerImpl.java:291)
    at com.searchtechnologies.aspire.application.JobHandlerImpl.run(JobHandlerImpl.java:75)
    at java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecutor.java:886)
    at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:908)
    at java.lang.Thread.run(Thread.java:662)
Caused by: jcifs.smb.SmbException: The parameter is incorrect.
    at jcifs.smb.SmbTransport.checkStatus(SmbTransport.java:561)
    at jcifs.smb.SmbTransport.send(SmbTransport.java:638)
    at jcifs.smb.SmbSession.send(SmbSession.java:238)
    at jcifs.smb.SmbTree.send(SmbTree.java:119)
    at jcifs.smb.SmbFile.send(SmbFile.java:775)
    at jcifs.smb.SmbFile.doFindFirstNext(SmbFile.java:1986)
    at jcifs.smb.SmbFile.doEnum(SmbFile.java:1738)
    at jcifs.smb.SmbFile.list(SmbFile.java:1709)
    at jcifs.smb.SmbFile.list(SmbFile.java:1606)
    at com.searchtechnologies.aspire.components.CIFSSourceInfo.scan(CIFSSourceInfo.java:215)
    ... 11 more
```



This usually means that the target share was restarted (mounted/unmounted). The underlying connection is cached by the Java Virtual Machine, so a simple restart of Aspire will solve the issue.

Can the CIFS Connector process archive files?

Yes, the CIFS Connector can process archive files so that the individual files in the archive are able to be published. For more information, see [Archive files processing](#).

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.accenture.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 Robo 3T (formerly 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})
```

Local Connection (13)

- System
 - aspire-DQL_igenbus_FS
 - aspire-DQL_igenbus_StageR
 - aspire-DQL_igenbus_StageR2
 - aspire-DQL_igenbus_FS
 - aspire-Documentum_DQL_igenbus
 - aspire-Group_Expansion_Manager
 - aspire-IBM_Connections
 - Collections (13)
 - audit
 - controlProcessList
 - controlScanList
 - errors
 - hierarchy
 - ibmchildren
 - ibmparent
 - processQueue
 - scanQueue
 - snapshot
 - statistics
 - status
 - timestamp
 - Functions
 - Users
 - aspire-Ldap_Cache
 - stager-DEK

db.getCollection('status... x

Local Connection localhost:27017 aspire-IBM_Connections

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

status 0.001 sec.

Key	Value	Type
(1) ObjectId("5964a5e19f5542988bb9f7c")	{ 18 fields }	Object
id	ObjectId("5964a5e19f5542988bb9f7c")	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
@dbName	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" : {
    "IMServer" : "https://ws0-ibm5.qa.local/",
    "IMUser" : "wasadmin",
    "IMPassword" : "encrypted:9D927FC87FB745A7A6BB076DC96A96B",
    "useITPA" : "false",
    "IMLoginUrl" : null,
    "pageSize" : "100",
    "extractACL" : "true",
    "ldapComponent" : "/Ldap_Cache",
    "ldapDesGUID" : "myGUIDValue",
    "ldapUserName" : "sama",
    "crawlByApps" : "false",
    "withLimitedAccess" : "false"
  },
  "Action" : "start",
  "ActionProperties" : "full",
  "ScrawlId" : "0",
  "NormalizedDSName" : "IBM_Connections",
  "displayName" : "IBM_Connections",
  "Scheduler" : "AspireSystemScheduler",
  "ScheduleId" : "0",
  "JobNumber" : "1",
  "SourceId" : "IBM_Connections",
  "ActionType" : "manual",
  "SdbId" : "0",
  "crawlStart" : NumberLong(1499768289022),
  "crawlStatus" : "csg",
  "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	
licenseCheck	0 0 0 * * ?	never	2019-10-03T06:00:00Z		detail run disable
Lotus:1	manual	never	disabled	disabled	detail run
Lotus: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	2
Schedule ID	aspire.AspireSystemScheduler.2
Name	Lotus:1
Schedule	manual
Source ID	Lotus
Event	start
Properties	cacheGroups
Enabled	false
Singleton	true

Job

```

<doc action="start" actionProperties="cacheGroups" normalizedCSName="Lotus">
  <connectorSource>
    <url>localhost</url>
    <user>admin</user>
    <password>encrypted:CBF42CA1909FAE373BF076AAD8D942DD</password>
  </includeDBs>
    <database database="database.nsf"/>
  </includeDBs>
    <pageSize>1000</pageSize>
    <indexFailDBs>false</indexFailDBs>
    <indexContainers>false</indexContainers>
    <scanRecursively>true</scanRecursively>
    <scanExcludedItems>false</scanExcludedItems>
  </includes>
</doc>

```

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

Aspire Application Scheduler:

Scheduler	enabled				
Name	Schedule	Last run	Next run	Status	
licenseCheck	0 0 0 * * ?	never	2019-10-03T06:00:00Z		detail run disable
Lotus:1	manual	never	disabled	disabled	detail run
Lotus:2	manual	never	disabled	disabled	detail run

Known Issues

Microsoft recommends deactivating SMB1 from Windows servers

Problem

Due to a security issue observed with the protocol, Microsoft has [recommended deactivating SMB1](#) from Windows servers.

This affects the CIFS component, which uses the [JCIFS library](#) to communicate with a file share. The JCIFS library only supports the [SMB1 protocol](#); it does not support the SMB2 or SMB3 protocols currently. As a result, the CIFS component may be unable to communicate to a Windows file share (using protocol SMB2 or SMB3).

Solution

We are working on finding a solution for this scenario (SMB1 deactivated).