

SharePoint 2016 Connector FAQ and Troubleshooting

FAQs

Specific

Is incremental indexing supported by the connector?

Yes. At the moment, this is done by accessing SharePoint 2016 changes database directly, so after a full scan the connector will only fetch objects that changes in a given date range (since the last scan and the current scan).

SharePoint 2016 doesn't keep track of item updates/deletes for BCS external list items on it's change log. To be able to check for changes on BCS external lists, all external list items are crawled and checked against the information on the current snapshot file. If any of those items has any changes, then it is sent to the pipeline to be updated or deleted.

For a discussion on crawling, see [here](#).

Why do I need to set up permissions at Web Application level?

Those permissions ("Full Read") are required so the connector can fetch additional information from site collections. This information is required for incremental indexing.

If setting permissions at Web Application level is not suitable to your environment, consider setting site collection administrator rights to the crawler account on each site collection you want to crawl. (This will work without Web App permissions, but has to be set on every site collection.)

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("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:9D927FC87FB0745A7A68BD76DC9A96B",
    "useLTPA": "false",
    "IBMLoginUrl": null,
    "pageSize": "1000",
    "extractACL": "true",
    "ldapComponent": "/ldap_cache",
    "ldapUserGUID": "myGUIDValue",
    "ldapUserName": "sama",
    "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)
}

```

Validate

Save

Cancel

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/un1</url>
    <user>admin</user>
    <password>encrypted:CBF42CA1909FAE373BF876AAD8D942DD</password>
  </connectorSource>
  <includeDBs>
    <database database="database.nsf"/>
  </includeDBs>
  <pageSize>1000</pageSize>
  <indexFailDBs>false</indexFailDBs>
  <indexContainers>false</indexContainers>
  <scanRecursively>true</scanRecursively>
  <scanExcludedItems>false</scanExcludedItems>
</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

Troubleshooting