Socialcast FAQ & Troubleshooting

FAQs

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.

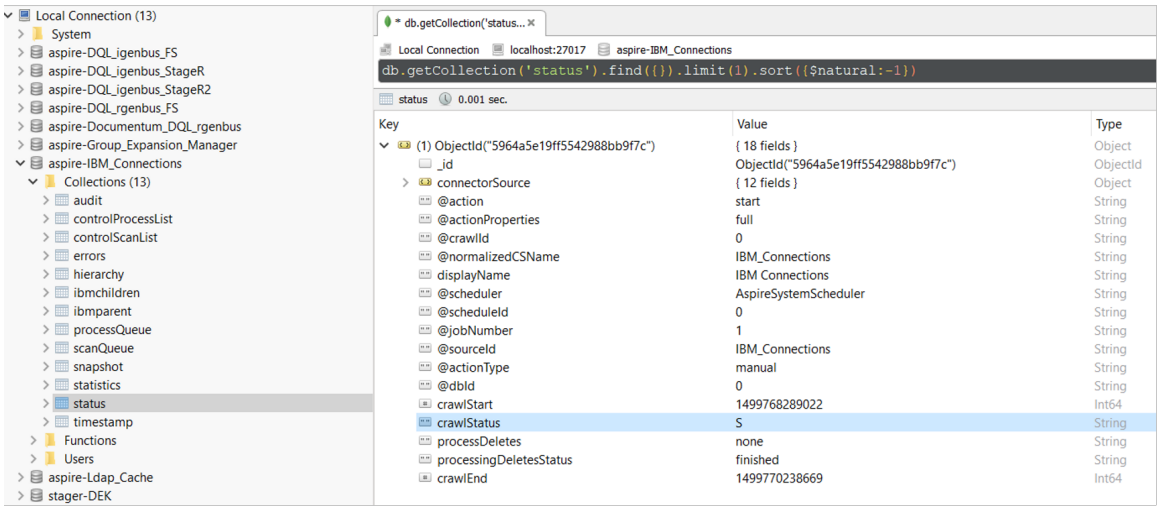
My connector keeps the same status "Running" and is not doing anything

After a crawl has finished, the connector status may not be updated correctly.

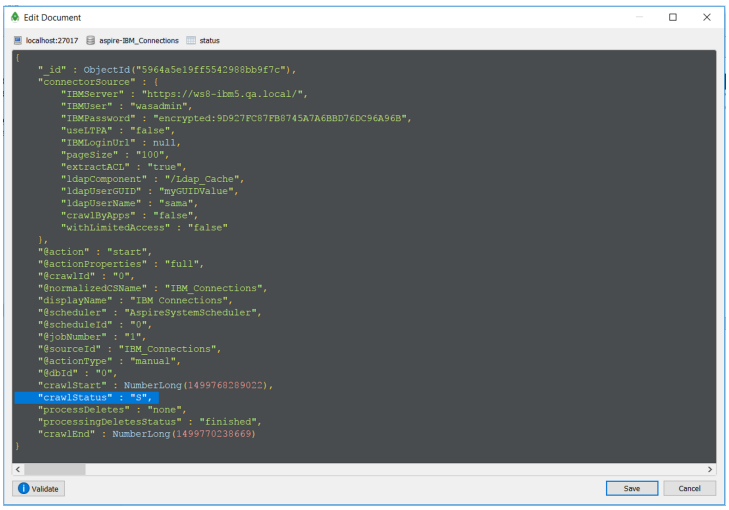
To confirm this, do the following:

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})
```



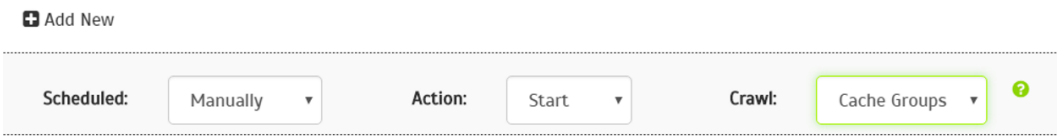
3, Edit the entry and set the status to "S" (Completed).



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.



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:CBF42CA1909FAE373BF076AADBD942DD</password>
    <includeDBs>
      <database database="database.nsf"/>
    </includeDBs>
    <pageSize>1000</pageSize>
    <indexMailDbs>false</indexMailDbs>
    <indexContainers>false</indexContainers>
    <scanRecursively>true</scanRecursively>
    <scanExcludedItems>false</scanExcludedItems>
    <includes/>
    <excludes/>
```


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*