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AppleSearch 1.5 Administrator Guide: Troubleshooting (1/95)

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TOPIC -----

This article describes potential problems you may encounter while setting up or maintaining your AppleSearch server, it tells you the probable cause for each problem, and offers likely solutions.

If you can read the server log, check there first for detailed status and troubleshooting messages. For descriptions of messages that may appear in the log, and suggestions for resolving the problems they indicate, see "Using the Server Log" in Chapter 2 of the AppleSearch Administrator's Guide.

For descriptions of and solutions for problems related to AppleSearch reporters and updates, see Appendix B, "Troubleshooting," in the AppleSearch User's Guide.

DISCUSSION -----

Problems Opening the AppleSearch Server Program

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- A server message indicates that the application is already running when it is not.

You tried to open a copy of the AppleSearch Server program when another copy was already running. You cannot have two copies of AppleSearch Server running on the same computer.

Use the copy of AppleSearch that is already running. If that does not work, restart your server computer.

- When you start AppleSearch Server, a warning message appears that reads as follows: "Some system resources are not set to optimal values for the AppleSearch Server. To reset the values of these resources, reinstall the server software using the AppleSearch Server Installer."

AppleSearch modifies the PPC (Program-to-Program Communications) tuning resource in the System file during the AppleSearch installation process. If you have not run the AppleSearch Installer, or you installed operating system software after installing AppleSearch, then the alert message appears.

Re-install the AppleSearch software by using the AppleSearch Installer program.

- Users whose log-on name exceeds 30 characters are unable to log on to the AppleSearch Server.

The PPC browser, which asks users to select an AppleSearch server, does not accept more than 30 characters. Change the user's log-on name so that it does not exceed 30 characters. Notify the user of his or her new user ID and have the user try logging on to the server again.

- AppleSearch Server unexpectedly quits or crashes.

Restart the server machine.

Problems Using or Adding Information Sources

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No Matches After Conducting a Search

The user does not get any article matches after conducting a search on a particular information source.

- The user has See Folders privileges but does not have See Files privileges.

If you're using AppleShare, open the Access Information window and click the See Files checkbox so that a checkmark appears in it. If you're using file sharing, select the folder that is designated as the information source; then choose Sharing from the File menu to assign the correct access privileges for that user.

- There are no documents in the information source that answer the user's search request.

Add documents to that information source that answer the user's search request, direct the user to another information source that answers the user's search request, or advise the user to rephrase the search request to provide greater potential for article matches.

- The local information source contains document formats for which there are no corresponding XTND translators.

Examine the AppleSearch server log to identify the troublesome document; then refer to Appendix A of the AppleShare Administrator's Guide to

determine whether an XTND translator that supports each document's format came with AppleSearch. If an XTND translator is not present for that particular document format, contact the developer of the application, or a developer of XTND translators, to see if one is available and where you might purchase it.

- The information source has been added but not yet indexed.

Open the Information Sources window, select the information source whose content cannot be accessed, and click the Index button; or inform the user to wait and try the search again after the next scheduled indexing procedure is performed.

Foreign-Language Characters Do Not Yield Results

Searches made for or using foreign-language characters do not yield the expected results.

The user typed a search request using non-English characters, or searched an information source that contained non-English characters. AppleSearch currently supports the U.S. English character set, with some character-mapping exceptions. These exceptions allow the AppleSearch Server program to provide limited recognition of accented characters and double characters (ligatures). Accented characters are mapped to the corresponding U.S. English characters; for example, é is recognized by AppleSearch as e, so the French élève is recognized by AppleSearch as eleve; å is recognized by AppleSearch as a. Double characters (ligatures) are mapped to the first character; for example, Æ is recognized as A.

Explain to users what exceptions AppleSearch allows in supporting non-English characters. In some cases the user may get slightly more information than requested because of the diacritical marks, but the information returned will still answer the search request.

Information Source Does Not Open

AppleSearch does not let an information source to be opened.

The AppleSearch Server program does not have enough memory to open the specified information source. The AppleSearch Server program has a default value of 3500K allocated to it. The recommended memory allocation is 4000K, which is typically sufficient to support ten information sources. The application requires 100K for each information source beyond ten.

Quit AppleSearch Server by choosing Quit from the File menu. Then select the AppleSearch Server program icon from the Finder and choose Get Info from the File menu. In the Preferred Size box, enter the value that meets your needs.

Server Is Not In "Select an AppleSearch server" Dialog Box

An AppleSearch server does not show up in the user's "Select an AppleSearch server" dialog box.

- Program linking is not enabled on the server.

Open the Sharing Setup control panel on the AppleSearch server and click the Start button under Program Linking.

- The AppleSearch Server program is not running.

Start the AppleSearch Server program.

- The user is running a version of the AppleSearch Client program that is not compatible with the installed version of the AppleSearch Server program.

Upgrade the AppleSearch Client program on the user's computer.

Problems Establishing Information Sources (Sharing Volumes or Folders)

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Status Information in Information Source Window is Zero (0) K

The status information displayed in the Information Sources window when a source is selected indicates zero (0) K of text.

- The information source has not yet been indexed.

Open the AppleSearch Information Sources window, select the information source whose text size does not show up in the status information, and click the Index button; or check the status information after the next scheduled indexing time. The text of an article can be generated and therefore show up in the information source status only after its information source has been indexed.

- The information source contains document formats for which there are no corresponding XTND translators.

Confirm that XTND translators are present in your Claris Translators folder for each of the document formats present in the specified information source. Open the AppleSearch folder (found in the Preferences folder inside your System Folder) to confirm that it contains the MacLinkPlus/AppleSearch Trans1 file. This file contains a basic set of XTND translators for many document formats. The supported document formats are listed in Appendix A or the AppleSearch Administrator's Guide. If you have purchased other XTND translators, check the documentation that came with them for a list of supported document formats. If the troublesome information source contains a document format for which no XTND translator is present, you need to purchase the corresponding translator.

Status Information For an Information Source is Zero (0) Documents

The status information for a particular information source indicates zero 0 documents.

- The specified information source does not contain any documents.

Add any documents to the information source that you want to be available to AppleSearch users. Also, make sure that an XTND translator is present for each document format you add to the information source.

- No XTND translator is present for any of the existing document formats in the information source.

Check the AppleSearch server log to identify the documents that were not indexed. Then purchase and install an XTND translator for each document format that didn't get indexed.

- The MacLinkPlus/AppleSearch Transl file is not present.

Open the AppleSearch folder (found in the Preferences folder inside your System Folder) to confirm that it contains the MacLinkPlus/AppleSearch Transl file. If the file is absent, re-install the AppleSearch server software.

Indexing Takes a Long Time

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- The corresponding information source probably contains many documents, or documents containing graphics and detailed formatting instructions. For each information source, indexing typically takes 10 to 20 MB per hour.

Choose Preferences from the Server menu and schedule indexing to occur when you expect search traffic to be light.

- The processing power of your particular server is insufficient for the speed you require.

Upgrade your server. For help, contact your authorized Apple dealer.

- An AppleSearch reporter is conducting a search at the same time that the information source is being indexed. Concurrent indexing and searching reduce server performance, resulting in both functions' operating at slower speeds than usual.

Do nothing. Indexing will continue, but not as quickly as it would if no searches were taking place. If a user scheduled a reporter to conduct a search at the same time that you scheduled indexing, you might want to check the reporter list to identify the user who scheduled the reporter. Advise the user to schedule the reporter to conduct searches after the scheduled indexing procedure is complete.

Some Matched Words in an Article Are Not Highlighted

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Users report that when they conduct a wildcard search, only some of the matched words are highlighted in the article viewing window.

The maximum number of distinct search words that can be highlighted has been reached. Only 50 distinct search words in each information source can be highlighted. However, each distinct word may appear highlighted any number of times.

Tell the user that his or her search request found more than 50 distinct search words. The user should modify the search request, avoiding the wildcard (*) character so that only 50 words or fewer are available for highlighting.

Problems Setting Up Users and Groups

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AppleSearch users cannot log on to the AppleSearch server

- File sharing is not active or AppleShare is not running.

Activate file sharing or start AppleShare. See Appendix C of the AppleSearch Administrator's Guide for more information, or see the AppleShare Administrator's Guide or the Macintosh User's Guide or Macintosh Reference manual that came with your computer.

- The user name is refused.

Open the Users & Groups control panel or the AppleShare Admin program and confirm that the names of registered users and groups are entered correctly. See Appendix C of the AppleSearch Administrator's Guide for more information, or see your Macintosh User's Guide, Macintosh Reference, or AppleShare Administrator's Guide.

Activate program linking for the user. See Appendix C of AppleSearch Administrator's Guide. For more detailed information see your AppleShare Administrator's Guide or the Macintosh User's Guide or Macintosh Reference that came with your computer.

An AppleSearch user cannot log on to the AppleSearch server as a guest

Guest access was not specified.

For AppleShare, open the Any User icon and click Login Enabled to activate this option.

For Macintosh file sharing, open the Users & Groups control panel and create a guest user. Open the Guest User window and click "Allow guests to connect" to activate this option. In addition, click "Allow guests to link to programs on this Macintosh" to activate this option.

Refer to Appendix C of AppleSearch Administrator's Guide for more information.

WAIS Databases Do Not Appear

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- The WAIS Gateway file is missing from the AppleSearch folder in the Preferences folder (inside the System Folder).

Quit the AppleSearch Server program, drag the WAIS Gateway file from the AppleSearch Server installation disk to the AppleSearch folder in the Preferences folder (inside the System Folder) to copy it there, and then restart your server and AppleSearch Server program. (Simply dragging this file to the System Folder will not put the file into the correct folder.)

- The physical connection to the Internet is malfunctioning.

Check with your network support professionals.

- The TCP/IP software is not installed or is configured incorrectly.

Ensure that you have the MacTCP software and that it is installed correctly. With the Macintosh Operating System, you must have MacTCP version 2.0.6 or greater.

IMPORTANT: If you are running A/UX, you must use the version of MacTCP that shipped with your system. Do not replace it with another version, even though that version may seem newer.

Ensure that you know the correct values for your Internet address, your Internet gateway address, your domain name server address, and your subnet mask (if any).

Check the configuration information in the MacTCP and MacTCP Admin control panels.

If you are using A/UX, ensure that you are running a kernel configured for Berkeley networking (BNET) services, and check the configuration information in the following files:

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/etc/inittab
/etc/HOSTNAME
/etc/hosts
/etc/NETADDRS
/etc/rc
/etc/resolv.conf
/etc/SYSNAME
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Support Information Services

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