



Troubleshooting Search Results

ISSUE

When search function within Claromentis isn't returning expected desired result here are few steps to check.

1. Check System Status

Navigate to `Admin / System` and scroll to check System Status to make sure Indexing/Searching Service is Running.

There are various reasons that may have caused the Indexing/Searching Service Error. Please [submit a support ticket](#) so that we can help you further.

System Status

License OK

Indexing/Searching Service Error!

Documents converter service Not Running

Heartbeat monitor OK

2. Check Indexing Status

Navigate to `Admin / Search` and check how many requests are still in the queue, requests in the queue

means that there are objects within claromentis that are still being processed.

Some of the new objects such as document or pages may not yet appear in the search result.

The screenshot shows a search interface with the following elements:

- Status:** A red error message: "Error! Connection timed out after 2032 milliseconds".
- Requests in queue:** A counter showing "41118" and a button labeled "Index now".
- Indexing instruction:** "Index as much as possible within 15 seconds".
- Reindex data:** A link labeled "Reindex...".

3. Reindexing

Reindexing means deleting your current search database and recreate a new one, this is only needed if there is corruption in the search database and we have to force the system to recreate the indexing database.

Reindexing your data needs careful consideration and planning as your store size can vary the time it takes to complete.

If you wish to clear all your indexes then select 'Recreate the index and all mappings'. This will delete all indexes from the database so that the entire system would then need reindexing.

If you wish to reindex a specific application then select the appropriate option and press 'Start'.

Once you receive a message saying that reindexing is in progress, navigate to the Indexing Service page to monitor progress.

The screenshot shows the "Reindexing" configuration page with the following details:

- Section:** Reindexing
- Instruction:** Select areas to reindex
- Warning:** A red box contains the text "Warning: Be careful with this feature".
- Option:** A checkbox labeled "Recreate the index and all mappings" is currently unchecked.
- Buttons:** "Check all" (checked) and "Uncheck all" (unchecked).
- Table:** A table with 11 rows, each representing a data type and its reindexing options.

Area	Recreate mapping	Reindex
Document	<input type="checkbox"/>	<input type="checkbox"/>
Folder	<input type="checkbox"/>	<input type="checkbox"/>
User	<input type="checkbox"/>	<input type="checkbox"/>
News	<input type="checkbox"/>	<input type="checkbox"/>
Blog	<input type="checkbox"/>	<input type="checkbox"/>
Forum_message	<input type="checkbox"/>	<input type="checkbox"/>
IC_issue	<input type="checkbox"/>	<input type="checkbox"/>
IC_project	<input type="checkbox"/>	<input type="checkbox"/>
Lms_course	<input type="checkbox"/>	<input type="checkbox"/>
Lms_module	<input type="checkbox"/>	<input type="checkbox"/>
Policy	<input type="checkbox"/>	<input type="checkbox"/>

Created on 8 November 2019 by [Michael Christian](#)

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