



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.

Status Error! Connection timed out after 2032 milliseconds

Requests in queue 41118 Index now

Index as much as possible within 15 seconds

Reindex data [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.

Reindexing

Select areas to reindex

Warning: Be careful with this feature

Recreate the index and all mappings

✔ Check all ☐ Uncheck all

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

Last modified on 6 December 2023 by Hannah Door

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