

Troubleshooting Search

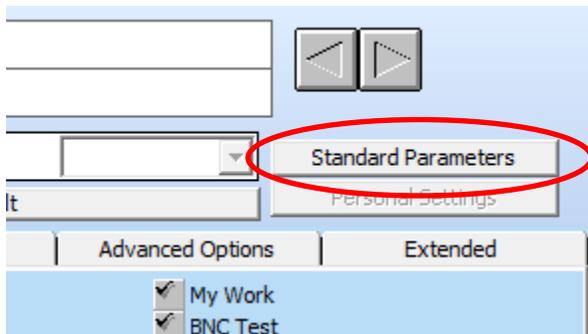
If users enters search parameters and see an * character in the List Window it indicates that no results were found. There are several possible reasons for this. This document will discuss the most common causes and possible solutions. If you run through these options and it does not solve your issue, call the ENPS helpdesk at 1-866-ENPS-911 for more help.

The most common reason is improper search parameters set on a user's workstation. Users should adjust their Search terms or try other searches. It may also be possible that they are not searching in the correct location for the desired items. Remember that works-in-progress and archived materials are often two different searches.

To reset the search parameters to the default settings, double click on the search parameters icon in the left corner of the search window.



You can also open the search window and click on "Standard Parameters" to reset the search back to the standard settings.



If multiple users are not getting Search results or if they receive an error message indicating the server is unavailable, there are some troubleshooting steps you can take to confirm that the searching process is configured properly:

If your ENPS server is running Windows Server 2003:

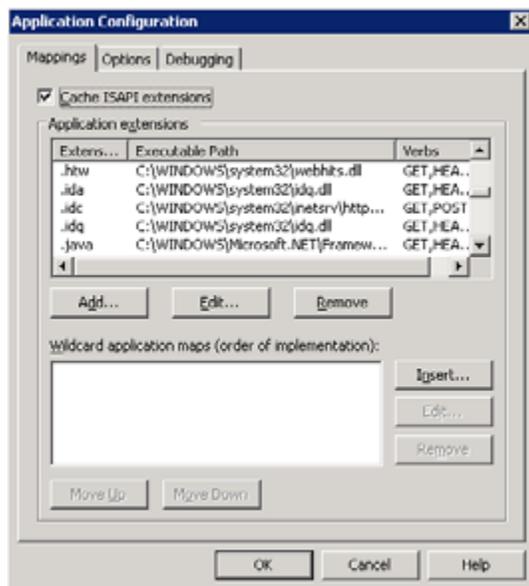
1. Open Computer Management on the Primary Server. Expand Services and Applications then select Indexing Service. Check the Status column for ENPSWork to make sure it says "Started." If it is not running right-click ENPSWork and select **All Tasks** → **Start**. Check to see if users can receive Search results.

Catalog	Location	Size (Mb)	Total Docs	Docs to Index	Deferred for Indexing	Word Lists	Saved Indexes	Status
E:\ENPS...	E:\ENPS...	175	62111	0	0	2	6	Started

- Click Directories under ENPSWork and verify that the correct folders are being indexed. These folders should include the drive letters that corresponds to the root folders of your Wires and Archives drives and the folder on the ENPS WORK drive with the name of your site's Primary Server.

Directory	Alias	Include in Catalog
g:\		Yes
f:\wdctenpsrc01\		Yes
h:\		Yes

- Expand Services and Applications and select **Internet Information Services (IIS) Manager** → **Web Sites**. Right-click on the ENPS Web website and select Properties. Select the **Home Directory** tab and click the *Configuration* button.



You will see a list of Application Mappings. If the extensions .ida, .htw and .idq are not listed you will need to add them to the list.

To add Application Mappings:

- Click *Add*
- Click the *Browse* button next to the **Executable:** box and navigate to c:\windows\system32\.
Select the following .dll following for the corresponding extension:
 - .ida - idq.dll
 - .idq - idq.dll
 - .htw - webhits.dll
 - .idc - \inetrv\httpodbc.dll

- c. For **Extension**, type in *.idq*.
- d. Under the **Verbs** section, choose the radio button **Limit to:** and type in *GET,HEAD,POST*.
- e. Click *OK*.

4. Select **Internet Information Services** → **Web Service Extensions**. There should be an entry for Indexing Service and it should be set to Allowed.

Web Service Extension	Status
All Unknown CGI Extensions	Prohibited
All Unknown ISAPI Extensions	Prohibited
Active Server Pages	Allowed
ASP.NET v1.1.4322	Allowed
ASP.NET v2.0.50727	Allowed
ASP.NET v4.0.30319	Allowed
Indexing Service	Allowed
Internet Data Connector	Prohibited
Server Side Includes	Prohibited
WebDAV	Prohibited

If you cannot find this entry complete the following steps:

- a. Right-click Web Service Extensions and click Add a new Web service extension.
- b. In the Extension name textbox enter Indexing Service.
- c. Click Add and select the following files:

C : \WINDOWS\SYSTEM32\IDQ . DLL
C : \WINDOWS\SYSTEM32\WEBHITS . DLL

- d. Select the Set extension status to *Allowed* checkbox.

5. If searching is still not functioning properly, you may wish to reindex your server. Before making that decision, please read the section on “Reindexing Your Server” at the end of this document.

Windows Server 2008:

1. Open Computer Management (not Server Manager) on the Primary Server. Expand Services and Applications then select Indexing Service. Check the Status column for ENPSWork to make sure it says “Started.” If it is not running right-click ENPSWork and select All Tasks → Start. Check to see if users can receive Search results.

Catalog	Location	Size (Mb)	Total Docs	Docs to Index	Deferred for Indexing	Word Lists	Saved Indexes	Status
ENPS...	E:\ENPS...	175	62111	0	0	2	6	Started

2. Click Directories under ENPSWork and verify that the correct folders are being indexed. These folders should include the drive letters that corresponds to the root folders of your Wires and Archives drives and the folder on the ENPS WORK drive with the name of your site’s Primary Server.

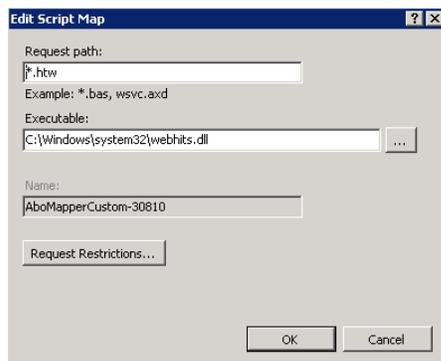
Directory	Alias	Include in Catalog
g:\		Yes
f:\wdctenpsrc01\		Yes
h:\		Yes

3. Open Server Manager. Navigate to Roles -> Web Server (IIS) -> Internet Information Services (IIS) Manager. In the right-hand pane, expand the menu under “Start Page” – it should be your server’s name. Then expand Sites until you see “ENPS Web”. Single left-click on ENPS Web and double-click on “Handler Mappings” in the right-hand pane (under the IIS section). You should see 3 mappings similar to below:

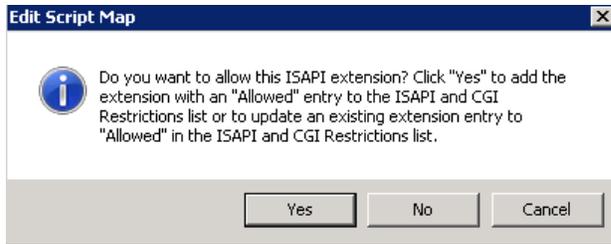
Request Path	Extension	Enabled	Request Restrictions	Module Name
AboMapperCustom-30810	*.htw	Enabled	Unspecified	System.Web.HttpOutputCache
AboMapperCustom-30811	*.ida	Enabled	File	IsapiModule
AboMapperCustom-30812	*.idq	Enabled	File	IsapiModule

If those options are not present, you will have to add them by performing the following steps:

1. On the right-hand side of the Handler Mappings screen, click the “Add Script Map..” option. A screen similar to this should appear:



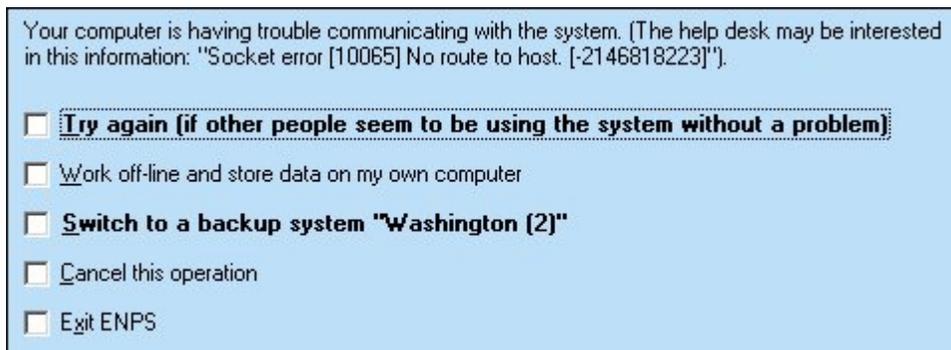
2. Enter the request path so that it matches the image above (*.htw, *.ida, *.idq).
3. For the executable, navigate to the following files (usually listed in the C:\windows\system32 directory):
 - a. .ida - idq.dll
 - b. .idq - idq.dll
 - c. .htw - webhits.dll
4. The Name field is not overly important but can be set to the same Names as listed in the image above.
5. Click the “Request Restrictions” button. On the “Verbs” tab, select the “one of the following verbs” option and type in GET,HEAD,POST.
6. After clicking OK, another screen may appear asking if you’d like to allow this extension. Select “Yes”.



4. If searching is still not functioning properly, you may wish to reindex your server as described below.

Reindexing Your Server

In some cases, reindexing your server – a process that deletes your content index and allows it to recreate gradually – may be required to resolve searching issues. Note that you may choose to perform a reindex *before* performing the steps listed above, but that it does not always guarantee a resolution. Also be aware that, depending on the amount of data on your server, the re-indexing process can take as long as 24 hours (usually less on newer servers). If your users would prefer to still search during that time, you will need to move them to the Buddy Server. Otherwise, users can stay on the server as the reindex is happening – it should not affect performance. Users will not be able to search or will have limited search capabilities until it is done. Keep in mind that moving users to the Buddy server involves ensuring an accurate, synced dataset with the Primary, as well as being able to use your MOS devices while on the Buddy server. Take this into consideration before utilizing the reindex option. To move users to the Buddy Server: In the NOM select Window → NOM Configuration/Status. Select the Block Primary Access checkbox. Users will see the window below notifying them that the Primary Server is unavailable:



Users should select the option Switch to a backup system.

6. Run \NOMINDEXDEL.EXE on the ENPS WORK drive. Once you click OK on the confirmation screen the application will start re-indexing the server. To check the status of the re-indexing open Computer Management and select Indexing Service. You should see the number underneath “Total Docs” change to 0 and the number underneath “Docs to Index” should gradually increase and then begin to decrease. When the number underneath “Docs to Index” reaches 0, the indexing process is done.

Catalog	Location	Size (Mb)	Total Docs	Docs to Index	Deferred for Indexing	Word Lists	Saved Indexes	Status
ENPS...	E:\ENPS...	175	62153	0	0	6	7	Started

If you run INDEXDEL.exe and the ENPSWork catalog does not empty (Total Docs goes to 0), complete the following steps:

- a. Open a command prompt and run REGEDIT.

b. Navigate to `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\ContentIndex`

c. Locate the key `ISAPIDefaultCatalogDirectory`. Make sure that Value Data is set to `ENPSWork`.

d. Re-run `INDEXDEL.EXE`.

7. If you moved users to the Buddy Server: Once the indexes are rebuilt uncheck the Block Primary Access checkbox. Users will be prompted to return to the Primary Server.

8. If you believe the problem may exist on the Buddy Server as well, run `\NOM\INDEXDEL.EXE` on the Buddy Server.