**TROUBLESHOOTING “SEARCH TOO GERNERAL” ERRORS**

ABOUT:

This error is reported in the Windows Application log on the eDOCS DM Server as an Error Event ID:103. An excessive number of these errors can greatly reduce server stability.

Ex.

Log Name: Application

Source: DOCSFusion

Date: 3/24/2020 3:46:59 PM

Event ID: 103

Task Category: None

Level: Error

Keywords: Classic

User: N/A

Computer: MyDMServer.com

Description:

Full-Text Search Error [80923] [OpenText][SearchServer]Search too general. select relevance('2:4') as FT\_REL, PD\_DOCNUMBER as FT\_DOC from "GGRRNQAUBA" UNION "GGRRNQAUBB" UNION "GGRRNQAUBC" UNION "GGRRNQAUBD" UNION "GGRRNQAUBE" UNION "GGRRNQAUBF" UNION "GGRRNQAUBG" UNION "GGRRNQAUBH" where (TITLE CONTAINS '%neichanik,%' WEIGHT 1000 OR CONTENT CONTAINS '%neichanik,%' WEIGHT 100 OR TITLE CONTAINS THESAURUS('%neichanik', WORD\_MODIFY, 'word!ftelp/inflect/lang=english') WEIGHT 10 | THESAURUS('%', WORD\_MODIFY, 'word!ftelp/inflect/lang=english') WEIGHT 10 OR CONTENT CONTAINS PROXIMITY 1 SENTENCES (THESAURUS('%neichanik', WORD\_MODIFY, 'word!ftelp/inflect/lang=english') WEIGHT 5 & THESAURUS('%', WORD\_MODIFY, 'word!ftelp/inflect/lang=english') WEIGHT 5 ) OR CONTENT CONTAINS THESAURUS('%neichanik', WORD\_MODIFY, 'word!ftelp/inflect/lang=english') WEIGHT 3 & THESAURUS('%', WORD\_MODIFY, 'word!ftelp/inflect/lang=english') WEIGHT 3 OR CONTENT CONTAINS THESAURUS('%neichanik', WORD\_MODIFY, 'word!ftelp/inflect/lang=english')|THESAURUS('%', WORD\_MODIFY, 'word!ftelp/inflect/lang=english') ) order by FT\_REL DESC

This error results from SearchServer running out of available search memory. Improving the search criteria can limit the number of errors returned. However, there are additional configurations that can be made on both the DM Server, and within the database to reduce the frequency of these errors.

SERVER REGISTRY SETTINGS:

1. Verify FailUnqulifiedSearches is set to a value other than 0

The overall performance of a DM Server is directly related number, and type, of searches performed. Unqualified Searches are searches for which no criteria have been specified. They are often ineffective for the end-user, and needlessly consume server resources, which can drastically impact the entire user community, and overall perception of the system when performed by multiple users throughout the workday.

HKEY\_LOCAL\_MACHINE\Software\Hummingbird\DocsFusion\

FailUnqualifiedSearches(DWORD)

Default value = 0

Value = 0 – Unqualified searches are allowed

Value = 1 – Unqualified searches are rejected and an error is returned

Value = 2 – Unqualified profile searches, even if a Full Text search is supplied are rejected and an error is returned

1. Verify the FullTextJoining is ENABLED

FullTextJoining adds the DOCNUMBER hits from Search Server to a bridging table called FULLTEXT\_JOIN. then uses that table a subsequent in a join to the PROFILE table

NOTE: FullTextJoining is enabled by default in DM 16. However, it the key is present on the server, it will dictate functionality. You must delete it or set it to a value of 1.

HKEY\_LOCAL\_MACHINE\Software\Hummingbird\DocsFusion\

UseFullTextJoining

REG\_DWORD

This key must be manually created.

0 – Do not use the FULLTEXT\_JOIN table to speed up Full Text searches.

1 – Do use the FULLTEXT\_JOIN table to support Full Text searches.

1. Remove the FullTextRow Limit

HKEY\_LOCAL\_MACHINE\Software\Hummingbird\DocsFusion\

FullTextRowLimit

REG\_DWORD

This key must be manually created.

In DM 5.3.1 a limit was introduced to restricts the number of rows returned from a full text index. The default limit is 100,000 rows. If a full text search result exceeds this number, no results are displayed and the following error message will be presented on the DM client:

"Full Text Search Limit Exceeded - Please refine your search and try again"

To change the full text search result limit, add the FullTextRowLimit key and required number.

A setting of 0 will set the limit to 200,000,000 rows.

DATABASE SETTINGS

1. Increase SEARCH MEMORY SIZE

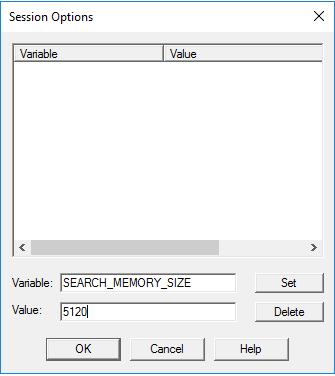
The SEARCH\_MEMORY\_SIZE specifies the maximum search memory size (in kilobytes) used to construct a search. Setting this value allows you to successfully execute large searches, limited only by available system resources. This parameter is contained in the string of the FT\_INDEXES..VENDOR\_SPECIFIC column. This will only be present when the value has been manually modified. The default value is 640K and only valid for Non-Unicode indexes. The search memory is used only during the execution of a SELECT, searched DELETE or searched UPDATE statement. Once the search is complete and the working table is available for retrieval, this memory is released.

Ex. FT\_INDEXES..VENDOR\_SPECIFIC VALUE:

NORM=DEFAULT;UAC=7;UAC\_AT=2;BAC=8;BAC\_AT=1966098;BAC\_DUR=4;WCD=NONE;CHARSET=WIN\_LATIN1;STPHEADER=English;WORDPROXI=1;TERMVEC=0;LANG=1033;CMP=CKLSERVER;DSN\_LW\_SELECTED=FALSE;FSS\_SESSION\_SET="SEARCH\_MEMORY\_SIZE","5120";MULTIIDX=0;VER=5;PATH=C:\\ProgramData\\OpenText\\DM Indexes\\CKL\\8382527;LOG=C:\\ProgramData\\OpenText\\DM Indexes\\CKL\\8382527\\LBNJAMVTGW.xlg

Modifying the SEARCH MEMORY SIZE can be done through the DM Server Manager.

1. Click the SearchServer Indexes Tab and Select the index you wish to modify
2. Click the Properties button
3. Choose the Index Properties Tab
4. Click the Advanced button
5. Click Session Options
6. In the Variable field, type SEARCH\_MEMORY\_SIZE
7. Enter 5120 in Value field
8. Click Set
9. Click OK



CHECK SERVER SPECIFICATIONS

1. Verify there is enough available memory on the Index Server

It is important to verify the server has enough available memory to execute the search. The memory utilized for searching can be determined with the formula:

SEARCH\_MEMORY\_SIZE \* NUMBER OF SEARCHES

Ex. 100 searches \* 5120kb = 512MB

The search memory is used only during the execution of a SELECT, searched DELETE or searched UPDATE statement. Once the search is complete and the working table is available for retrieval, this memory is released.

ADDITIONAL TROUBLESHOOTING NOTES

Sometimes is necessary to truncate the FULLTEXT\_JOIN table to remove old search results if the errors continue.