ELO Analytics - FAQ

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This document presents answers to several frequently asked questions.

Information: This document applies to the following versions:

ELO Analytics: 20
Kibana: 5.6.3

You can find more articles about ELO Analytics in the ELO Community where you can also subscribe to the ELO Analytics space to stay up to date.

https://community.elo.com/

Information: Additional documentation on ELO Analytics is available on the ELO PartnerPortal.

- Technical documentation

- User documentation

- FAQ (this document)

- Configuration

- Backup management

- Component diagram

Content

1   FAQ

This chapter provides answers to frequently asked questions and addresses known issues.

1.1   Can ELO Analytics run on older ELO versions?

No. ELO Analytics is based on numerous major changes to ELO that cannot be implemented in older versions of ELO. It requires the latest version of ELO.

1.2   Can ELO Analytics run with a newer Elasticsearch version?

No. ELO Analytics and Kibana depend on the Elasticsearch version used in ELO. Newer Elasticsearch versions are not compatible with older Kibana versions.

1.3   ELO Analytics cannot be reached or is not working

If you have just now installed ELO, ELO Analytics will need a while to prepare. Wait up to 10 minutes and then try again before taking any other action.

First, check whether ELO Analytics is running. The Task Manager will show the *ELOAnalyticsServer.exe* process. If not, try to start the server manually.

Also check whether the default ELO Analytics port 9300 has been enabled on your firewall and that no other application is already using the port. With the following command, you can list all servers listening to port 9300 along with their process number:

```
netstat –nao | find "9300"
```

You can also find the process name corresponding to the output process number (e.g. 5904) with the following command:

```
tasklist /FI "PID eq 5904"
```

In addition, check whether your ELO Indexserver and Elasticsearch server are running. Check the connection to the Elasticsearch server on the system running ELO Analytics. In your web browser, enter the following URL (adapted to your situation):

```
http://<YourElasticsearchServer>:9200
```

Also check whether the log contains any errors by searching for *error*.

1.4 The ELO Analytics server runs in a console, but does not accept any commands/browser queries are acknowledged with a timeout

You can put the console window in *QuickEdit Mode*. In this mode, the applications running in the console are paused and started back up when you press Enter or Esc. Enabled by default, you can disable this mode by opening the console window system menu and removing the check mark next to *QuickEdit Mode* on the *Options* tab.

1.5 The service won't install

Check whether the service is still running. Then, check the Windows log. A service can only be deleted if no applications on the system have objects open that the service is also using. This is why Windows prevents a service from being deleted, outputting the message *The specified service has been marked for deletion*.

In the Task Manager, check whether an ELO Analytics server (*ELOAnalyticsServer*.exe) is still running.

Close all applications that monitor other processes or can make changes to the system configuration (Sysinternals Process Explorer, Task Manager, Microsoft Management Console (*mmc.exe*), Service Manager, Event Viewer, Debugger (Visual Studio). Log off all users that may have these applications open.

Check whether the following registry entry exists and the Windows access rights are set correctly.

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ELO Analytics
```

If these actions do not help, try restarting Windows.

> **Information:** Use extreme caution when forcing applications to close in the Task Manager or making changes to the Microsoft Windows Registry. Otherwise, Microsoft Windows may not function properly.

1.6 Changes to a metadata form are not shown correctly in ELO Analytics

For ELO Analytics to correctly display the fields in your metadata forms, they have to be added to the Elasticsearch index. This means the ELO group fields have to be mapped to Elasticsearch index fields. In addition, the Elasticsearch index has to be rebuilt following this change.

Kibana also saves the mapping to increase performance. Currently, you have to delete your index pattern in the *Management* navigation bar in ELO Analytics and create a new one. You will find instructions in the technical documentation.

1.7 ELO Analytics shows a status message page; the Elasticsearch plug-in is red

The log outputs the following messages among others:

- Unable to connect to Elasticsearch at http://example.com:9200

- Unable to revive connection: http://example.com:9200

- No living connection

The Elasticsearch server cannot be found at the specified URL. Check whether the URL and port are correct or if the firewall is blocking access. If necessary, change the *elasticsearch.url* property as described in the technical documentation.

```
{
  "name" : "ELO-Contelo-iSearch",
  "cluster_name" : "ELO",
  "cluster_uuid" : "HGJece4CQWa7amWgITokDg",
  "version" : {
    "number" : "5.1.1",
    "build_hash" : "5395e21",
    "build_date" : "2016-12-06T12:36:15.409Z",
    "build_snapshot" : false,
    "lucene_version" : "6.3.0"
  },
  "tagline" : "You Know, for Search"
}
```

Fig. 1: Testing the URL in the browser

To check whether the Elasticsearch can be accessed, enter the URL in a web browser. If successful, Elasticsearch will return a JSON text object, otherwise the web browser shows a connection error.

1.8 The ELO Analytics web interface only shows the loading screen, and not the interface

Open the web application in a browser. You can do this in the ELO Java Client by pressing Ctrl and clicking the ELO Analytics window. In the web browser or the ELO Web Client, you can then open the console with F12 (Firefox, Chrome, Internet Explorer, and Edge). If you find red errors here, perform the optimization process, as described in the technical documentation.

After the ELO Analytics Server has started without an error message, delete your browser's cache and restart the ELO Java Client.

If the situation has not improved, contact ELO Support.

1.9 Opening the ELO Analytics interface results in an internal server error

```
{"statusCode":500,"error":"Internal Server Error","message":"An internal
server error occurred"}
```

This message can have a wide range of causes. Search the log for *error* messages. The error message will provide more detailed information. Restart the server and check whether the message is still there.

1.10 ELO Analytics won't start and the console (console log file) contains an error

- 'The configuration has not been changed due to errors!'

- FATAL { ValidationError: elo-authentication plugin configuration error: … }

- FATAL TypeError: Cannot read property 'length' of null

  at loadJson (ELO Analytics/plugins/eloAnalytics/src/config/config.js:116:25)

The *eloAnalytics.config.json* configuration file does not have a correct JSON format or key/contains invalid values. Check the name for incorrect spelling, including case, as well as for brackets and texts. Texts have to be enclosed in straight quotes (")

Check the content using a JSON Validator.

1.11 The ELO Analytics tile is not shown

Perform the following steps to find out why the ELO Analytics tile is not shown.

1. Was ELO Analytics selected for the repository in the setup? Make sure that ELO Analytics was added to both *Application Servers* and *Application*.

2. The current user has the right *Discover* or the user is not a main administrator?

3. If you have installed or migrated ELO, the ELO Analytics service needs up to 10 minutes to install on initial startup.

1. Then, restart the ELO Java Client.

2. Refresh the ELO Web Client in the browser with F5.

4. Was ELO Analytics installed for the current repository in the setup? Check whether the ELO Analytics service exists. The name of the service contains the repository name. If the service does not exist, run the ELO Setup and install ELO Analytics.

5. To check whether the ELO Analytics service is running and ELO Analytics can be reached, you can either use the ELO Application Server or open ELO Analytics right in your browser (with your service name and port number): http://example.com:9300

   1. Check whether you are using ELO Analytics with an HTTPS proxy. If the message *Unauthorized* appears in the browser after you enter the URL, the service is running.

   2. When starting ELO Analytics for the first time, the server needs time to prepare the ELO Analytics interface. The log indicates the progress as well as any error messages.

6. If the service is not running, check the log files.

   1. Check whether the correct Elasticsearch connection data has been entered and a connection can be established with the Elasticsearch server.

   2. Check whether the correct ELOix connection data has been entered and a connection can be established with ELOix.

7. Do you connect to the ELO Web Client via *localhost*? In this case, CORS (cross-origin shared resource) prevents a REST call to ELOwf, and a message appears in the console output. Instead, use the server name in the URL.

```
Failed to load http://example:9090/wf-
Repository/apps/rest/clientinfos?.... Response to preflight request
doesn't pass access control check: No 'Access-Control-Allow-Origin'
header is present on the requested resource. Origin
'http://localhost:9090' is therefore not allowed access.
```

8. If you use the ELO Web Client and access it in your browser via HTTPS, you also have to access ELO Analytics with HTTPS or call the ELO Web Client with HTTP (not recommended!). ELO setup version 12 currently does not install ELO Analytics with SSL (you need an HTTPS proxy).

9. Adjusting ELO Analytics and ELOwf URL

The ELO Analytics tiles are loaded by the ELO Web Forms Services (ELOwf), which in turn request the dashboards from ELO Analytics. Both URLs (ELO Analytics and ELO Web Form Services) have to be set correctly in the ELO Administration Console.

1. If you use an HTTPS proxy, you have to change the *ELO Analytics URL* in the ELO Administration Console, as this is the only place HTTP is used. Always adjust the second input line (external URL) and enter the ELO Analytics HTTPS URL there (*https://example.com: 9300*,   i.e.   without   *app/kibana*). In the browser console (F12), you will find the following message in case of an error:

```
"Mixed Contet: The page at … was loaded over HTTPS, but requested an
insecure resource … . This request has been blocked; the content must be
served over https"
```

2. Check whether the two URLS have the same domain name that you use to call the ELO Web Client. If this is not the case, you can open the console in your browser with F12 and you will see the following error message: *The target origin provided does not match the recipient window's origin*.

After changing the URL in the ELO Administration Console, restart the ELO Web Client and ELO Web Forms Services (ELOwf).

1.12 The dashboard tiles are not shown in the ELO Java Client or ELO Web Client

If you see ELO Analytics tiles as administrator, but no dashboard tiles, check the following:

- Are you connected to the right repository? Dashboards are repository-specific. In the ELO Analytics navigation bar, open the dashboard page and click *Open* in the top right bar to view all dashboards.

- Creating new dashboards currently requires you to restart the ELO Client.

- In the ELO Analytics Dev Tools, check whether a manual query returns the dashboards. Open ELO Analytics and go to the Dev Tools area. Enter the following query here (you will find the dashboards in the *hits* array within the *hits* object):

```
GET .kibana_<repository name>/_search
{
  "query": {
    "match": {
      "_type" : "dashboard"
    }
  },
  "_source": "title"
}
```

1.13 I am unable to log on to ELO Analytics in a web browser

In the current version of ELO Analytics, you can only log on interactively with the ELO Java Client or ELO Web Client. To be able to log on in a browser, you need an ELO ticket from an existing ELO Java Client or ELO Web Client session. The ELO Analytics call will look like this, for example:

```
http://<YourServer>:9300/app/kibana?ticket=<TicketID>
```

1.14 How do I find the version number for Elasticsearch, Kibana, and ELO Analytics?

All three applications have different options for determining their version number. Only one option is shown here:

Elasticsearch:

In your web browser, enter the following URL with your Elasticsearch server name:

```
http://<ElasticsearchServer>:9200/
```

You will find the version you are using under the *number* key.

Kibana:

You can find the Kibana version number in the *package.json* file right in the root folder of your ELO Analytics installation.

Here, search for the *version* key.

Note that this version should match your version of Elasticsearch – only the third number may differ. If this is the case, you will find a warning in the ELO Analytics log indicating this. You can ignore this message.

ELO Analytics:

You will find the ELO Analytics version number in the *package.json* file, located in the *plugins* folder under *eloAnalytics* in your ELO Analytics installation. Here, search for the *version* key. In addition, you will also find the Kibana version required by ELO Analytics in the *version* key value in the *kibana* object key.

1.15   Where can I change the ELO Analytics server port 9300?

You can change the port in the ELO Setup. Go to the *Application Servers* tab to change the port.

Make sure to also update the ELOix proxy configuration.

1.16   Why are logs written in JSON format?

ELO Analytics logs are written in the *ndjson* (http://ndjson.org/) format so that all log entries can be processed in databases such as Elasticsearch. You can redirect the log entries into an Elasticsearch.

1.17 Does ELO Analytics support log rotation for logs?

Currently, ELO Analytics does not support log rotation. However, Kibana supports log entries in a separate Elasticsearch database. You will find more information in the Kibana documentation.

1.18 How can I find the name for the index template?

To find the name of the index pattern, you can enter the following command in the ELO Analytics *Dev Tools* tab.

```
get _cat/aliases
```

You will then find the following output. The first word is the index pattern name you have to enter:

```
demo demo1_1234567
```

1.19 In the Discover view, there is only a question mark next to the field names, instead of the type symbols.

This happens when a new metadata form has been added but the index pattern created for ELO Analytics was not refreshed.

You can refresh the index pattern by opening ELO Analytics as administrator and going to *Management > Index Pattern*.

Select the index pattern (by default, the one marked with an asterisk) and then click the *Refresh* button on the right side above the field name.

1.20   The results always contain two comma-separated date values for date fields

When the Elasticsearch is reindexed, the index name changes. For performance reasons, ELO Analytics saves the name in the cache. Reindexing currently requires the ELO Analytics server to be restarted for this reason. On Microsoft Windows, you can restart the ELO Analytics server by restarting the service.

1.21   ELO Analytics won't start and the following message appears in 'stdout.log'

```
FATAL CLI ERROR YAMLException: can not read a block mapping entry; a
multiline key may not be an implicit key at line XY, column 1:
```

This message appears when the YAML configuration is invalid. In particular, make sure to enter a space after colons (as a separator between keys and values).

1.22   Opening ELO Analytics via the proxy URL throws error message 400

```
HTTP Status 400 – Bad Request – Type Status Report
Message java.net.ConnectException: Connection refused: connect
```

If this error message appears in an ELO client, the ELOix proxy was unable to establish a connection to ELO Analytics. This can be for the following reasons:

1. ELO Analytics isn't running. Start the service and check the log files for error messages.

2. ELO Analytics launches, beginning with optimization. In the log, check whether the optimization process is still ongoing and wait until this process is complete.

The ELOix proxy is not configured correctly. Open the proxy configuration in the ELOix folder *Config* and check whether the path */analytics/* is set to the ELO Analytics server.

1.23   When I click the ELO Analytics tile in the ELO Web Client, the following text appears:

```
{„statusCode":401,"error":"Unauthorized","message":"The requested
resource is protected. An authentication token is required."}
```

This message appears in the ELO Web Client if ELOwf is not initialized completely following installation. Restart ELOwf and log back on.

Make sure the server name is correct. Do not use *localhost* or the computer name (or alias). Even a local prefix like the one in *<servername>.local* can cause this message.

Otherwise, ELOix proxy mode is configured incorrectly. Check and adjust the configuration as follows:

1. Insert a line for proxy forwarding in the configuration file:
   <path to ELO>\config\ix-<Repo>\ELO-<analytics>\de.elo.ix.plugin.proxy.properties.

```
/analytics/=http\://localhost\:9300/
```

2. Change or add the base path for ELO Analytics (*kibana.yml*) and replace the placeholders in <> with your values. Make sure to keep the space following the colon as well as the backslash at the end. *<analytics>* corresponds to the path name as specified in 1 (*analytics*).

```
server.basePath: /ix-<repository
name>/plugin/de.elo.ix.plugin.proxy/<analytics>/
```

3. Adjust the ELO Analytics URL in the ELO Administration Console. You need the ELO Analytics server name and port so ELOwf can address it:

```
http://<servername>:9300
```

1.24   ELO Web Client is slow to start

If CPU utilization increases when opening the ELO Web Client, the ELO Analytics tiles may be loading in the background. To prevent tiles from loading automatically when starting the client, as administrator, change the ELO Web Client configuration in the top right menu. Under *Administration > Technical presets*, you will find the entry *Load ELO apps when called*.

This box must be checked to stop tiles from loading the respective app in the background when starting the client.

1.25 The message appears in the log:

```
"message":"You're running Kibana 5.4.2-SNAPSHOT with some different
versions of Elasticsearch. Update Kibana or Elasticsearch to the same
version to prevent compatibility issues: v5.4.1 @ 10.110.4.25:9200"
```

You can ignore this message. This indicates that the Kibana version differs from the Elasticsearch version. However, this is irrelevant.

1.26 When using ELO Analytics, the ELO Java Client crashes

ELO Analytics only works with the 64-bit version of the ELO Java Client. You can download a 64-bit MSI installation package for the ELO Java Client from the ELO PartnerPortal. It is also possible to install a separate Java Runtime Environment (JRE). The JRE is used by the ELO Java Client when it is installed with the standard package.

1.27 After changing a value in the settings for a visualization, I am not able to refresh the chart with the 'Apply changes' button

Save your visualization and then briefly switch to another view (e.g. *Discover*). Then, return to the Visualize view and reload the visualization.

1.28 New dashboards are not shown as tiles in the ELO Java Client

New or deleted dashboards are not immediately reflected in the ELO Java Client. Restart the client to refresh the tile view.

1.29 ELO Analytics won't start and the message 'passwordEnc could not be decrypted' appears in 'stderr.log'

```
The password elasticsearch.passwordEnc could not be decrypted. Is the
input correct? Are the keys correct?
FATAL Error: PKCS#7 invalid length
```

Run the ELO server setup again to encrypt the password again.

1.30 Changes to permissions have no effect on the results in ELO Analytics

ELO Analytics uses Elasticsearch to perform searches. For this reason, changes to permissions also have to be made in the Elasticsearch. However, this only takes place in intervals with all other changes to SORDs in the repository. You can open the update interval on the ELO Indexserver status page > *Configure Options* > *Fulltext search settings*. The Updater runs at specific intervals, synchronizing the SORDs.

In addition, all access rights are ignored if the user logged on to ELO Analytics has the right *View all entries, ignore permissions*.

1.31 When I enter the ELO Analytics URL in Microsoft Internet Explorer, the ELO Analytics interface does not open. Microsoft Internet Explorer tries to download a file named 'kibana'.

You are trying to open ELO Analytics right in the Microsoft Internet Explorer. Currently, ELO Analytics does not have its own logon page, which means an HTTP 401 message is returned (*Authorization required*). Microsoft Internet Explorer tries to download the message. Other browsers just display the message.

You can open ELO Analytics in the ELO Java Client by clicking the tile in the browser by right-clicking the tile and selecting *Open in external browser* from the context menu. You can then enter and use the URL shown in the browser in the address bar in Microsoft Internet Explorer.

1.32 Not all metadata forms/SORDs are shown in 'Discover' mode.

If you want to show all SORDS in the *Discover* view of ELO Analytics (empty search field or asterisk in search field) or there are a lot of results, ELO Analytics will now show all SORDs in the table. In turn, not all metadata forms are shown on the left side, as metadata forms are only shown if the results contain fields that were defined in the forms.

There are several options for showing hidden metadata forms:

1. On the left-hand side of the Discover view, click the configuration button (gearwheel icon) as shown in the image. Remove the check next to *Hide Missing Fields*. All fields and metadata forms are then shown.
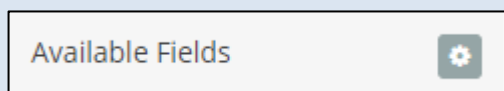

Fig. 2: Gearwheel icon

2. However, this does not show SORDs in the table that belong to these metadata forms. For this, you have to redefine your search, as explained below. Normally you can filter by a metadata form by selecting the *ELO General* form and then filtering by the *sord_mask* field by selecting the magnifying glass icon next to the form you need (see image).
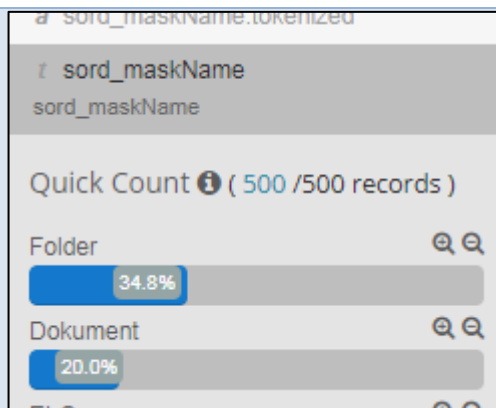
Fig. 3: Magnifying glass icon

However, to filter by SORDs belonging to a metadata form that is not listed, first you will have to filter to another listed metadata form. The filter is then shown below the search field. You can manually adjust the filter by right-clicking the filter button then clicking 'Edit'.

In the displayed JSON structure, you can now replace the name of the metadata form and save in order to show SORDs with the right metadata form.
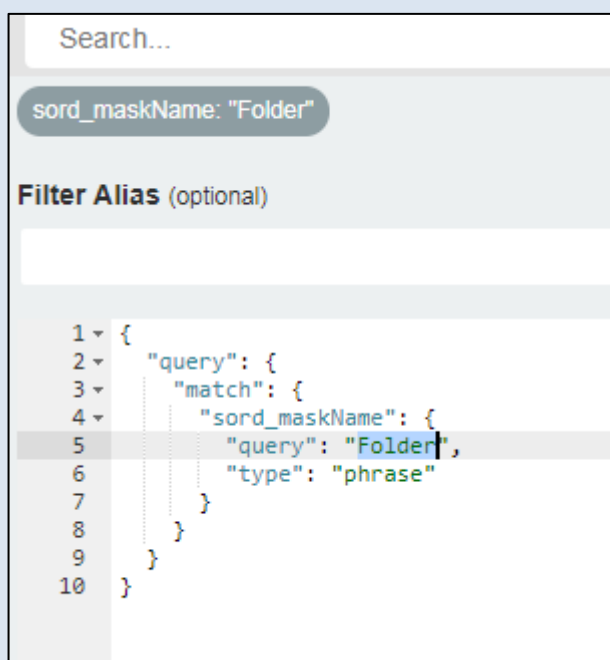
Fig. 4: JSON structure

The number of SORDs displayed in the table is restricted for performance purposes. By default, this is between 500 and max. 10,000. Even if the correct number of results is shown, not all SORDs are loaded to the table and thus not all metadata forms are shown.

discover:sampleSize
The number of rows to show in the table   500

Fig. 5: 'discover:sampleSize' entry

To increase the number of SORDs in the table, open the Management view, then go to *Advanced Settings > discover:sampleSize*. The number shown here is the maximum number of SORDs in the table. Enter a number less than 10000 (without thousands separator).

If you want to show more than 10,000 results and thus enter a number greater than 10,000 to this entry, Elasticsearch will return an error message when you perform a search. This is because large amounts of results in the browser use a great deal of memory and can cause performance issues.

To increase the returned amount of results anyway, proceed as follows:

a) In ELO Analytics, as administrator, open the *Dev Tools*.

b) Insert the following text and change your repository name. This allows you to choose any number. To apply the change, click the green arrow in the same line as *PUT*. The setting is then applied immediately (with the feedback: *acknowledged: true*) and the Discover view now shows more results in the table. To reset the setting, enter the value 10000.

```
PUT repository name/_settings
{
  "max_result_window" : 50000
}
```

1.33 ELO Web Client is unable to show ELO Analytics (white page)

If you call the ELO Web Client via the HTTPS protocol, ELO Analytics will no longer work and the following message is issued in the browser console:

```
Mixed Content: The page at 'https://XXXX/web-Demo2/#/app_eloanalytics/'
was loaded over HTTPS, but requested an insecure resource
'http://XXXX:9360/app/kibana'. This request has been blocked; the content
must be served over HTTPS.
```

So ELO Analytics can be shown, ELO Analytics must be configured via HTTPS. ELO recommends using a proxy to be able to forward HTTPS queries to the ELO Analytics HTTP port. For instructions, refer to the ELO Knowledge Board.

1.34 ELO Web Client connections with ELO Analytics

ELO Web Client	ELO Analytics server	ELO Analytics URL	Result	Description
https	https (via proxy)	https	OK	
https	http	https	Blank page	Mixed content ELO Analytics page cannot be embedded on a secure page.
http	https (via proxy)	https	No tiles	Mixed content
http	http	http	OK	
http(s) via localhost	(any)	https + server name	No tiles	CORS error, since client cannot load data from server names on localhost

1.35 ELO client has an ELO Analytics tile although it was not installed for the repository (ELO 11)

Starting with ELO 11, the ELO setup configures the ELO Analytics URL for all repositories in the ELO Administration Console but also for repositories that ELO Analytics was not installed on. In these cases, an ELO Analytics tile will also be displayed in repositories without ELO Analytics. In the ELO Administration Console, remove the URL of the repository without ELO Analytics and restart ELOwf and the ELO Web Client.

1.36 The ELO Analytics service won't start (Windows)

If the ELO Analytics service won't start on Windows, this can be for several reasons. To find out why, you can proceed as follows.

First, check all log files:

1. Does the log folder exist? <ELO PATH>\ELO\logs

2. <ELO PATH>\ELO\logs\ELO-Analytics*\stderr.log

3. <ELO PATH>\ELO\logs\ELO-Analytics*\stdout.log

4. <ELO PATH>\ELO\logs\ELO-Analytics*\ELOAnalytics.json.log

5. Microsoft Windows Event Viewer (*eventvwr.msc*) with source *nssm*

First, check the log file *stderr.log* for any error messages. If it contains any, you should check the service configuration:

1. As administrator, open a command line and navigate to the *ELO-Analytics\bin* folder.

2. Execute

```
nssm64 edit ELO-Analytics
```

3. The following must appear below *Arguments:*

```
--no-warnings <ELO PFAD>\servers\ELO-Analytics\src\cli -c "<ELO
PFAD>\config\eloanalytics\ELO-Analytics\config\kibana.yml" -c "<ELO
PFAD>\config\eloanalytics\ELO-Analytics\config\kibana.custom.secrets.yml"
-c "<ELO PFAD>\config\eloanalytics\ELO-
Analytics\config\kibana.custom.yml"
```

If *stderr.log* is blank, check *ELOAnalytics.json.log*.

1. If it is also blank, go to the Microsoft Windows Event Viewer and check whether the service was started at all. If necessary in the case of an error, modify the service configuration as in *stderr.log* by changing the path to the service, for example.

<ELO PATH>\servers\ELO-Analytics\bin\ELOAnalyticsServer.exe

2. After starting ELO Analytics, browser files are optimized for the clients. This may take several minutes and the log file will show the text *Optimizing started*.

If the service ends right away, the service may be configured wrong. In most cases, a path is either incorrect or does not exist.
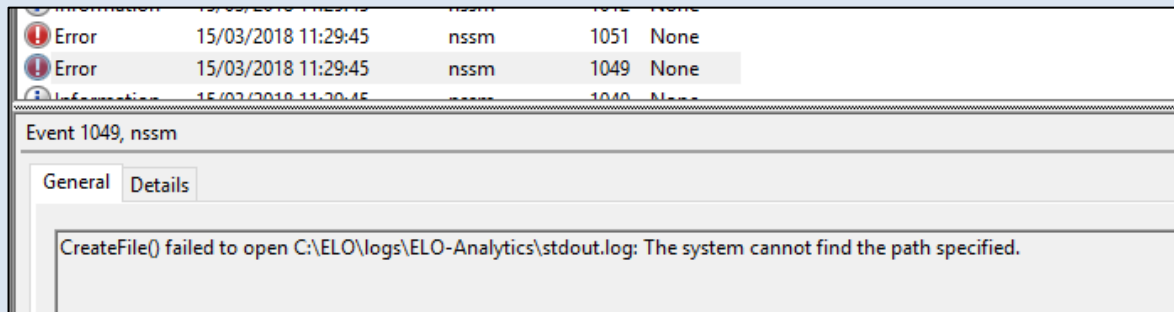
Fig. 6: Error messages in the Microsoft Windows Event Viewer

Check the Microsoft Windows Event viewer (start *eventvwr.msc* via the Windows *Run* dialog box) to see whether NSSM throws errors as shown in the screenshot.
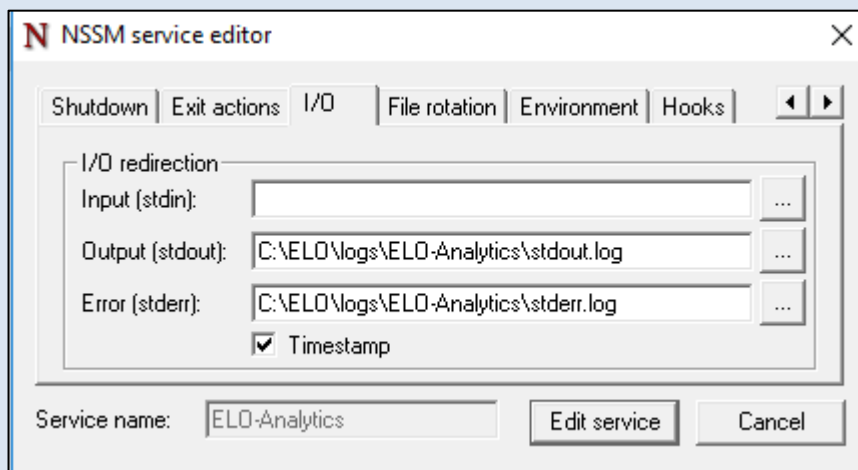

Fig. 7: NSSM service editor

In this case, the log folder is either missing or is incorrect in NSSM. The log folder must exist for the service to start. You can change the log folder for the service on the *I/O* tab.

1.37   In Discover mode, field names are shown with question marks

If fields are shown with a question mark, this means that the fields do not exist in the ELO Analytics Elasticsearch index pattern. To refresh the index pattern, open the Management area as administrator, go to *Index Patterns*, and refresh the current index pattern by clicking the *Refresh* button.
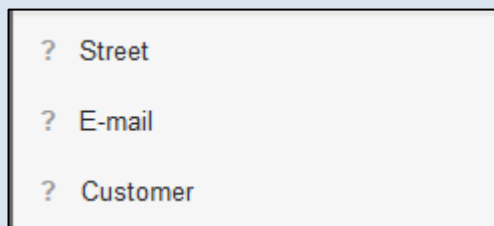

Fig. 8: Field names with question marks

1.38   Filter by dates does not work

You can specify date values in the filter to restrict the results. These date values must have the correct format in terms of the user's language, e.g. *31.7.2019* for the German format and *7/31/2018* for the American format.

If a user with a different format applies the filter, this can cause errors. For example, the German format *31.7.2018* may show the value *July 20, 2031* for American users and this date would be used for the search. Only use local date formats if you are the only person using the filter.

For filters in any language, use the ELO ISO format *YYYYMMDD* or *YYYY-MM-DD*. These date values are calculated correctly for all users and shown in the respective language format. However, texts are not translated in ELO.
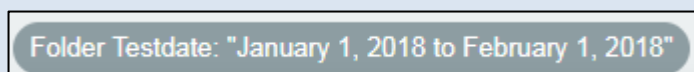
Fig. 9: Test date with American month names

Fig. 10: Test date with German month names
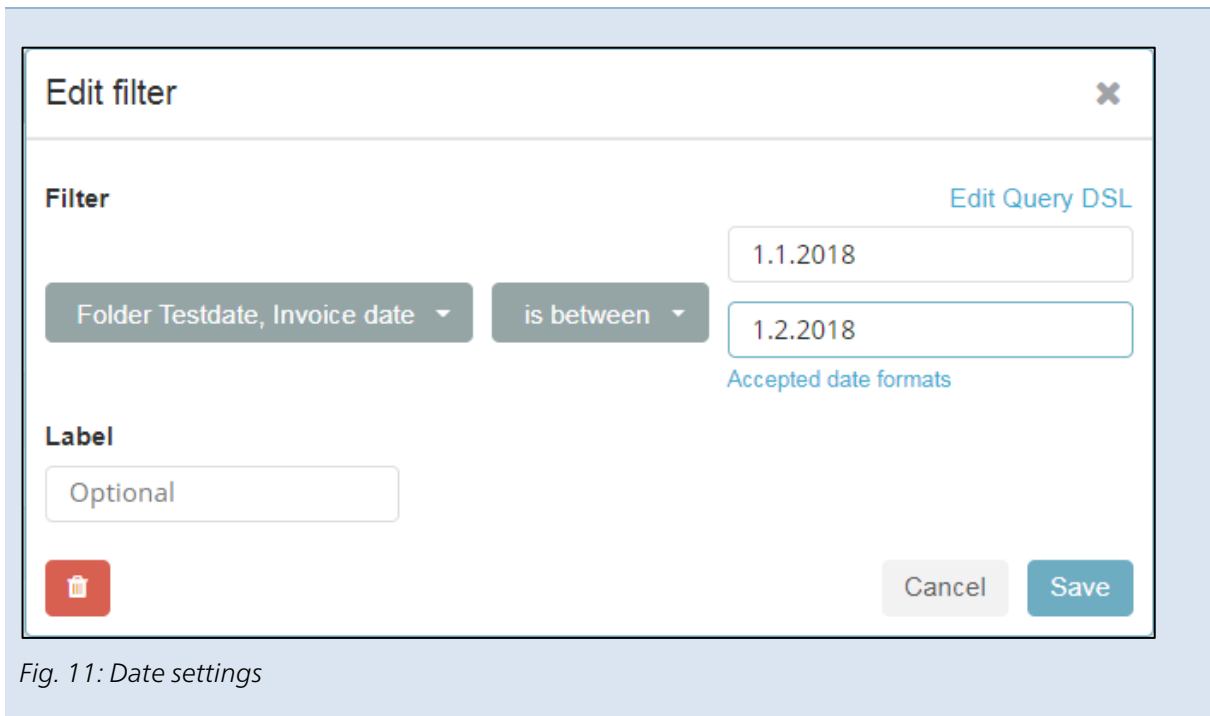
Fig. 11: Date settings

1.39 How can I determine the status and memory utilization of ELO Analytics?

ELO Analytics does not generally require much memory as it is based on Node.js, which runs JavaScript natively on the operating system.

To view the memory utilization, you can open the ELO Analytics status page via the following address: *http://<server name>:9300/ix-<repository name>/plugin/de.elo.ix.plugin.proxy/analytics/status*

The status page requires a few minutes or a reload to show information on memory utilization.

Status: Green		ELO Analytics
Heap Total (MB)	Heap Used (MB)	Load
128.19	115.61	0.00, 0.00, 0.00
Response Time Avg (ms)	Response Time Max (ms)	Requests Per Second
105.85	166.08	0.03

Status Breakdown

ID	Status
ui settings	✔ Ready
plugin:kibana@5.5.3	✔ Ready
plugin:elasticsearch@5.5.3	✔ Kibana index ready
plugin:eloAnalytics@11.00.001	✔ Ready
plugin:elo_ui@11.0.001	✔ Ready
plugin:searchguard@5.5.3	✔ Search Guard plugin initialised.
plugin:console@5.5.3	✔ Ready
plugin:metrics@5.5.3	✔ Ready

Fig. 12: Status page

With Node.js, you can restrict memory utilization. When starting the ELO Analytics server, the command row option *max-old-space-size* has to be specified.

On Windows, you enter this option in the service configuration. With an administrator command line, switch to the *bin* folder and enter the following:

```
nssm64 edit ELO-Analytics
```

In NSSM Service Editor, enter the following option under *Arguments* before all other arguments:

```
 --max-old-space-size=XXXX
```

XXXX represents the maximum memory in MB (1024, 2048, 4096, 8192).

ELO highly recommends not changing the memory setting without a good reason.

Always provide enough memory. If Node.js is not able to allocate more memory, ELO Analytics will no longer run correctly and this can result in unpredictable behavior. The log may contain the following text:

```
FATAL ERROR: CALL_AND_RETRY_LAST Allocation failed - JavaScript heap out
of memory
```

Check why so much memory is being used. Are there any scripted fields in the management console under *scripted Fields* that use a lot of memory, for example?

1.40 When I enter the ELO Analytics URL in Microsoft Internet Explorer, the ELO Analytics interface does not open. Microsoft Internet Explorer tries to download a file named 'kibana'.

You are trying to open ELO Analytics right in the Microsoft Internet Explorer. Currently, ELO Analytics does not have its own logon page, which means an HTTP *401* message is returned (*Authorization required*). Microsoft Internet Explorer tries to download the message. Other browsers just display the message.

You can open ELO Analytics in the ELO Java Client by clicking the tile in the browser by right-clicking the tile and selecting *Open in external browser* from the context menu. You can then enter and use the URL shown in the browser in the address bar in Microsoft Internet Explorer.

1.41 Does ELO Analytics support workflows and logon information?

ELO Analytics does not currently support information related to workflows, users, or groups. Their activities (sessions, duration, client used) are not saved in the Elasticsearch database, and no information on their rights or group memberships is available.

1.42 In the Discover view, no "tokenized/analyzed" fields are shown

Queries in *Discover* no longer include tokenized/analyzed fields to reduce the data load between the server and client. This information is provided with the text field. However, you can still perform searches or filter with tokenized or analyzed fields.

In the new version, the *Hide Additional Fields* setting now only hides text fields that already exist as a date or number field.

1.43 In the Discover view, not all fields are shown in the metadata form (grayed out)

The metadata forms in *Discover* do not show any fields (or the fields are grayed out) if these fields do not occur in the displayed results/Elasticsearch does not return the fields in the query results.

Fewer results are displayed than the query returns. By default, fewer than 100 results are shown. You can increase this amount with infinite scrolling.

The *Hide Missing Fields* box under *Available Fields* allows you to show fields that are not returned in the results. These fields are then displayed grayed out.

Narrow down your search with a filter or search so the results returned also contain the fields you want to use.

1.44 Does ELO Analytics support MAP fields?

Currently, MAP fields are not supported by ELO iSearch and therefore not by ELO Analytics.

1.45 Can ELO Analytics analyze deleted SORDs?

ELO Analytics ignores all deleted elements/SORDs, even if the user is an administrator.

When an element is deleted, ELO Analytics is notified when the Index Updater runs (once per minute by default).

1.46 ELO Analytics shows a message with the keyword 'ENOENT'

We are not exactly sure what causes this message. This message mostly appeared on virtual machines where the network configuration was set to *off*, *NAT*, or *host*. Try to change the network type and restart the VM.

1.47 How do I find a specific field in Discover mode?

If you have a lot of metadata forms in ELO, the overview in *Discover* mode may suffer when you want to use a specific field but are unsure of which metadata form the field is in.

Fig. 13: 'Field name' input field
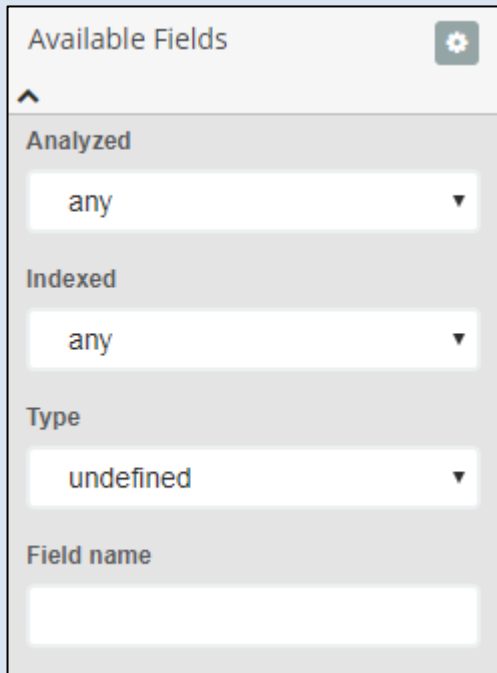
However, you can also search for the field by clicking the configuration button to the right and above the metadata forms and searching for the name in the *Field name* input field. You can either search for the translation or the field name.

1.48 How do I create and edit an exclude filter in Discover mode?

You can search for companies and exclude a specific one from your search:

```
LINE_COMPANY_NAME: *Company* -LINE_COMPANY_NAME: "Company 1"
```

Please note that Elasticsearch generally requires a bit more time to query placeholders. In this case, it would be better for you to create an exclude filter.

Fig. 14: Quick Count

In the field list, search for *Company name* and click it to get the most commonly found values. Clicking the minus magnifying glass icon shows an exclude filter below the search input field. You can then simply delete the example search or replace it with an asterisk (*)
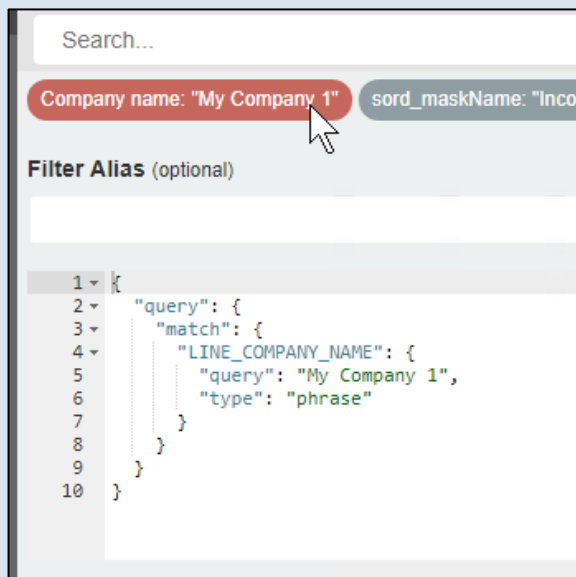

Fig. 15: Edit filter

If your exclude value is not in the Quick Count list, simply enter any value as an exclude criterion via the magnifying glass icon and edit the filter by clicking the pencil icon in the exclude filter and changing the value for the *"query"* key in the JSON editor.

1.49 Changes to 'eloAnalytics.custom.json' are not recognized

In ELO Analytics, the custom JSON is not loaded, as it is incorrectly specified by the setup in *Kibana.yml*.

In this file:

```
eloAnalytics.configs.eloAnalytics:
- <Analytics config path>/eloAnalytics.config.json
- <Analytics config path>/eloAnalytics.custom.config.json
```

To make the change, you have to modify the *kibana.custom.yml* file. Add the following entry to the file (remove *{}* as needed)

```
eloAnalytics.configs.eloAnalyticsCustom:
- <Analytics config path>/config/eloAnalytics.custom.config.json
```

1.50 The index pattern cannot be created

```
Unable to fetch mapping. Do you have indices matching the pattern?
```

The index pattern must correspond to the repository name (in lowercase letters). If this message still appears, the index does not yet exist in Elasticsearch. This situation occurs if ELO has been installed and the Indexer starts automatically a few hours later to help you perform imports faster. You will have to run the Indexer manually via the ELOix status page once.

1.51 Error: Dashboards cannot be created or imported

```
mapping set to strict, dynamic introduction of [eloJSON] within
[dashboard] is not allowed. […]
```

The Kibana index (*.kibana_<repository name>*) contains metainformation for all objects. After upgrading from ELO 11 to a newer ELO version, the Kibana index was not updated automatically. The index can be updated manually. As administrator, start the *Dev Tools* in ELO Analytics and run the following command (replace *<repository name>* with the name of your repository in lowercase letters):
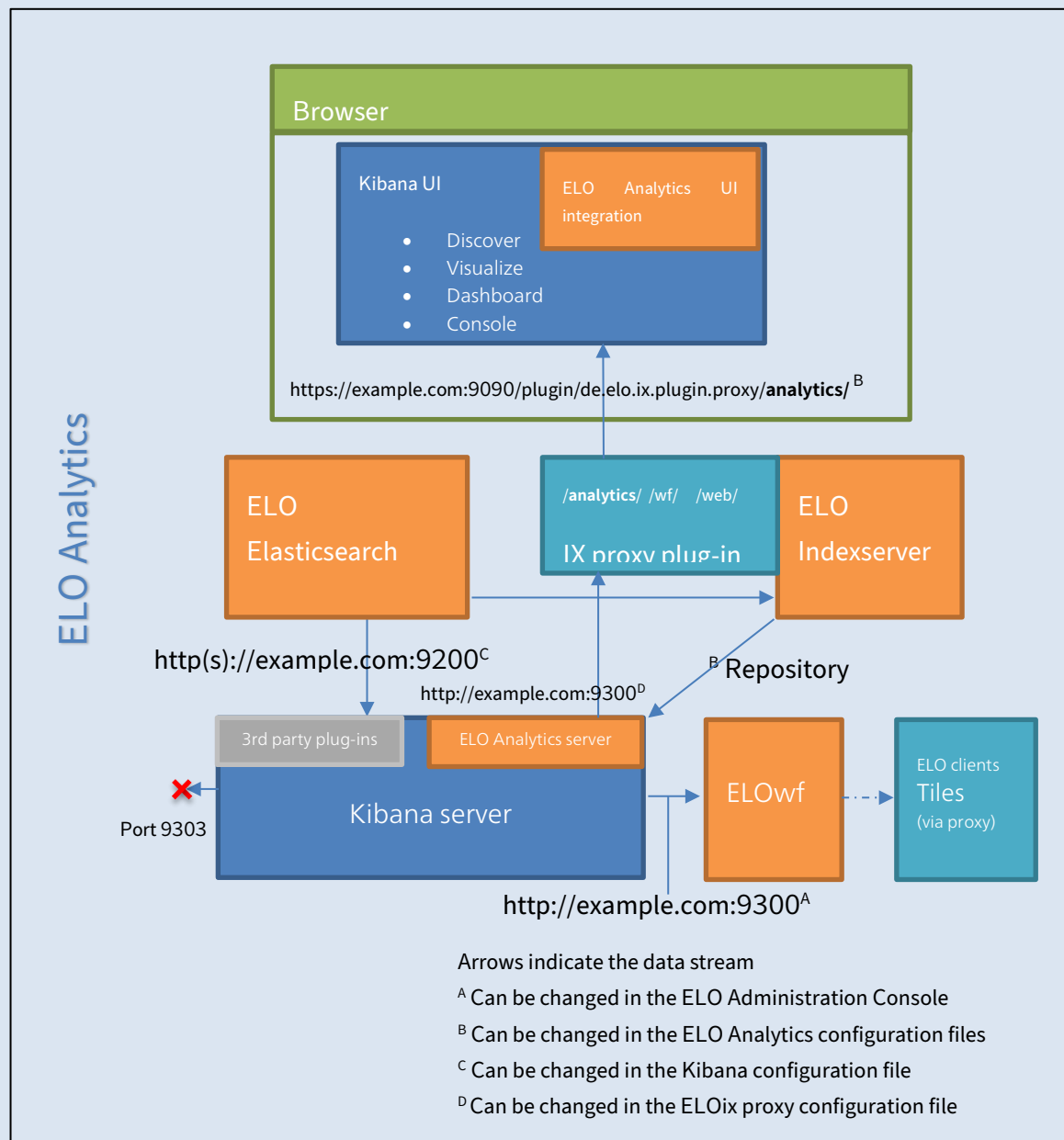
```
PUT .kibana_<name des repositorys>/_mapping/dashboard
{
  "properties": {
    "eloJSON": {
      "type": "text"
    }
  }
}
```

The dashboards will then work.

This process is also necessary when restoring backups.

1.52 How do ELO components interact with ELO Analytics?

Interaction between the ELO components with an ELOix proxy is explained in the following diagram:

Arrows indicate the data stream

A Can be changed in the ELO Administration Console

B Can be changed in the ELO Analytics configuration files

C Can be changed in the Kibana configuration file

D Can be changed in the ELOix proxy configuration file

1.53 Error message 'Error: getaddrinfo ENOENT localhost:9304'

If you are using ELO and ELO Analytics on a virtual machine and you open ELO Analytics, this message may appear on the ELO Analytics page.

This message can occur if there is active network adapter or the adapter is disabled in Microsoft Windows. This is often the case on virtual machines if the network adapter is not connected (network cable removed), which you can see in the Windows network settings.

To enable the adapter, you have to activate the network in the VM options. You can still keep the guest operating system disconnected from the Internet by using *host-only*. Only the host and guest can see each other in a private network.

After the network adapter is running, you can use ELO Analytics. You may have to restart the ELO client.

Alternatively, you can also change the URLs for Elasticsearch and Kibana in the ELO Analytics configuration files:

1. In *kibana.yml* (or *custom*), change the key *elasticsearch.url* and use the local IP address *127.0.0.1* instead of *localhost*.

2. In *eloAnalytics.config.json* (or *custom*), change *localhost* to *127.0.0.1* for all keys.

1.54 ELO Analytics won't load and the browser console shows an error message

```
Uncaught ReferenceError: webpackJsonp is not defined
```

When starting ELO Analytics for the first time, the Kibana interfaces are optimized for fast rendering. You will find this optimized data in the *ELO\temp\ELO-Analytics-<repository name>* folder for each repository. Delete the contents and then restart the ELO Analytics service to create this data again. Wait briefly and then check whether ELO Analytics has loaded correctly. Error messages occurring during the optimization process are written to the ELO Analytics log.

If the error message appears again, you will have to re-install ELO Analytics using the ELO server setup. Check whether antivirus programs are blocking access to the folder and individual files.

1.55 How can I enable the 'Dev Tools' area for users?

You will find the necessary configuration in chapter 6 of the ELO Analytics configuration documentation: Advanced configuration settings.

1.56 ELO Analytics 'HTTP 500' error messages

ELO Analytics shows the following message (excerpt) when executing search requests:

```
<html lang="en"><head><title>HTTP Status 500 – Internal Server
Error</title>HTTP Status 500 – Internal Server Error</h1><hr class="line"
/><p><b>Type</b> Status Report</p><p><b>Message</b> Connection refused:
connect</p><p><b>Description</b> The server encountered an unexpected
condition that prevented it from fulfilling the request.</p><hr
class="line" /><h3>Apache Tomcat/8.5.32</h3></body></html>
```

The ELOix proxy cannot forward the query to the ELO Analytics server, as the server is not responding. Check whether ELO Analytics is running and a connection is established between the ELOix proxy and ELO Analytics.

You will find more information on this message in the ELOix log.

1.57 Search with metadata form filter in Discover mode does not return any results

If you apply a filter to the name of a metadata form and no results are returned, this can be for the following reasons:

1. The repository does not contain any SORDS that are assigned to this metadata form.

2. All SORDs are located within the Administration folder and your user does not have any of the following rights: *Main administrator*, *Ignore permissions, Use debugger*.

3. The capitalization of the metadata forms differs. Check the capitalization, as the metadata form name in the SORD may differ from the form definition (e.g. due to manual creation via script).

4. Check whether the language is relevant.

Alternatively, you can also use the metadata ID in the filter if you use the *sord_maskId* field instead of *sord_maskName*.

1.58   ELO Business Solutions demo data not found in ELO Analytics

The ELO Business Solutions demo data is stored in the Administration folder. ELO Analytics always ignores all SORDs within the Administration folder if the user does not have the *Main administrator*, *Use debugger,* or *Ignore permissions* rights.

In live systems, your SORDs cannot be filed to the Administration folder.

SORDs you want to query in ELO Analytics as non-administrator must be stored outside of the Administration folder. Creating a reference to the child folder outside the Administration folder is not enough.

If you move SORDs from/to the Administration folder, you need to change the SORD or perform a reindex.

1.59   User in the dashboard security editor not saved

If you add a user to the security editor in the dashboard options, to save click the plus icon after entering a name and assigning permissions.

1.60   Dashboard security editor does not update user name

If users have been changed by others in the dashboard security editor, you will have to exit the security editor, return to the dashboard, and then open the dashboard again. Refresh with F5 will not work.

1.61   What information is written to the ELO Analytics log?

By default, the ELO Analytics log contains the following information:

- ELO Analytics run error

- Progress of web file optimization

- Status information on client data

- Configuration settings for ELO Analytics and Kibana

The *elo-config* tag contains the entire configuration of *eloAnalytics.config.json* and *kibana.yml*. All sensitive information (password, user names, keys) is replaced with *****.

1.62   Field contents (e.g. title) always start with a comma
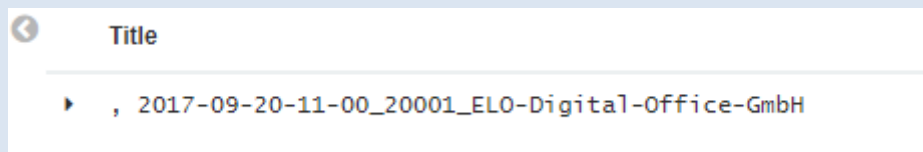
If a field content starts with a comma, this is because Elasticsearch returns multiple values and one value is empty.

```
],
"copy_of_all_title": [
    "",
    "2017-09-20-11-00_20001_ELO-Digital-Office-GmbH"
],
"title_de": [
    "2017-09-20-11-00_20001_ELO-Digital-Office-GmbH"
],
"title_en": [
    ""
],
```

In this case, performing a reindex will remove the empty value (here in `"title_en"`).

Information: Starting with ELO 20, empty values are ignored and displayed without commas.

1.63 Give users access to DevTools

To allow users or groups to have restricted access DevTools, you have to modify the ELO Analytics access control list in the configuration *eloAnalytics.custom.config.json*.

In the first JSON example, the DevTools sidebar is activated for the users or groups. To do this, you need to overwrite the default ACE (access control element) with the GUID (DE5D2086-...). Next, insert your group or user IDs into the property `"groups"`. Alternatively, you can use a completely new GUID for this example, since the original entry has no effect.

```
{
   "navigationFilter": [
     {
        "$guid": "DE5D2086-4DBF-4A3C-89D1-A90FABF3F9B8",
        "allow": true,
        "groups": [
          1000, 1002
        ]
     },
   ]
}
```

The user (here: 1000) must also have access to the Kibana API.

```
{
  "accessFilter": [
    {
        "$guid": "403EA38F-C7E2-4E7C-99F8-E4DBC6E41BAF",
        "enabled": true,
        "description": "Access of console plugin and executing console
commands allow only to admins.",
        "action": [
          "GET",
          "POST",
          "PUT",
          "DELETE"
        ],
        "url": "/api/console",
        "matchType": "startsWith",
        "groups": [1000],
        "allow": true
   }
  ]
}
```

There is a brief explanation of the individual properties at the end of 1.64 Benutzern Zugriff auf Management geben.

You can find a detailed explanation of the properties in the ELO Analytics configuration documentation in the chapter "ELO Analytics ACL filter".

1.64   Give users access to Management

By default, only administrators (with the *Ignore access rights* permission) can delete a visualization, dashboard, or a Discover search, because deleting the components of dashboards affects the functionality of the dashboard. In the ELO Administration Console, it is possible to control dashboard access via the interface, but not for Discover and visualizations.

To allow users or groups to delete and edit visualizations, dashboards, or Discover searches via the Management page in ELO Analytics, you have to modify the ELO Analytics access control list in the configuration. Enter the changes to the configuration

eloAnalytics.custom.config.json

and modify the user and group ID in the property `"groups"`.

```
{
   "authentication":{
      "accessFilter": [
      {
        "$guid": "07B3DA7C-5449-4FFD-A004-5BE284C6AD0F",
        "enabled": true,
        "description": "Allow editing kibana settings for the user
(Advanced Settings). This ACE is disabled unless it shall be active for
other groups.",
        "action": [
          "GET",
          "POST",
          "PUT",
          "DELETE"
        ],
        "url": "/api/kibana/settings",
        "matchType": "startsWith",
        "groups": [
          1000
        ],
```

```
        "allow": true
      },
      {
        "$guid": "32921853-6FB1-4659-AE9B-5B0B79D9EB8F",
        "description": "Saved Objects API Change and Delete for specific
user or groups.",
        "action": [
          "PUT",
          "DELETE"
        ],
        "url": "^/api/saved_objects/(dashboard|visualization|search)",
        "matchType": "regexp",
        "groups": [
          1000
        ],
        "enabled": false,
        "allow": true
      },
      {
        "$guid": "4C20DCEE-67F6-4D33-BE20-C90B4210759F",
        "description": "Saved Objects API: Set or delete index pattern
for user or groups. Disabled!",
        "action": [
          "PUT",
          "DELETE"
        ],
        "url": "/api/saved_objects/index-pattern",
        "matchType": "startsWith",
        "groups": [
          1000
        ],
        "enabled": true,
        "allow": true
      },
      {
        "$guid": "E52B5672-4100-48C0-AA53-03FFFFAA184C",
        "enabled": true,
        "description": "Allow storing default index for this user.",
        "action": [
          "POST",
          "PUT",
          "DELETE"
        ],
        "url": "/api/kibana/settings/defaultIndex",
        "matchType": "startsWith",
        Cgroups": [
          1000
        ],
```

```
        "allow": true
      }
  ]
}
```

Explanation:

The `"$guid"` property creates a new ACE (if the GUID does not already exist) or overwrites an existing one. Some elements are disabled. Setting `"enabled"` activates the elements. As ELO Analytics is controlled by REST calls, you must specify what type of http method (post, put, delete, get) should apply to the ACE in addition to the URL (the URL property). For URLs, you can set the property `"matchType"` either to `"startsWith"` (URL starts with) or `"regexp"` for regular expressions in `"url"`. The conditions `"action"` and `"url"` are followed by a third condition that the user (or a group) matches the user of the REST call.

Finally, the value under `"allow"` specifies whether the access control element allows (true) or denies (false) access if all three conditions (action, url, groups) are met. Access is also denied if the requested access does not match any access control element (action, url, and groups).

The property `"description"` is optional and provides a description of the access control element.

You can find a detailed explanation of the properties in the ELO Analytics configuration documentation in the chapter "ELO Analytics ACL filter".

1.65   Format special date fields

ELO Analytics automatically formats fields that are marked as dates using the format set in the ELO client (e.g. in your profile settings). Some fields are marked as dates for search purposes, but semantically, only contain the year.

By default, these are the following fields, as you can see from the postfix `_year`.

```
sord_idate_year
sord_tstamp_year
sord_xdate_year
feed_date_created_year
feed_date_last_change_year
```

There is no specific behavior for these fields in ELO Analytics. If you want to change the date format for these fields, you must modify it yourself for each new index pattern.

To do this, open the Management page in ELO Analytics as an administrator and navigate to your index pattern (2) as shown in the figure. Search for fields that end with `_year` (3).

To change the display settings for a field, click the pen icon (4). Under Advanced Settings, you can now change the field type to `Date`, giving you access to the date format. To display only the year for this field in the future, simply enter the letter y four times (`yyyy`). Afterwards, click the *Update Field* button and repeat the process for the other fields if necessary.

★ repository

sord_idate_year

Type

date

Format (Default: *Date*) ⚠ Warning

Date ▼

moment.js format pattern (Default: "dd/MM/yy") Docs ⚲

yyyy

Samples

Input	Formatted
1571933832678	2019
1546297200000	2019
1577833199999	2019

Popularity

1 + −

Notes:

1. This manual change is retained when you update the index pattern. The change will be lost if you delete the index pattern and create a new one. In this case, you must repeat the procedure.

2. If you save the Elasticsearch *index .kibana_<repository name>*, your changes above will be applied when you restore it. For more information on backing up the Kibana index, refer to the ELO Analytics documentation on managing backups.

3. You can also manually enter your changes into the index:

To make the changes manually, you need your changes to Elasticsearch index first of all. You also need the index pattern ID. You can get the ID from the browser address bar if you open ELO Analytics outside the ELO client. Select an index pattern to display all fields and copy the value (or name) from your address line to the clipboard. Example **AWyqqqcZgeOSPU5ier4r**:

*…#/management/kibana/indices/**AWyqqqcZgeOSPU5ier4r**/…*

(The name of the index pattern can also be a readable character string)

Next, open DevTools to get your field changes from Elasticsearch. In the POST command, adjust your index pattern ID and the name of the `repository`.

```
GET .kibana_repository/index-
pattern/AWyqqqcZgeOSPU5ier4r?_source=fieldFormatMap
```

The result is a JSON object that contains your changes to the field in the key `"fieldFormatMap"`. Save the key with a value for later recovery (including all double quotation marks).

```
"fieldFormatMap":
"""{"sord_idate_year":{"id":"date","params":{"pattern":"yyyy"}},"sord_tst
amp_year":{"id":"date","params":{"pattern":"yyyy"}},"sord_xdate_year":{"i
d":"date","params":{"pattern":"yyyy"}}}"""
```

To reimport the change for a new index pattern, you must first find out the index pattern ID as shown. The command for recovery is as follows:

```
POST .kibana_repository/index-pattern/AWyqqqcZgeOSPU5ier4r/_update
{
  "doc" : {
    "fieldFormatMap":
"""{"sord_idate_year":{"id":"date","params":{"pattern":"yyyy"}},"sord_tst
amp_year":{"id":"date","params":{"pattern":"yyyy"}},"sord_xdate_year":{"i
d":"date","params":{"pattern":"yyyy"}}}"""
  }
  }
}
```

The key `"fieldFormatMap"` is inserted below the key `"doc"`. You can repeat the first command (GET) to check whether the change has been entered. Note that you need to do a refresh (F5) in the Management UI to see changes.
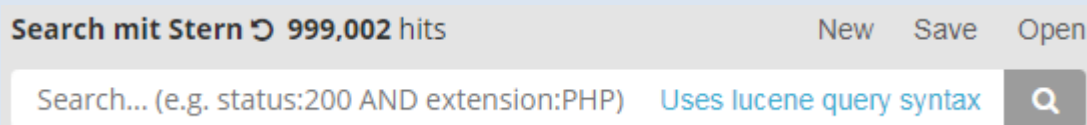
```
19  GET .kibana_repository/index-pattern/AWyqqqcZgeOSPU5ier4r
    ?_source=fieldFormatMap
20
21  POST .kibana_repository/index-pattern/AWyqqqcZgeOSPU5ier4r
    /_update
22 ▾ {
23 ▾    "doc" : {
24        "fieldFormatMap": """{"sord_idate_year":{"id":"date"
    ,"params":{"pattern":"yyyy"}},"sord_tstamp_year":{"id":"date"
    ,"params":{"pattern":"yyyy"}},"sord_xdate_year":{"id":"date"
    ,"params":{"pattern":"yyyy"}}}"""
25 ▴    }
26 ▴    }
27 ▴ }
28
29
30
```

1.66 Filter and field search within texts

You can perform text searches at character level using a filter in the Discover view only if you use the standard operators (is, is not, exists, etc.). To search for character strings within text field, i.e. to search for a subset, you must either write the search input field or a separate query for the filter.

Search bar

Search mit Stern ↻ 999,002 hits   New   Save   Open

Search... (e.g. status:200 AND extension:PHP)   Uses lucene query syntax   🔍

You can enter the search terms in the search bar using the Lucene syntax (for more information, see the link that you can click in the search bar). The simplest syntax is *Field name: Value*.

For example, if you want to quickly search for the name of a metadata form, you can use the following search

```
sord_maskName: "Incoming Invoice"
```

If you only know part of the name, you can use a wildcard *. However, using a wildcard makes the search take longer and increases the load on the Elasticsearch server.

```
sord_maskName: Incoming*
```

You can also extend the search with logical operators. You can find more information about this in the ELO Analytics user documentation (chapter *Using filters*).

Advanced query DSL in the filter

You can switch the filter dialog to advanced mode for custom Elasticsearch queries via the link *Edit Query DSL* (DSL stands for Domain Specific Language). All queries are executed in JS object notation. For more detailed information, click the link in the *Filters are built using the Elasticsearch Query DSL* dialog box.

You can then imitate the search in the search bar by using the following JSON object:

```
{
  "query": {
    "query_string": {
      "query": "sord_maskName:Incoming*",
    }
  }
}
```

You will find the syntax for a `"query_string"` in the [Kibana documentation](#).

Another type of query is the wildcard query, which is also available in the [Kibana documentation](#).

```
{
  "query": {
    "wildcard": {
      "sord_maskName": "Incoming*"
    }
  }
}
```

Information: You should preferably use filters to search in the search bar as filters can be cached and executed faster (if possible).

1.67 The sidebar is displayed but the right side (content) is blank

If you see the sidebar (ELO, Discover, Visualize, Dashboard) but only a blank page appears on the right side, your user does not have permission to access the content. Because the sidebar is displayed, there is most likely a configuration error of the "accessFilter" or "navigation" ACL in the ELO Analytics configuration.

On the *Network* tab, check the browser development tools to see if a http request with the status 403 failed (see picture).
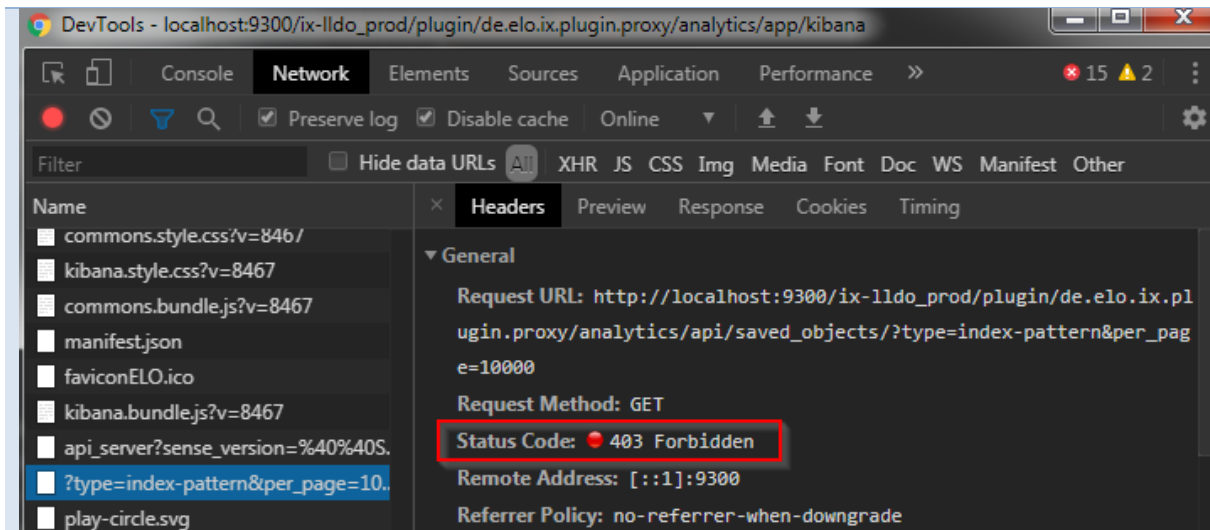
If you don't want the user to see the entry in the sidebar, modify the property *authentication.accessFilter* in the ELO Analytics configuration, otherwise use *authentication.navigation*.

You can find more information about ACL in the documentation for the ELO Analytics configuration in the chapter *ELO Analytics ACL filter.*

1.68 **Allow access to scripts**

If you edit an index pattern and see the message *Scripting Lang Service: Error getting available scripting languages from Elasticsearch*, then access to scripts is disabled. This means that for *Type*, you can only perform integrated operations like URL, string, color or date.

To view scripts, you need the following access element for the query filter (accessFilter). Change the property `"groups"` for the users who are allowed to use scripts. Administrators with the right to ignore ACLs already have it.

```
{
  "$guid": "0AE92AFF-FB71-42EA-BDB0-D95A458023C7",
  "enabled": true,
  "description": "Allow using scripts in index patterns editor. This ACE
is disabled unless it shall be active for other groups.",
  "action": [
    "GET"
  ],
  "url": "/api/kibana/scripts",
  "matchType": "startsWith",
  "groups": [],
  "allow": true
}
```

Keep in mind that you also need to enable scripts in the Elasticsearch configuration. For more information, refer to the Elasticsearch documentation:

https://www.elastic.co/guide/en/elasticsearch///reference/5.6/modules-scripting.html

https://www.elastic.co/guide/en/elasticsearch///reference/5.6/modules-scripting-security.html

1.69 Elasticsearch fields 'Title_en', 'copy_of_all_title

Elasticsearch scans texts and analyzes them according to language and word components. In the case of SORDs, the short name is analyzed and stored in the Elasticsearch fields *title_en*, *title_de*, etc. depending on the recognized language. For short names that could not be assigned to a language, the Elasticsearch field *title_none* is used.

To easily filter for a short name or to display short names in diagrams, use the *copy_of_all_title* Elasticsearch field. This field is made up of the fields *title_de*, *title_en*, and so on, as well as *title_none* during a reindex or update. In ELO Analytics, the field is renamed to *Title* and is displayed as an array if several title fields were combined.

1.70 Dashboard is taking a long time to load

If you use a dashboard with a search table, it can take a lot longer to load than if you do not use a search table in the dashboard.

To reduce the load time, you can make two modifications:

1. **Restrict the number of SORDs displayed in the table**: Reduce the search time by limiting the number of SORDs displayed in the table so that only the first x search hits are displayed. The table then displays the number of hits, but you cannot scroll/switch to the last hits in the table. This does not affect the computation for the other visualizations, which is nevertheless always performed on the entire data volume of your repository.

However, this modification may mean that not all metadata forms and fields are displayed in Discover view, since only metadata forms and fields for which a SORD was found are displayed.

See also question 1.32 In der Ansicht ‚Discover' werden nicht alle Masken/SORDs angezeigt as this affects how the metadata forms and fields are displayed.

2. **Disable highlighting of search terms in the table view**: For each Discover search table (in Discover and dashboards), search terms and filter matches are always highlighted. This requires more computing power in Elasticsearch and can be disabled in general. To do so, open the settings in ELO Analytics on the Management page under *Advanced Settings* and set the value *doc_table:highlight* to *false*.

1.71   Error message 'Discover: Request to Elasticsearch failed'

When you perform a search query in Discover or display a table in the dashboard, ELO Analytics displays the following message:

```
Discover: Request to Elasticsearch failed:
{"error":{"root_cause":[],"type":"search_phase_execution_exception","reason":"","phase":"fetch","grouped":true,"failed_shards":[],"caused_by":{"type":"class_cast_exception","reason":null}},"status":503}
```

This message appears if you are sorting a column and have not set up a filter for a metadata form.

To sort a column, you always need to create a filter for a metadata form.

2   Additional literature

The ELO iSearch/Elasticsearch glossary is available on the ELO SupportWeb (https://supportweb.elo.com) in the *ELO iSearch Guide.*

https://supportweb.elo.com/en-us/documentation/elo-ecm-suite-10-eloprofessionaleloenterprise/server/individual-modules.html

ELO definitions (SORD, ELOix, JS, Workflow, Service, etc.) can be found on the ELO SupportWeb (https://supportweb.elo.com) under *Business Solutions > common > Online documentation and installation > Documentation (top right) > Overview (left) > Glossary and abbreviations.*

https://supportweb.elo.com/proxy/solutions/common_1.02.000/docs_en/index.html#!/guide/p11_Glossar_und_Abk_rzungen