
Question 1

From: marissa@startup.com

Subject: Bad design

Hello,

Sorry to give you the kind of feedback that I know you do not want to hear, but I really hate the new dashboard design. Clearing and deleting indexes are now several clicks away. I am needing to use these features while iterating, so this is inconvenient.

Thanks,

Marissa

Response

Hi Marissa,

I understand the frustration. Use interface is difficult, it's hard to please everyone.

I will admit, the older design was a bit easier to navigate for making edits to some aspects of the indexes.

The new dashboard does have a new "dots" menu at the end of the row for an index.

This menu has a selection to easily empty or delete an index.

If you can provide me with more detail around specific issues you are having, I can create a ticket for our interface developers to look into it.

Hope this helps, let me know if I can do anything else!

Question 2

From: carrie@coffee.com

Subject: URGENT ISSUE WITH PRODUCTION!!!!

Since today 9:15am we have been seeing a lot of errors on our website. Multiple users have reported that they were unable to publish their feedbacks and that an alert box with "Record is too big, please contact enterprise@algolia.com".

Our website is an imdb like website where users can post reviews of coffee shops online. Along with that we enrich every record with a lot of metadata that is not for search. I am already a paying customer of your service, what else do you need to make your search work? Please advise on how to fix this. Thanks.

Response

Hi Carrie,

It sounds like you have hit the 10kb limit for one of your fields. Algolia has a 10kb limit.

This includes:

- All attributes
- Nested objects
- Arrays
- Long strings (reviews are a common culprit)

The best way to avoid this would be to limit the input from the user. If they are entering the review in a text field you can limit the amount of characters.

You could also truncate the review when it's ingested but that can miss possible valuable content.

Question 3

From: marc@hotmail.com

Subject: Error on website

Hi, my website is not working and here's the error:

```
Uncaught ReferenceError: searchkit is not defined
    at Object.parcelRequire.6 (index.js:1)
    at newRequire (broken-webkitRequestAnimationFrame.47b209d0.js:48)
    at parcelRequire.6 (broken-webkitRequestAnimationFrame.47b209d0.js:75)
    at broken-webkitRequestAnimationFrame.47b209d0.js:101
```

Can you fix it please?

Response

Hi Marc,

This looks like an error with a missing a library import in your application.

Depending on which version you are using of SearchKit you might need to check for these items.

If using v3+ look at the top of your code for the import:

```
import { Searchkit } from "searchkit";
```

or

```
import searchkit from "searchkit";
```

Let us know if this works. If not maybe we can jump on a quick call so I can better understand the issue

Thanks!