

Index Failure

Issue

Customer website index is failing.

Root Cause

Index failure occurs when the index feed has duplicate entries for any module that is expected to have a single entry, for any given product.

Troubleshooting and Resolution

- 1) Go to the production page for your website. For e.g., if your website is fakesite.com, go to <https://sb1.abc-systems.com/fakesiteType=PRODUCTION>.
- 2) Click Translation Module.
- 3) Click the “Run From” button.
- 4) Index run will issue an error.
- 5) Open the log from the right menu on the SB screen.
- 6) If the error seen looks like this:
SEVERE:
com.sli.searchbuilder.reflectionLogic.remote.SearchBuilderParameterTypeException:
Function <name of the function> Expected Single but Array was returned at Field Value
with id: <field_id>,
continue troubleshooting with the below steps.
- 7) Copy the id mentioned in the exception.
- 8) Go to the Translation module (translation page)
- 9) Click the Find button at the top of the screen and paste the id from the error. The module with the issue will be highlighted.
- 10) Once the module is determined, check the source it is pulling the data from. To give you an example, if the module was “num_reviews”, the source would be
“review/ReviewCount[]”
- 11) Click “view output” from the consolidation module wired before the translation module.
- 12) Further, search using filters.
Here is an example of the search in the case of duplicate Review entries for a particular product:
Search for documents where
review/ReviewCount
Matches
.+

Minimum matches per Entry

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- 13) The resulting product would be the one with the doubled review entry as specified in the logs.
- 14) To resolve the issue, remove the incorrect entry so the product has only one entry for the given module ("review" in our example).
- 15) Re-run the Index to verify it works.

Note:

If the error in the logs is different from the error given in step 6) above, please contact ABC Systems Support Team for further assistance.