

Discourse Set Up Guide

Introduction

In this document we will aim to explain how to setup the *discourse crawler*.

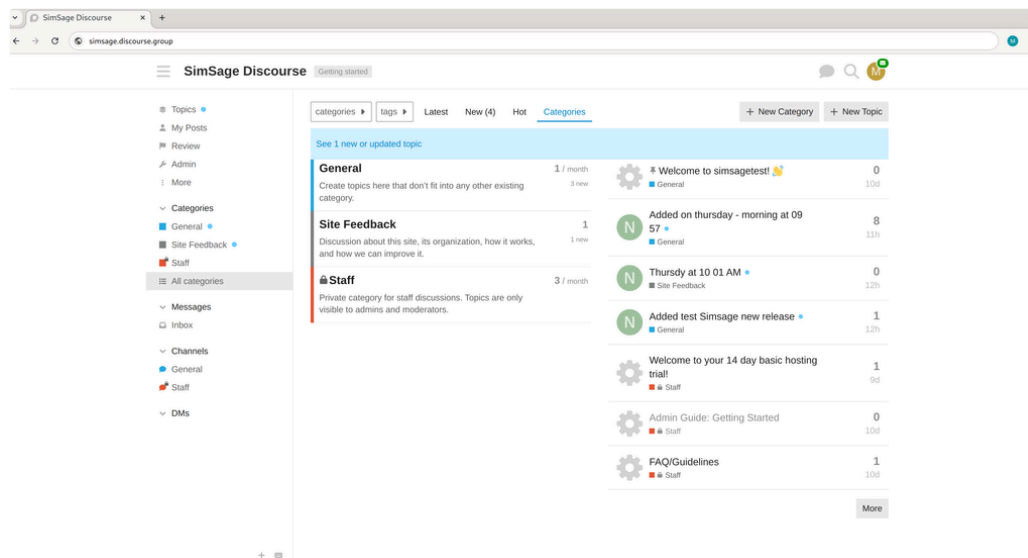
Prerequisites

In order to set up the Discourse crawler, we must have the following credentials:

- **Server host-name**
- **API Token**

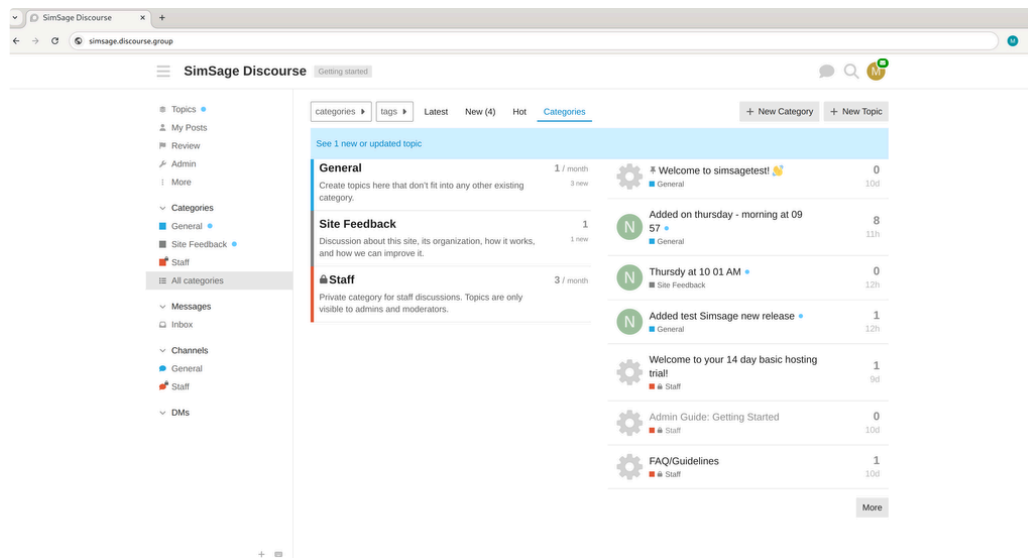
Host-name

Navigate to your Discourse space and simply copy the domain found in the address bar. For example in the screenshot below you can see in our example we would use `simstage.discourse.group` as our host name.

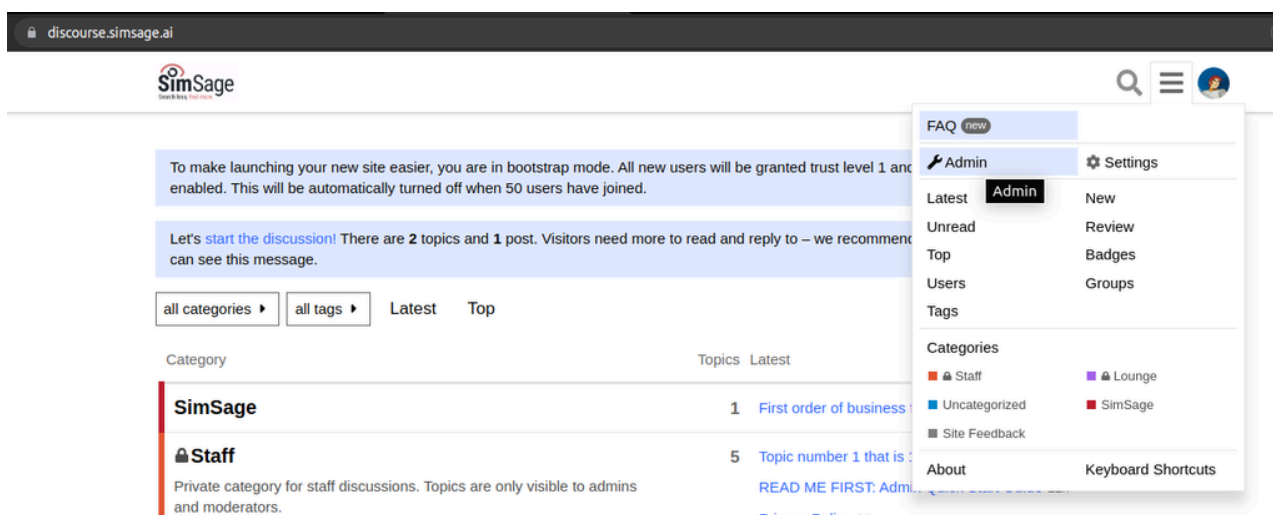


API Token

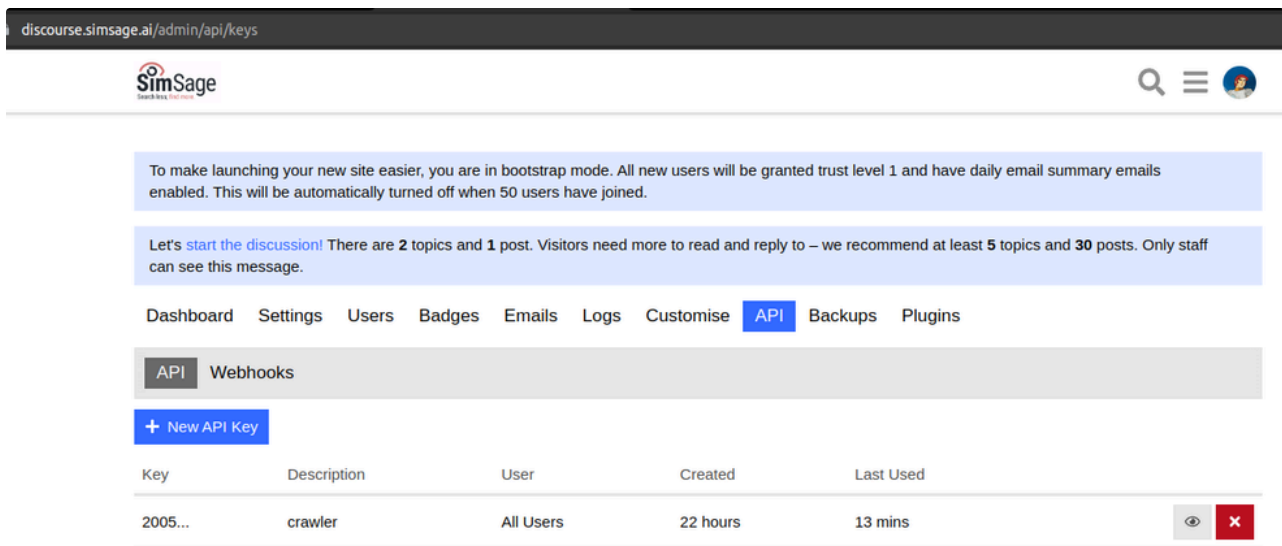
1. Sign in to your discourse site as administrator.



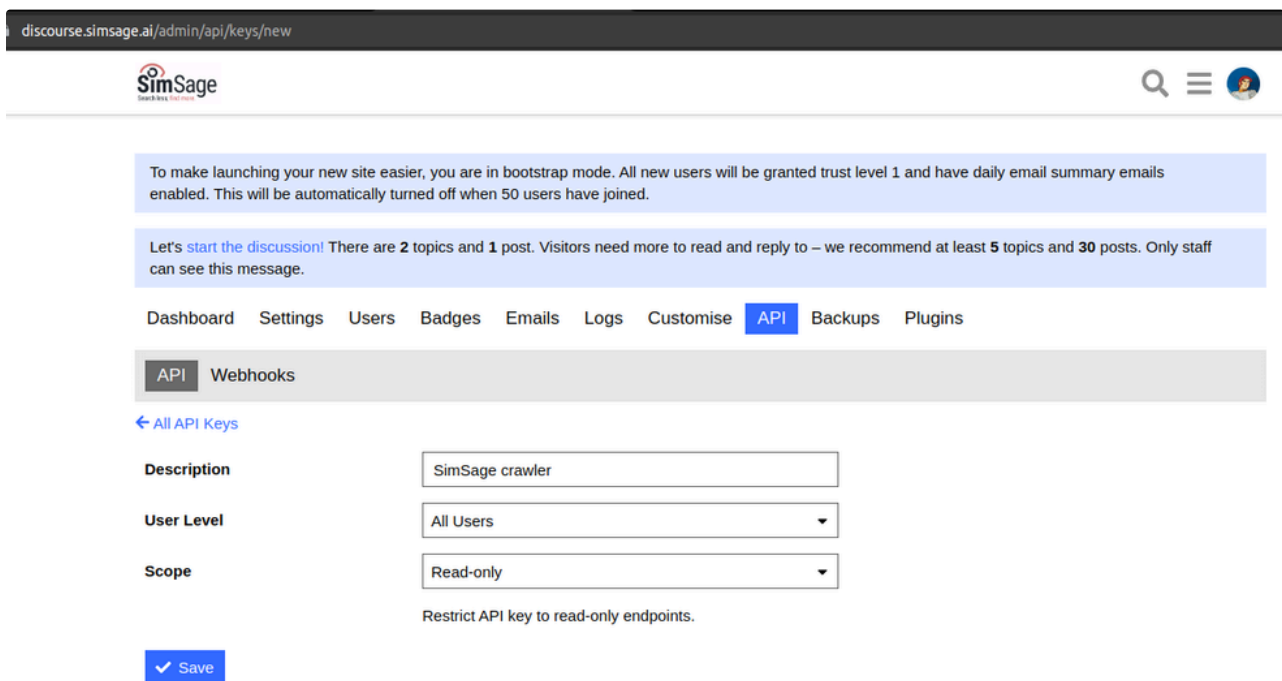
3. Select the hamburger menu, and click on “Admin”



4. Select the “API” tab on the admin screen

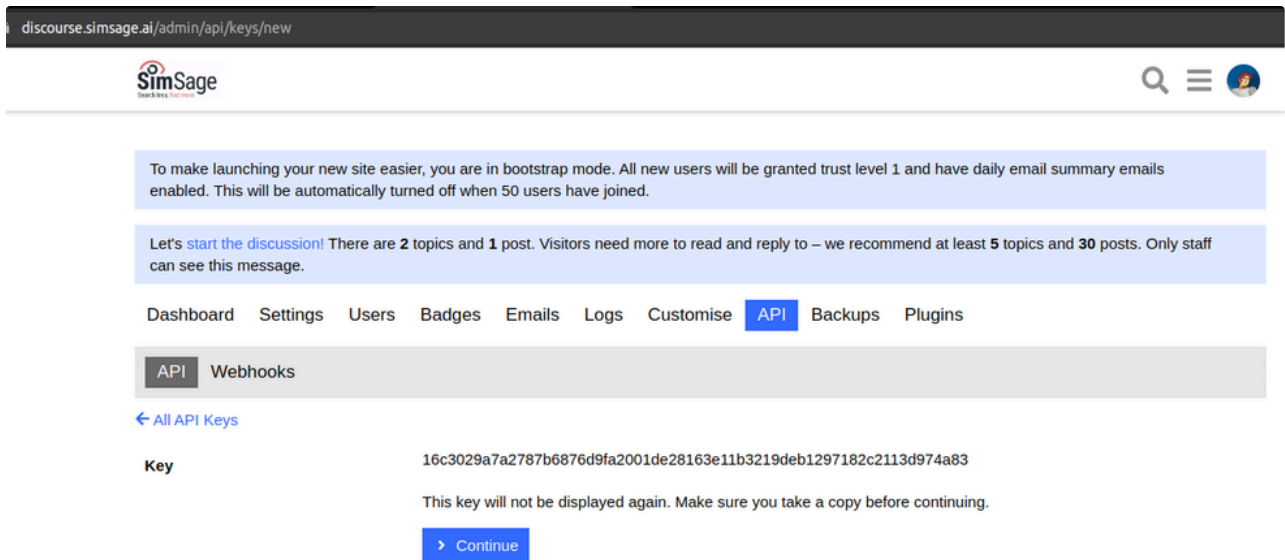


5. Click on “New API Key”



6. Complete the API details form.
7. Description: This can be a description of your choice, in the example above we have used “SimSage crawler”.
8. User Level: Select “All Users”.
9. Scope: Select “Read-only”.
10. Proceed by clicking the Save button.
11. Copy the Key shown (e.g. 16c3029a7a... in the below screenshot).

This is the key SimSage needs to communicate with your Discourse server.



Troubleshooting

As part of setting up the crawler, there are three key checks users can perform to ensure everything is configured correctly:

1. Error Messages in Crawler List

After saving the crawler setup, if SimSage detects any errors, they will be displayed beneath the crawler name in the list of crawlers. For example, a message might indicate that the Server details are missing.

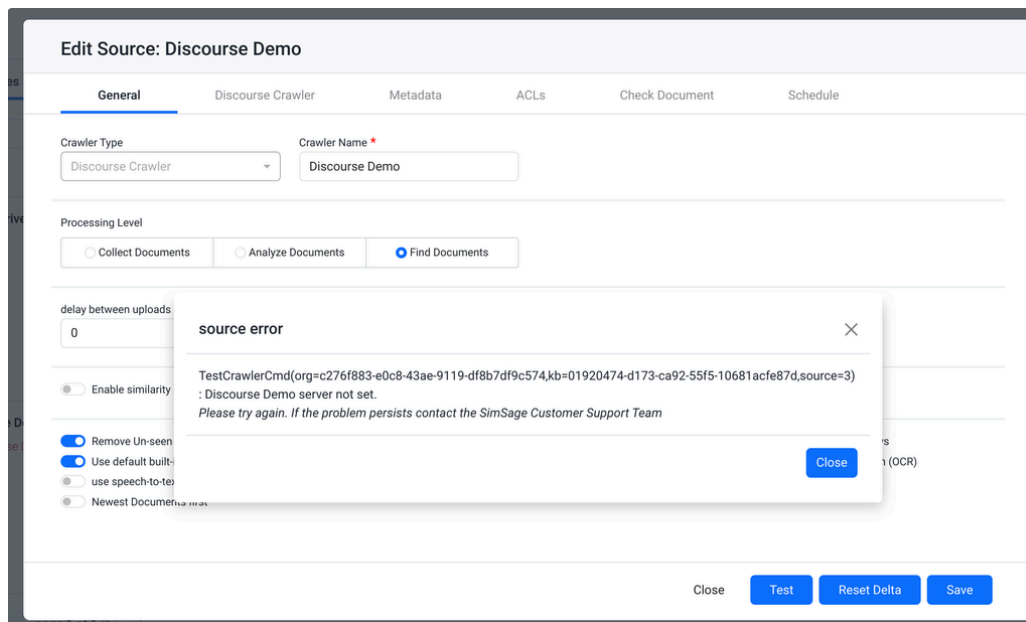
Google Drive Demo	1	gdrive	schedule empty	collected: 300 converted: 300 analyzed: 300 indexed: 300 translated: 300 completed: 300 failed: 0 total documents: 300 total failed: 0	Start Edit Reprocess Export Remove
Discourse Demo	3	discourse	running: started on 2024/09/19 10:14:12	collected: 0 converted: 0 analyzed: 0 indexed: 0 translated: 0 completed: 0 failed: 0 total documents: 0 total failed: 0	Start Edit Reprocess Export Remove

Discourse Demo server not set.

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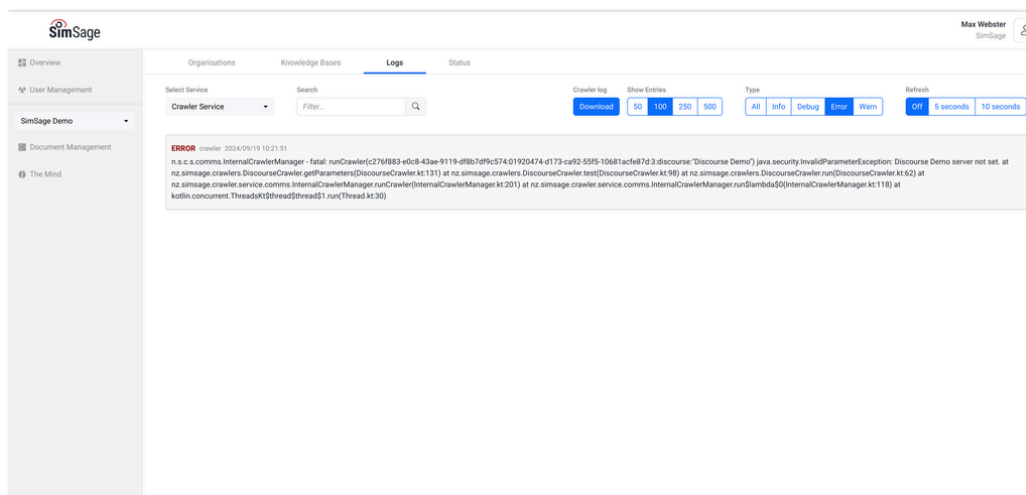
2. Testing Platform Connectivity

If no errors are visible after saving, users can return to the crawler settings by selecting "Edit." Here, they will find a "Test" button, which allows them to verify if our platform can successfully communicate with the platform they are trying to connect to.



3. Reviewing Crawler Logs

By navigating to the "Overview" section from the navigation bar, users can access the "Logs" tab. From this section, they can review the crawler logs or any other service logs, and use the filter to search for specific keywords or log type that may help diagnose issues.



Escalation

If users continue to experience issues after performing these checks, they can contact the support team at simsagesupport@simsage.ai. To assist in resolving the issue efficiently, it's recommended to include screenshots, logs, timestamps, or any other relevant information. For urgent matters, users are advised to escalate the issue directly to their account manager for prompt resolution.