Check file indexing

This page is related to Troubleshooting

Some users have experienced this type of errors (and all went apparently away in the same way):

- after editing a page i was not returned to the wikipage but just got a blank white page. the edit still worked in Tiki7 but not in Tiki8.
- when uploading a file to the filegallery the "progress wheel" would just continue spinning forever never going anywhere (i could click "browse gallery" and the file would be uploaded correctly)
- I upgraded, but the problem didn't go away. infact it got worse, now the edits don't even go through, i just get a white page and the changes i made are lost. the progress wheel thing still happens and the file still gets uploaded.

Once the php error messages were turned on, this was the message shown:

Fatal error: require_once() function.require: Failed opening required
'Zend/Search/Lucene/Storage/File/Filesystem.php'
(include_path='/somepath/public_html/lib/pear:.:/usr/local/php52/pear:/somepath/public_html/lib/core:/somepath/public_html/') in
/somepath/public_html/lib/core/Zend/Search/Lucene/Storage/Directory/Filesystem.php on line 349

Potential Solution:
Try switching off incremental index update at Search settings (tiki-admin.php?page=search)

Comments about this potential solution
Switching off incremental updates might make the problem go away but then the search won't work properly anymore

Here are a few ideas regarding search index failures

It could be a php path problem - your error message lists an odd one in there, so possibly uncommenting this example line in your .htaccess file will do the trick (line 177 in _htaccess in 8.x - to uncomment it
remove the # char from the front)

#php_value include_path "."

...which will reset the path to just the tiki directory.

The following points probably may help in some cases.

It might be a file system permission issue - your apache user (usually www-data) needs write access to the temp directory in your Tiki, and if there are either temp/unified-index or temp/unified-index-new directories there then www-data needs to own those dirs and files (which occasionally i've found messed up).

You probably already have apache able to write to temp (or lots of other stuff wouldn't work) so if there's any unified-index dirs in there, remove them (put them somewhere safe just in case maybe) and then rebuild the search index using the link on admin/search.

Some sites won't fully index due to errors in wiki pages etc, usually when using plugins after upgrades - if the page blows up badly enough this can stop indexing from working, but without necessarily telling you anything went wrong (much better in 8.x than 7.x).

In order to track these down some code was added (sort of so far undocumented) with a logging facility to the search engine rebuild code - add "&loggit" to the end of the rebuild index url in search/admin - e.g:

/tiki-admin.php?page=search&rebuild=now&loggit

The log file will be temp/Search_Indexer.log and gets recreated fresh on each run.

Finally, as a big tiki will often take longer to index than the web server's timeout, a small shell script was added which can be run in a cron script or just through the terminal - (you need to run it as the apache user, so will effectively need to be able to "sudo") basic usage would be:

- Rebuild the index (and optionally log each document)
  
  sudo -u www-data php lib/search/shell.php rebuild [log]

- Run the process queue (with optional number of changes to process)
  
  sudo -u www-data php lib/search/shell.php process [integer (default 10)]

- Optimize
  
  sudo -u www-data php lib/search/shell.php optimize

Related

- Search index could not be updated. The site is misconfigured. Contact an administrator.