Apple Business Systems
Technical Notes

AS02: AppleSearch Q&A

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This technical note discusses the most common questions asked about AppleSearch.

Q: I've got everything set up properly, but when I try to log on to AppleSearch, I'm told "Sorry. This user name refused." What's wrong?
A: The server does not have program linking enabled for that user, so the client cannot connect to the server.

Q: When I restart AppleSearch on my Apple Workgroup Server 95, I get the message. "Can't run AppleSearch. Please reinstall." I tried reinstalling and it still wouldn't start. What is wrong?
A: AppleSearch creates some temporary files when it runs in the "Temporary Files" folder. If the Macintosh crashes, when you restart this folder gets moved into the Trash so you have the option of recovering files if needed (this isn't needed with AppleSearch). Unfortunately, under A/UX on the AWS95, if a file or folder exists in the trash, it can't be created again until the trash is empty, which causes AppleSearch to abort.

The solution on the AWS95 is to empty the trash, not to re-install. The error message is incorrect under A/UX because it is making an assumption it is running on MacOS.

Q: I wrote our XTND that accepts all file types, (type transparency flags in the FTYP resource all set on). Our XTND works fine if the MacLinkPlus AppleSearch XTND is not installed. If the MacLinkPlus AppleSearch IS installed, our XTND is NEVER called. Why am I having this problem?
A: If both the DataViz translator and another translator say they are able to translate the file, then AppleSearch will use the DataViz translator. AppleSearch should only call your translator if the file was in a format not supported by DataViz. If you only want to search on the information returned by your translator, then you should throw out the MacLinkPlus AppleSearch file.   By doing this, you will no longer be able to search on any text in the document that is not returned by your translator. This is because XTND only allows one translator to read a particular file, and since the server has no way to ask a user which translator should be used when there are multiple translators for the same file we always try to prefer the DataViz translators.

Q: I'm having trouble with my scheduled reporters not being run. Why?
A: The usual reason why scheduled searches don't run is because the client has been disconnected from the server for some reason. Even if you quit the AppleSearch client software, the Macintosh remains attached to the server. If you disconnect the client, or if the client or server machines are restarted, that connection is lost and needs to be re-initialized.

Q: AppleSearch is forcing my indexes onto the root directory of my AWS95. How do I move them to some other location?

A: AppleSearch 1.0 forces the "AppleSearch Indexes" folder to be at the root of HFS partition. This is fine for HFS disks, but for the UFS disks there are times when you want to move them (if, for instance, /users is a separate disk and you want the indexes there). There is a workaround you can use:

1. Start AppleSearch and create the information source indexes in /
2. Quit AppleSearch
3. Move the index to wherver you want them to exist.
4. restart AppleSearch. It will ask you where the indexes are, and then remember the new location.
5. Index as usual.