

**Aquaforest**

# Searchlight **Troubleshooting Guide**



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# 1 Introduction

This brief guide is intended to summarize the most common configuration issues that can affect the operation of Aquaforest Searchlight version 2.x. The Release Notes has more information on more specific errors. You can also check [Searchlight blogs](#) for even more information.

## 1.1 Installation

The installation process is relatively straight forward by following the steps on the GUI. The installation should be carried out whilst being logged in as a System Administrator. In cases where the logged-on user does not have full admin privileges some components will fail to install.

A recommend approach is to run the Aquaforest\_searchlight.msi through the command prompt. You will need to open an instance of command prompt with the 'Run as Administrator' option.

# 2 Post Installation

## 2.1 SharePoint URL format

Below is an example of how to set the SharePoint URL format when setting up a document library in Searchlight.

Sharepoint 2010:

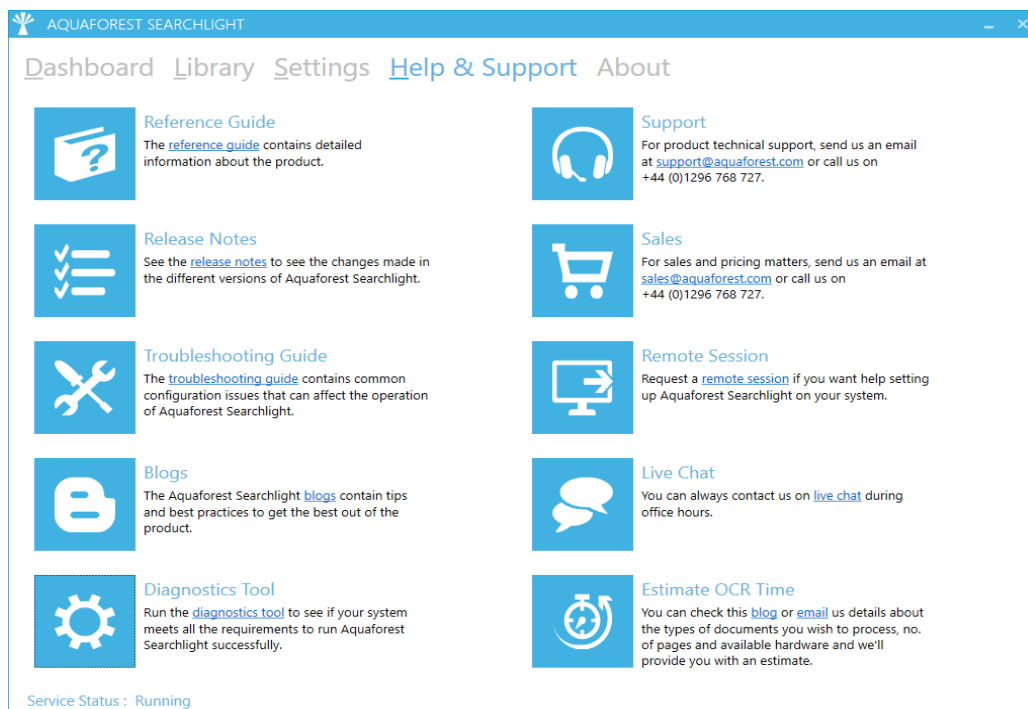
- Actual URL:  
<https://SharePoint2010/site/myLibrary/myForms/AllItems.aspx>
- Supported URL format in Searchlight:  
<https://SharePoint2010/site/myLibrary>

SharePoint 2013:

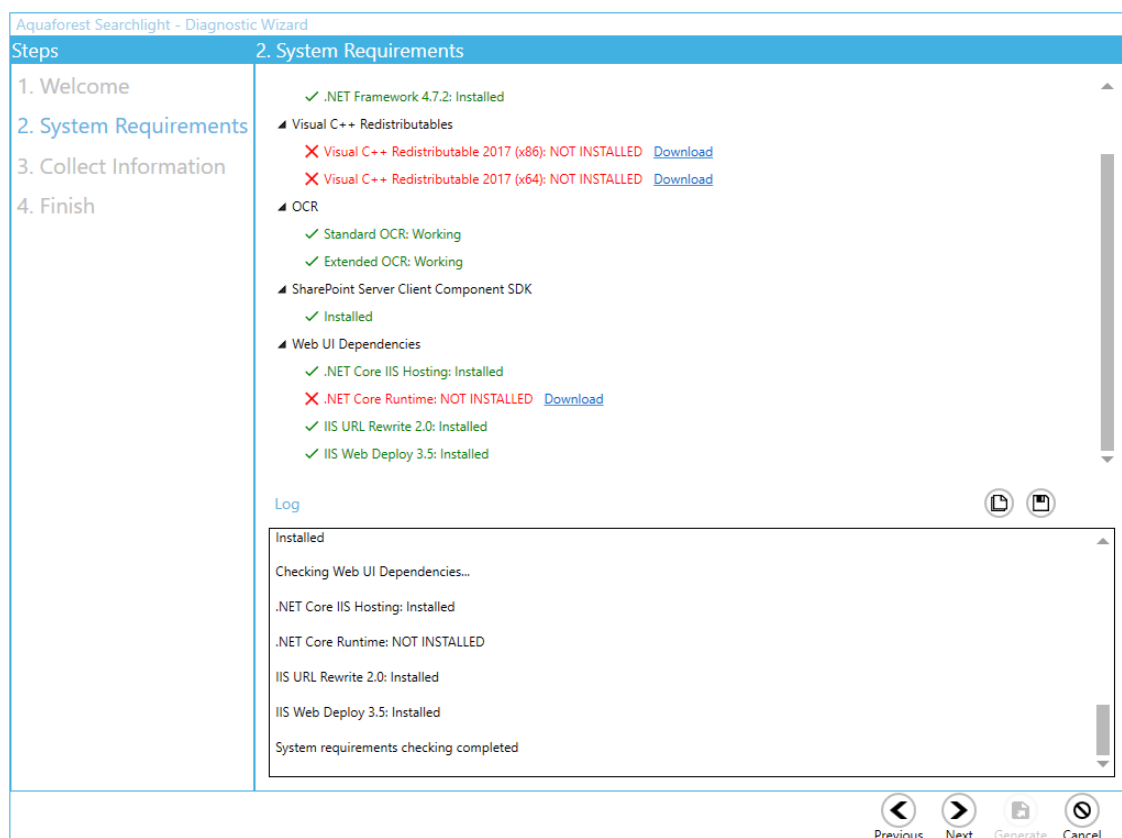
- Actual URL:  
<https://SharePoint2013/site/Library/ layouts/15/start.aspx#/mylibrary/Forms/AllItems.aspx>
- Supported URL format in Searchlight:  
<https://SharePoint2013/site/Library/mylibrary>

## 2.2 Running the Diagnostic Tool

Once installed you can run the **Diagnostic Tool** which can be accessed from the **Help & Support** tab on the main screen.



This will initiate the diagnostic wizard which will run various checks to determine if your system meets all the requirements needed to run Searchlight. If there are dependencies that are not installed, download them using the link in the diagnostic tool and install them. If you notice any failures during the run contact the support team.

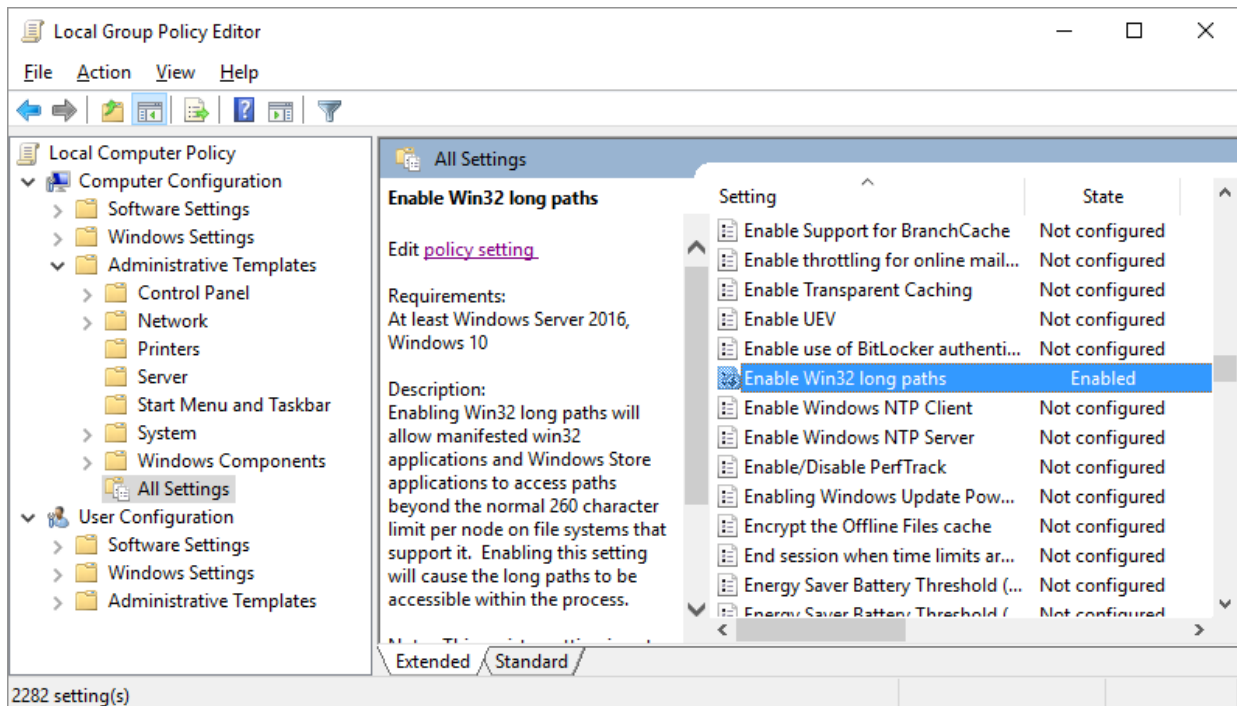


## 2.3 Long Path Support

When enumerating documents to process, Searchlight can come across documents that exceed the file path length enforced by windows. These files are skipped and not processed.

Starting from Windows 10 and Windows Server 2016, there is now support for long paths. However, long paths support is not enabled by default. You need enable the following policy to take advantage of this new feature.

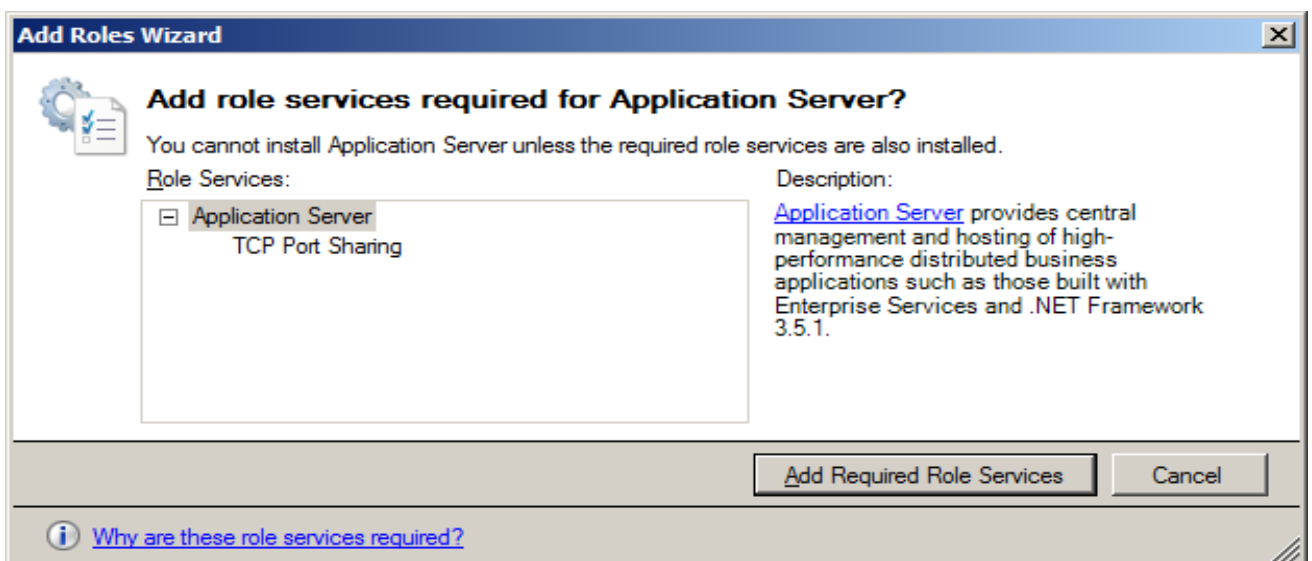
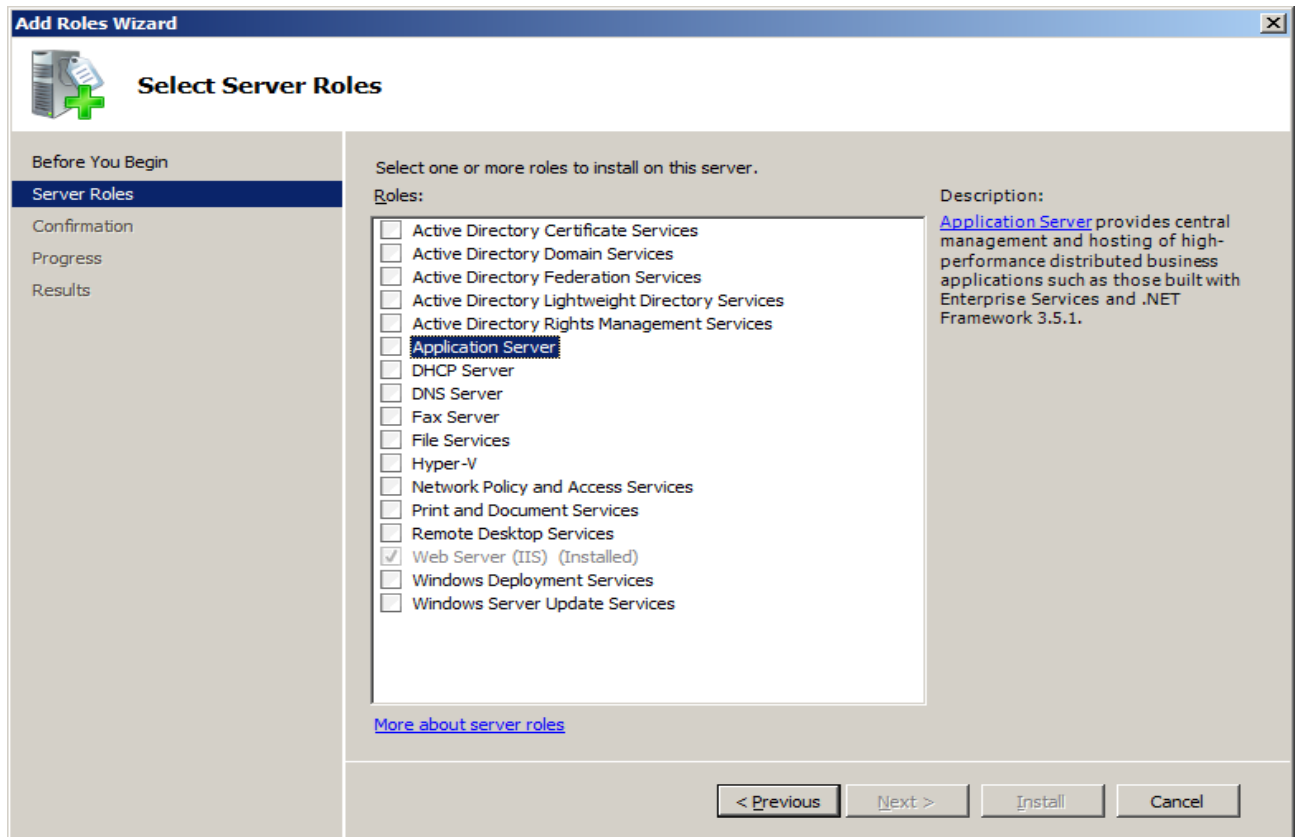
Open Global Policy Editor (**Start > Run > gpedit.msc**) and enable “**Enable Win32 long paths**”.



Restart the Searchlight UI and service after making changes to this policy.


## 2.4 Empty drop down lists

This is a symptom seen on Windows Server 2008 and Windows Server 2012. If you experience the dropdown lists being empty within Aquaforest Searchlight and are using one of the above operating system, then you will need to enable the "Application Server" Role. The following screenshots illustrate how to enable the "Application Server" Role:





**Add Roles Wizard**

 **Select Server Roles**

Before You Begin  
**Server Roles**  
 Application Server  
 Role Services  
 Confirmation  
 Progress  
 Results

Select one or more roles to install on this server.

Roles:


- ☐ Active Directory Certificate Services
- ☐ Active Directory Domain Services
- ☐ Active Directory Federation Services
- ☐ Active Directory Lightweight Directory Services
- ☐ Active Directory Rights Management Services
- ☒ **Application Server**
- ☐ DHCP Server
- ☐ DNS Server
- ☐ Fax Server
- ☐ File Services
- ☐ Hyper-V
- ☐ Network Policy and Access Services
- ☐ Print and Document Services
- ☐ Remote Desktop Services
- ☒ Web Server (IIS) (Installed)
- ☐ Windows Deployment Services
- ☐ Windows Server Update Services

[More about server roles](#)

Description:  
[Application Server](#) provides central management and hosting of high-performance distributed business applications such as those built with Enterprise Services and .NET Framework 3.5.1.

< Previous   Next >   Install   Cancel

**Add Roles Wizard**

 **Select Role Services**

Before You Begin  
 Server Roles  
 Application Server  
**Role Services**  
 Confirmation  
 Progress  
 Results

Select the role services to install for Application Server:

Role services:

- ☒ .NET Framework 3.5.1
- ☐ Web Server (IIS) Support
- ☐ COM+ Network Access
- ☒ TCP Port Sharing
- ☒ Windows Process Activation Service Support (Installed)
  - ☐ HTTP Activation
  - ☒ Message Queuing Activation (Installed)
  - ☒ TCP Activation (Installed)
  - ☒ Named Pipes Activation (Installed)
- ☐ Distributed Transactions
  - ☐ Incoming Remote Transactions
  - ☐ Outgoing Remote Transactions
  - ☐ WS-Atomic Transactions


[More about role services](#)

Description:  
[.NET Framework 3.5.1](#) includes Windows Communication Foundation (WCF), Windows Workflow Foundation (WF) and Windows Presentation Foundation (WPF). These frameworks provide a powerful infrastructure for creating securely connected services, workflow driven applications, and rich user experiences.

< Previous   Next >   Install   Cancel



Add Roles Wizard



Confirm Installation Selections

Before You Begin

Server Roles

Application Server

Role Services

Confirmation

Progress

Results

To install the following roles, role services, or features, click Install.

1 informational message below

This server might need to be restarted after the installation completes.

Application Server

.NET Framework 3.5.1

TCP Port Sharing

[Print, e-mail, or save this information](#)

< Previous

Next >

Install

Cancel

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## 2.5 Certificate Error

If Searchlight tries to access a site that has an invalid SSL certificate, it will fail with an error message like *"Could not establish trust relationship for the SSL/TLS secure channel."*

There are 2 settings in the **Searchlight.config** file that can be used to fix this.

```
<!--  
To enable Searchlight to process sites that have invalid certificates or certificates with errors,  
enter a comma separated list of all thumbprints of certificates that you recognize  
in the setting below to make Searchlight ignore them and continue processing. Alternatively, set  
"ignoreAllCertificateErrors" to "true" (use at your own risk!).  
-->  
<add key="recognizedCertificateThumbprints" value="" />  
<add key="ignoreAllCertificateErrors" value="false" />
```

- **recognizedCertificateThumbprints**

Use this setting to add the thumbprint/fingerprint (SHA-1) of the certificate that is causing the issue. More thumbprints can be added by separating each one with a comma. This is recommended way as it instructs Searchlight to only ignore errors of recognized certificates.

See how to retrieve the thumbprint or fingerprint of the invalid certificate using [Chrome](#), [Firefox](#) and [Edge](#) web browser below.

- **ignoreAllCertificateErrors**

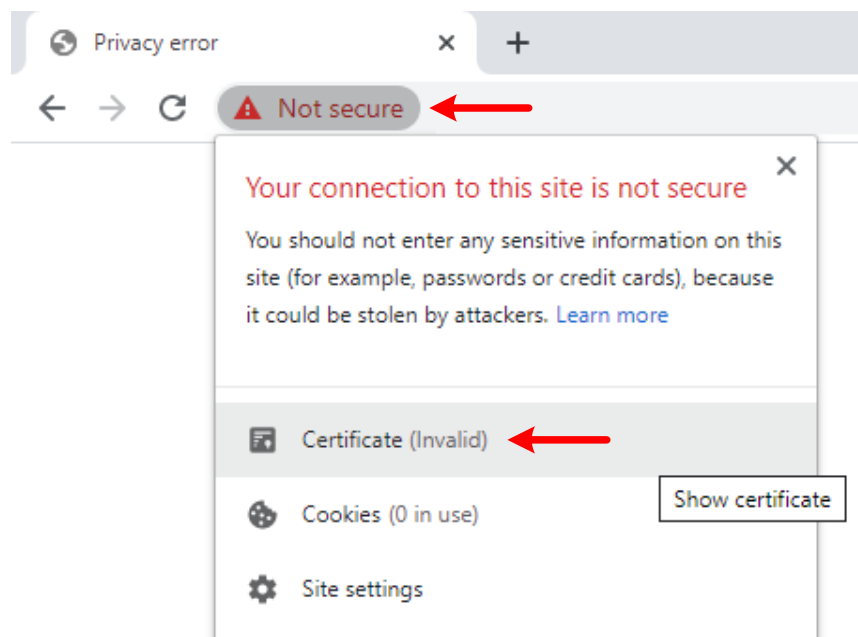
Set this setting to true to ignore all errors for all certificates.

**NOTE:** The Searchlight UI and service must be restarted after making the change.

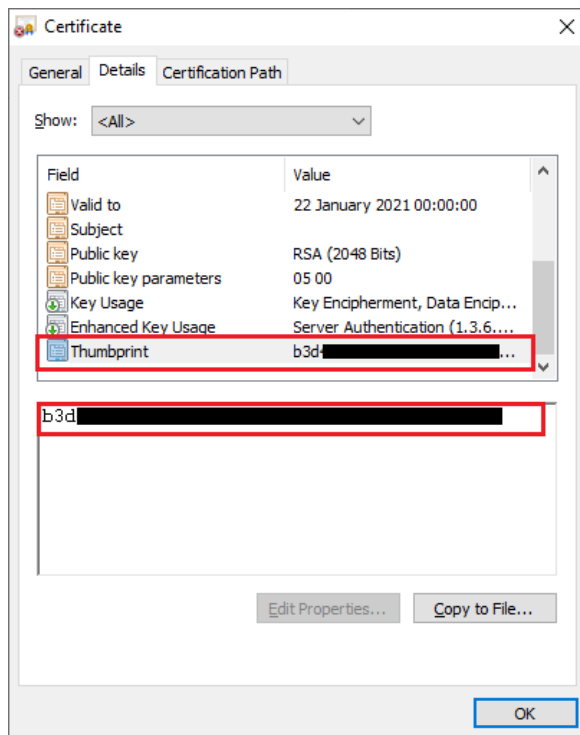
### 2.5.1 Retrieving certificate thumbprint/fingerprint

To retrieve a site's certificate's thumbprint, first open the site in a web browser. If the certificate is invalid, a warning will be shown in the address bar.

- **Chrome**

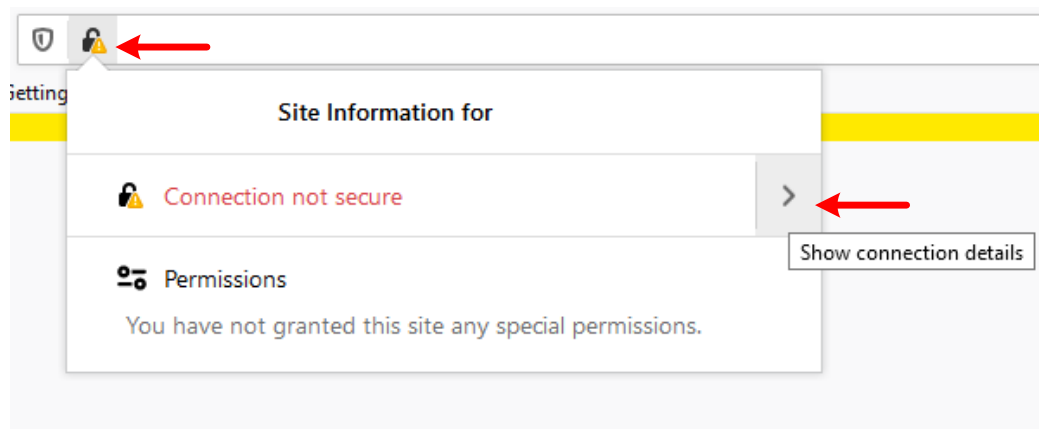


1. Click on **Not secure** > **Certificate (Invalid)**
2. A popup window will appear

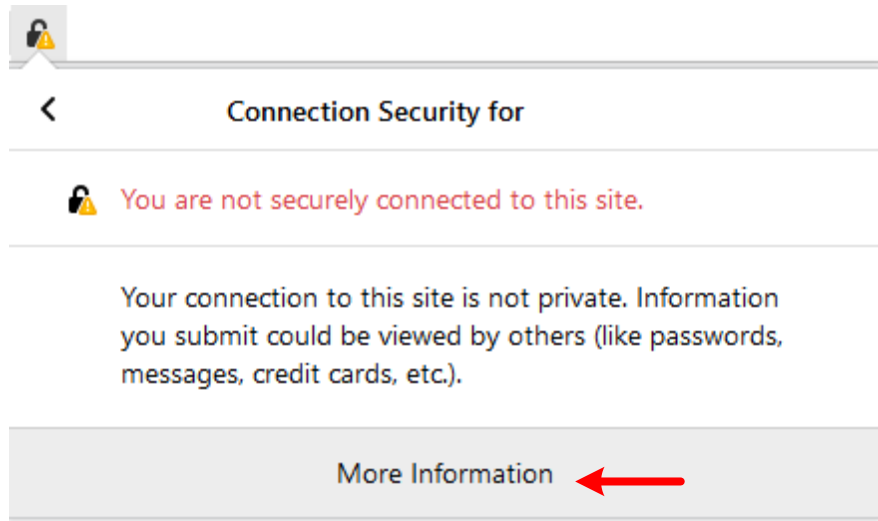


3. On the **Details** tab, select **Thumbprint** and copy the value in the **recognizedCertificateThumbprints** setting in **Searchlight.config**.

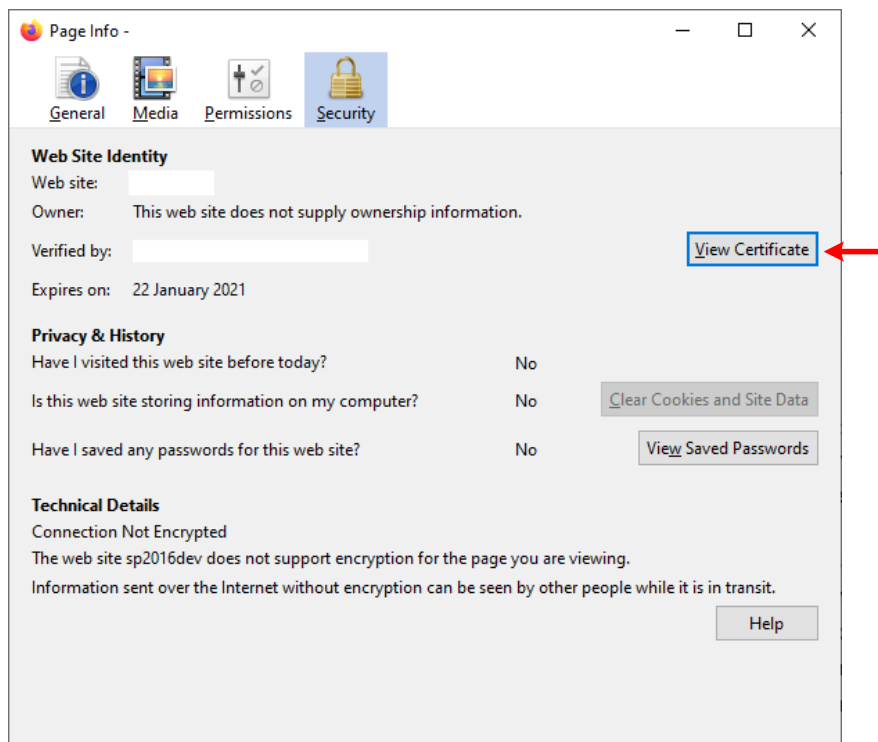
- **Firefox**



1. Click on the padlock icon with an exclamation mark
2. Click on the arrow new to **Connection not secure**
3. A new popup will be shown. Click on **More Information**



4. In the new popup window, under **Security**, select **View Certificate**



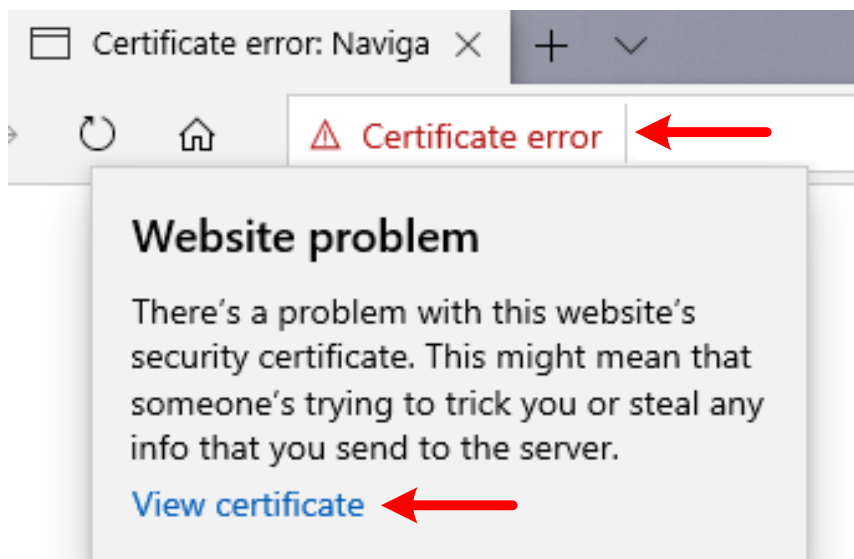
5. Copy the value of **SHA-1** under **Fingerprints** and paste it in the **recognizedCertificateThumbprints** setting

## Certificate

---

Subject Name	_____
Common Name	_____
Issuer Name	_____
Common Name	_____
Validity	_____
Not Before	22/01/2020, 13:07:11 (Greenwich Mean Time)
Not After	22/01/2021, 00:00:00 (Greenwich Mean Time)
Public Key Info	_____
Algorithm	RSA
Key Size	2048
Exponent	65537
Modulus	_____
Miscellaneous	_____
Serial Number	_____
Signature Algorithm	SHA-1 with RSA Encryption
Version	3
Download	<a href="#">PEM (cert)</a> <a href="#">PEM (chain)</a>
Fingerprints	_____
SHA-256	_____
SHA-1	B3:D _____

- **Edge**



1. Click on **Certificate error** > **View certificate**
2. In the popup window, copy the value of **SHA1 fingerprint** and paste it in the **recognizedCertificateThumbprints** setting.

## Certificate Information



Certificate error (X)

### Issued by

### Valid from

22 January 2020 13:07:11

### Valid to

22 January 2021 00:00:00

### Subject organisation

Unknown

### Serial number

### SHA-256 fingerprint

### SHA1 fingerprint

B3:D

## 2.6 HTTP Error 500.19 – Internal Server Error

→ ↻ ⚠ Not secure | localhost:5001

### HTTP Error 500.19 - Internal Server Error

The requested page cannot be accessed because the related configuration data for the page is invalid.

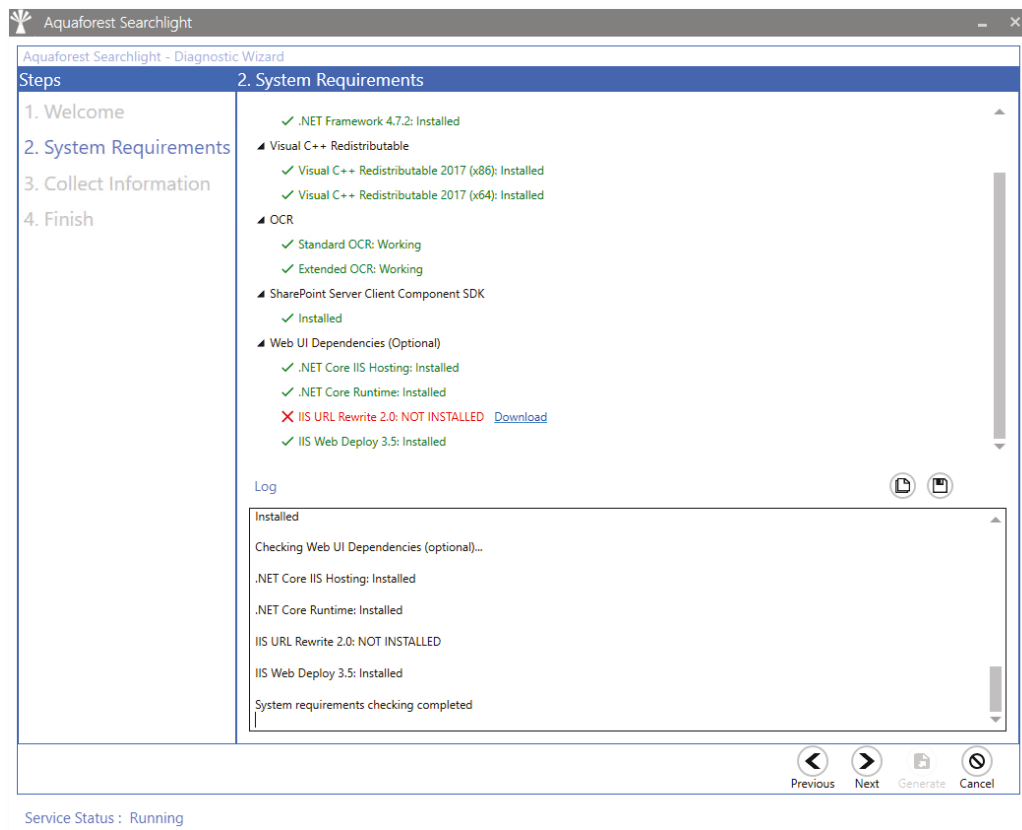
Detailed Error Information:			
<b>Module</b>	IIS Web Core	<b>Requested URL</b>	https://localhost:5001/
<b>Notification</b>	Unknown	<b>Physical Path</b>	
<b>Handler</b>	Not yet determined	<b>Logon Method</b>	Not yet determined
<b>Error Code</b>	0x8007000d	<b>Logon User</b>	Not yet determined
<b>Config Error</b>			
<b>Config File</b>	\\?\C:\Aquaforest\Searchlight\bin\web.config		

**Config Source:**

```
-1:
0:
```

**More Information:**  
This error occurs when there is a problem reading the configuration file for the Web server or Web application. In some cases, the event logs may contain more information about what caused this error.  
[View more information »](#)

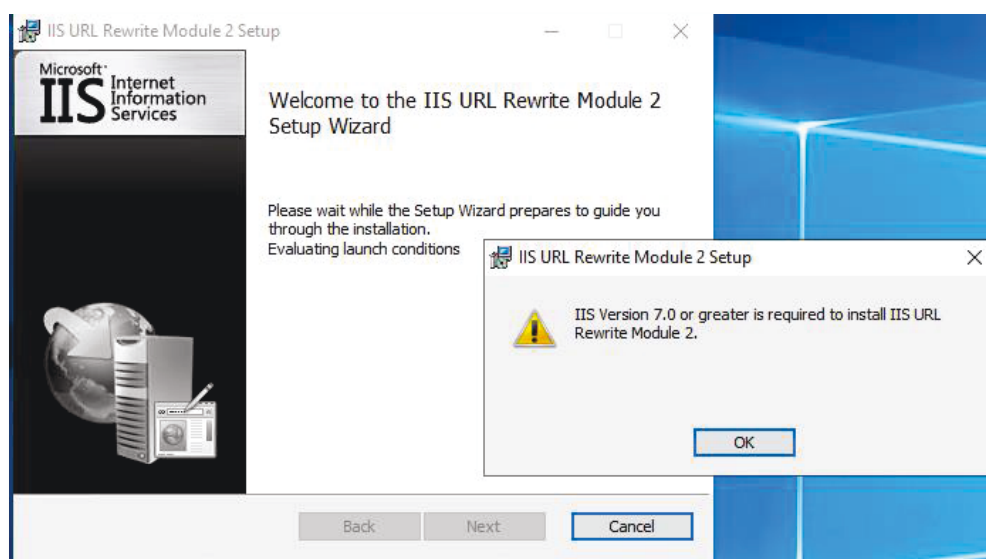
The cause of this error can be found by running the **Diagnostic Tool**



As shown above, the **URL Rewrite module** is not installed. This is required if you use the web interface. [Download](#) and install it.

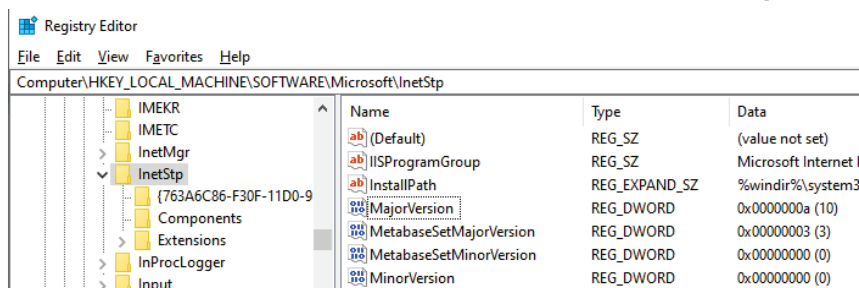


You may encounter the following error when installing the URL Rewrite module "IIS Version 7.0 or greater is required to install IIS URL Rewrite Module 2":

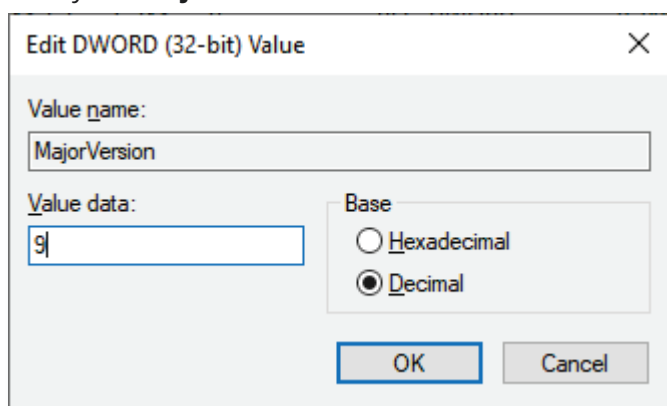


To fix this:

1. Open Registry Editor (Regedit)
2. Go to **HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\InetSrp**



3. Modify the **MajorVersion** and set the **Decimal** value to **9**



4. Install the URL Rewrite Module
5. Go back to the registry editor and change the **MajorVersion** back to **Decimal** value of **10**