Adobe™ Acrobat™ Search for Windows
Read Me Notes for Version 2.1

This Read Me file contains last-minute product information for Acrobat Search. The Getting Started Guide for Acrobat Exchange and the Acrobat Search Online Guide (help_s.pdf) also provide essential information to help you begin using Acrobat Search 2.1.

Opening files in the search results list

Slow to open or file not found

When opening a file from the results list it may take a long time to open the file or in some case the file can not be opened at all. This problem is caused by using non 8.3 filenames and directory names with more than 8 characters. To resolve this problem name your files and directories using 8.3 conventions and rebuild the index. You can also avoid this problem by checking "add ID's to 1.0 files" in the index options dialog, and using 8 character directory names for your top level directories. These changes will help search locate and open files more quickly.

When searching for common words, such as searching for "the" by itself, search may appear to hang. In fact Search is just taking a very long time. This happens because the number of hits is so large it takes a while to retrieve them from the index.

Supported networks

Acrobat Search and Catalog may have problems indexing or finding documents due to differences in how networking software maps non 8.3 names. For example what is seen on the network by a Macintosh may be different from what is seen by a PC. The following networks have been used in testing Acrobat Search and Catalog:
• Novell Netware & Netware Lite
• Banyan Vines
• Sun Select PC-NFS 3.5, 4.0, 5.0 and 5.1
• NetManage ChameleonNFS
• IBM OS/2 2.1
• Microsoft Windows for Workgroups 3.11
• Microsoft Windows 95
• Microsoft Windows NT Advanced Server 3.1

Other networks may work, but have not been thoroughly tested.

Unexpected Results

No results found

If you are searching for a phrase which contains a stop word you may unexpectedly get no results found for your search. For example searching for "nick of time" will lead to no results found if "of" is a stop word.

Files not appearing in search results list

If proximity is turned on, files which contain the words being searched for may not appear in the results list if these words are 2 to 3 pages apart. For example when searching for "income and report" if both words appear in a file with 8.5 x 11 pages full of 12point text then the file will only appear in the results list if income and report appear are on the same page or consecutive pages.

Unexpected words being highlighted

Using some of the word options such as sounds like and thesaurus can lead to searching and highlighting of unexpected words. For example the sounds like feature is designed to work best with proper names. For other words sounds like will not always give the results one might expect. Use the words assist dialog to understand what words are being searched for when you use word options.

Search terms only being highlighted once per document

When using the proximity word option only one occurance of the search terms will be highlighted in each document even if the search words occur multiple times. The proximity option sorts the results list bases how close together the search terms are in a document. The document is ranked by the search terms which appear closest together. Only this occurance of the search terms is highlighted in the document. The other occurances are not highlighted because they did not contribute to the document's high ranking in the results list.

Proximity not being used

Proximity is only available for simple AND searches such as "earnings AND report". Complex searches such as "earnings AND (report OR analysis)" will automatically turn off proximity.

Miscellaneous

Network server overload

A network file server can reach max utilization when many users are running broad searches at the same time. This causes an overload on the server slowing down all other processes. This occurs when many broad searches attempt to read the entire index which forces the server to load the entire index into its cache. As indexes can be very large the caches can be overloaded. To avoid this problem discourage broad searches such as "*report" which will read the entire index.

Indexes not supporting word options

Some indexes are built without the support for word options such as stemming or thesaurus. The documentation incorrectly states that when searching against these indexes with these options Search will not find stems or synonyms of the search words. Search will in fact find these even when these options are not included in the index. Not including these options in the index only affects the word assistant which will not be able to show stems or synonyms for this index.

Internal Error while searching

When searching documents which contain long titles you may get an internal error message from Acrobat. This message is due to having titles which are same through the first 63 characters in the title. For example, suppose we have two documents with the titles: "The Quick Brown Fox Jumped Over The Lazy Dogs. By John A. Smithson" and "The Quick Brown Fox Jumped Over The Lazy Dogs. By John A. Smithsun". These titles are 66 characters long and are identical in the first 63 characters. The dialog will appear in this instance if the search results are sorted by title. As a work-around change all document fields (especially the Title) to be unique within the first 63 characters if their field values are more than 64 characters long and reindex the documents.