

# I-Search Troubleshooting Guide

Please email [ECM211@ci.monterey.ca.us](mailto:ECM211@ci.monterey.ca.us)  
if you still have questions or suggestions after reviewing this material.

Situation	Explanation and <b>Corrective Action</b>	Comment
1. You get an <b>alert</b> which says <b>“Error occurred in SIRE.Main.Functions”</b>	<p>This signifies that SIRE’s search engine could not make sense of the statement you entered in the Search Keywords field.</p> <p><b>Review and correct the statement</b>, referring to the Help page if you need to. Typically, you will see that you entered “AND” “OR” or Quotes or some other search operator incorrectly. For example...</p> <ul style="list-style-type: none"> <li>• <i>Hot AND AND Cold (duplicate AND)</i></li> <li>• <i>“Hot AND Cold (forgot the closing “)</i></li> <li>• <i>Hot NOT Cold (correct syntax is hot AND NOT Cold)</i></li> </ul> <p>contact <a href="mailto:ecm211@ci.monterey.ca.us">ecm211@ci.monterey.ca.us</a> if you are unable to correct the error on your own; provide the exact Search Keywords as entered or a screen shot of the entered data.</p>	We have asked our vendor to display a more meaningful alert; they are looking into it.
2. <b>Search keywords not highlighted</b> in documents	<p>The problem may relate to either your version of Adobe Reader or the settings you select for the reader.</p> <p>Refer to your I-Search setup guide for additional information.</p>	<i>If you view occasional unhighlighted documents, please report this to <a href="mailto:ecm211@ci.monterey.ca.us">ecm211@ci.monterey.ca.us</a> as it may mean that we improperly scanned and captured that item.</i>
3. You enter a search for an <b>exact phrase</b> and don’t get the results you expected.	<p>You may need to <b>enclose your search statement within quotes</b> for it to work properly</p> <p>Note too that SIRE ignores certain reserved words (“the”, “and”, “or”) when it executes word searches. So a search for “The brown house” would also return “a brown house”</p>	
4. You enter a <b>series of words</b> and don’t get the results you expected.	<p>Remember to enter <b>OR</b> between each word if you are looking for content that has <u>any</u> of these words. Enter <b>AND</b> between each word if you are looking for content that has <u>all</u> of these words. You can also use the <b>wildcard</b> character (*) and other search statement operators if you want various forms and/or spelling of a word.</p>	If you string together words without using OR/AND, or quotes you might not get the result you expected.
5. The <b>number of documents listed</b> for your search does not	<p>To maximize the speed of the search process, the City has set 100 as the maximum number of documents it will list from each cabinet. It is possible your search is not narrow enough and therefore the item of interest is not in the</p>	The more carefully you construct your search statement the better the results set you will get. Using one or more of

# I-Search Troubleshooting Guide

Situation	Explanation and <b>Corrective Action</b>	Comment
<p>appear to contain all of the documents you feel should be included in your search results.</p>	<p>first 100 records displayed from each cabinet.</p> <p>To prevent run-away searches, we also set a limit on the total number of documents of any kind that can be selected using a single search statement. This limit is high, but if you submitted an overly broad search statement, it is possible that you might exceed that limit.</p> <p>If you don't find everything you need in the document set listed, you can modify your search to return a more tightly defined document set.</p>	<p>the Search statement operators described on the help page can help you construct a more precise search statement.</p>
<p>6. You find minutes for a specific meeting, but <b>don't find an Agenda Packet</b> for that same meeting.</p>	<p>Capturing agenda packets into ECM is a more difficult process than is loading minutes. Therefore at this time we have more council minutes available for search than we do agenda packets. We also currently have no plans to capture historical agenda packets for any of the boards and commissions.</p>	<p>Refer to the I-Searchable content for an up-to-date summary of available Agenda Packets.</p>
<p>7. You can't find a specific resolution by number</p>	<p>To search for a specific resolution always use an exact match search, enclosing the resolution number within quotes (e.g. "97-202"). Unfortunately, the success of your search is ultimately determined by how the resolution was originally formatted. The current standard for Charter Series (C.S.) resolutions is to include a 2-digit year, a dash, and a 3-digit unique number (e.g. 10-050). In the past, resolution numbers were not consistently formatted (i.e. 97-04, 97 – 23, 92 - 1, 97-17)., When these older documents are searched, extra spaces and underlined text can prevent finding resolutions. For now, users can try a variety of exact match searches to find a specific resolution (e.g. "97 – 25" instead of "97-025").</p>	<p>In the future this and other source document content searching challenges will be overcome by including an advanced search capability, where index values for all resolutions in the database have been standardized using the Charter Series format described as at the left. In the meantime, you can contact <a href="mailto:ecm211@ci.monterey.ca.us">ecm211@ci.monterey.ca.us</a> if you need our help.</p>
<p>8. You ask staff to send you a document, and you are not able to open that document</p>	<p>We have two identical copies of I-Search – one accessible from our Monterey.org public web site and one accessible from the City's internal employee web site. If an employee uses I-Search from our internal web site (inside our firewall) and emails a link to an I-Search document to a user who is outside the city's firewall, the City's security will not allow that individual to open that document.</p> <p>We want to encourage the public's use of I-Search, so instead of staff doing the search and sending the document via email, where possible staff is asked to see this as an opportunity to introduce that member of the public to I-Search and walk them through how to find that document on their own.</p>	<p>If the public user finds it impractical to use I-Search to accomplish the search, the staff member who responded to the public user request or <a href="mailto:ecm211@ci.monterey.ca.us">ecm211@ci.monterey.ca.us</a> can be contacted to provide the requested information some other way.</p>