

Adobe™ Acrobat™ Search for Macintosh

Read Me Notes for Version 2.0

This Read Me file contains last-minute product information for Acrobat Search 2.0. The Getting Started Guide for Acrobat Exchange and the Acrobat Search On-line Guide (Help-Search.pdf) will also provide essential information to help you begin using Acrobat Search 2.0.

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.

File has been changed dialog when the file has not changed

Novell date reporting can be inconsistent between platforms. This may cause Search to erroneously report that a file has been changed since the index was last built. This happens when the indexing machine puts a file modification date into the index that differs from what your Macintosh sees in the file system. Search will complain that the file has changed when in fact it has not.

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 Chicago (beta Windows 4.0)
- 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.

Some words will not be found if they contain high ANSI characters such as ligatures and are in Type3 fonts. For example you can not search for "Æsop's Fables" if they are written in a Type3 font because it contains the high ANSI character Æ.

Please note that the documentation is incorrect on page 93 of Help-Search.pdf. High ANSI characters such as the "œ" and "Œ" characters will only be dropped in Type 3 fonts. Normally you can search for "Æsop" by typing in "Aesop".

Incorrectly finding no results

If the index has been purged and rebuilt since your last search you will need to detach and reattach to that the index. Searching the index without reattaching will not find any documents even if the index contains hits.

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.

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.

Indexes

Indexes unavailable on UNIX file servers

Indexes on some UNIX file servers will mount as unavailable. This problem is dependent on the software and configuration used to connect your Macintosh with your UNIX server. If you change to using Mac TCP/IP the index should become available.

Incorrect dates in index info dialog

The creation and modification dates of indexes shown in the index info dialog may appear incorrect. This will happen on a Novell server or an index created on a PC floppy and read on your Macintosh via PC Exchange.

Available Indexes mounting as unavailable

If there's not enough memory available, Search will not attach a new index. The index will be added to the index selection list, but will prompt user that the index is not currently available. To correct this problem the user should free more memory by closing other applications and then restart Exchange. If the index is still unavailable, then either free more memory or the index probably is indeed unavailable.

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 effects the word assistant which will not be able to show stems or synonyms for this index.

Search can not be started

Search will not be able to start if the name of the system folder contains a "/" in it.

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