Smart Search is not searching for a keyword which is on my website. ☹

Check your Smart Search index configuration

Where is the keyword?

→ In attachment file → **Is attachments content part of index?**
- No → Make sure you chech the „Include attachment content" checkbox in index properties.

  Include attachment content: ☑
- Yes → Check whether your file extension is among supported types (txt, csv, pdf, docx, xlsx, pptx, xml, html, htm). If not, implement text extractor for your type.

↓ Part of the page content

Is the page the keyword is on under a scope of any smart search index?
- No → **Is the keyword part of a widget?**
  - No → Create and rebuild Document crawler index type with scope covering the document for correct language version.
  - Yes → Create and rebuild Documents index type with scope covering the document for correct language version.
- Yes ↓

Does the index cover the language version of the document?
- No → (to Is the keyword part of a widget?)
- Yes ↓

Is the keyword rendered only in specific context (for some users only?)
- Yes → If you are using crawler index type, make sure you crawl website under credentials of specific user
- No ↓

Is the index rebuilt?
- No → Rebuild the index and wait until it's fully rebuilt
- Yes ↓

Smart Search index advanced troubleshooting

Are there any unprocessed tasks in Smart Search / Tasks tab?
- Yes → **Is the first task in the queue failed?**
  - Yes → This task blocks processing of others. Fix the problem and run the task again or delete the task from queue.

Actions	Task name ▲	Executions	Enabled
✏ ▶ •••	Execute search tasks	15	Yes
  - No → If you use scheduler to process search tasks, make sure it's enabled and running frequently enough. You can run the scheduled task now to process the tasks.
- No ↓

Are there any errors in event log related to search?
- No → Explore the index files in App_Data folder using Luke tool (https://code.google.com/p/luke/)

  Is the keyword present somewhere in the index?
  - No → Check analyzer type you use in the index, some analyzers may remove some characters, may not search for substrings, etc. Change analyzer type and rebuild your index.
  - Yes → Check your search web part is configured to use your index with proper settings
- Yes ↓

What does the error say?
- File does not exist … → There is probably an inconsistency in your index files. Delete your index folder in App_Data and rebuild the index again.
- Cannot access file … → Make sure no other process than your w3c process is accessing your index files. Make sure the process has permissions to access the smart search index in App_Data folder.
- Lock obtain timed out … ↓

Are you running on Azure?
- Yes → Make sure you don't have index files locally in the instance FS, all index files should be only in blob.

  Try to delete CMSCache folder in your blob storage.

  If you have an index file in blob storage, try to increase the obtain lock timeout using web.cofig key <add key="CMSSmartSearchLockTimeout" value="" />.
- No → Make sure the process has permissions to access the smart search index in App_Data folder.

  Try to delete the write.lock from App_Data/CMSModules/SmartSearch/<yourindex>/ file manually.