



How to fix PDF search issue using Microsoft Windows Server 2012

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Overview

There may be an issue with searching of PDF files content if your SQL server is installed on Microsoft Windows Server 2012 or higher.

This issue is caused by conflict between Adobe PDF iFilter (Global Search Backend installs this component) and Windows Server 2012 native iFilter.

Windows Server 2012 and higher provides native support for the PDF iFilter, which enables indexing PDFs so you can search for specific text. Installing Adobe PDF iFilter breaks this feature. It overwrites the Windows Server 2012 native iFilter registry entry with the Adobe PDF iFilter registry entry.

Source: <https://helpx.adobe.com/acrobat/kb/pdf-search-breaks-110-install.html>

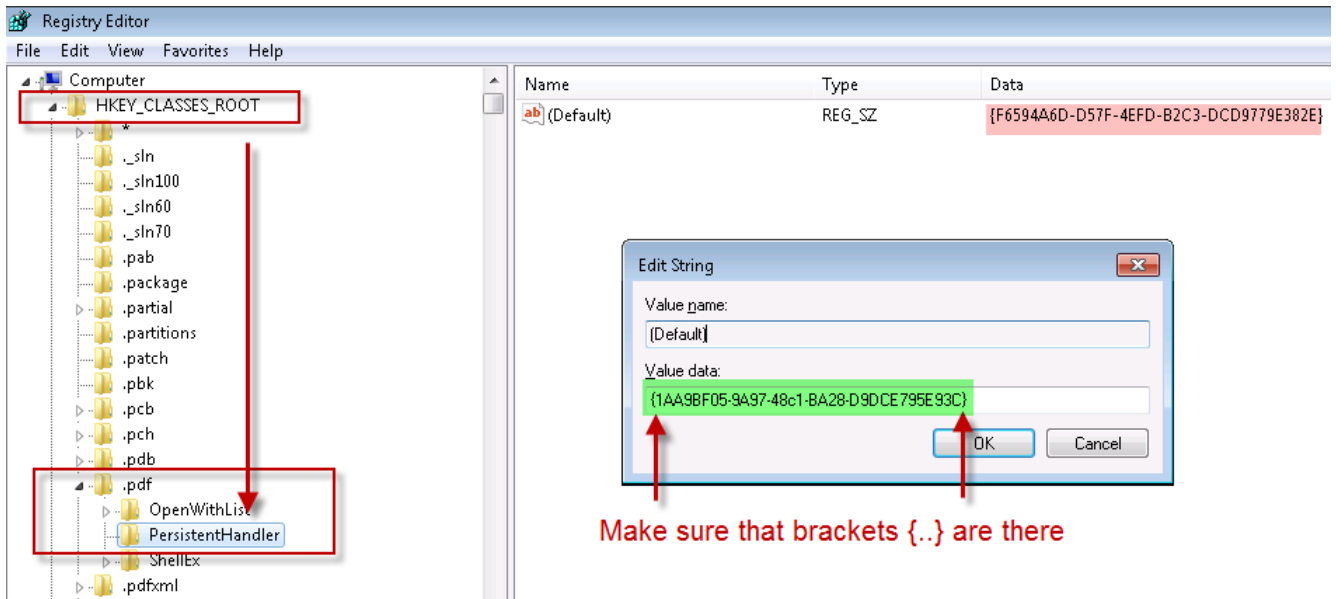
Global Search version 6.0.4 and higher now recognizes the Windows Server version and doesn't install Adobe PDF iFilter if version is 2012 or newer. Thus, the solution described below is only for the customers who uses previous versions of Global Search, which installs Adobe PDF iFilter.

Solution

All steps described below should be performed on the SQL instance where Global Search Backend is installed.

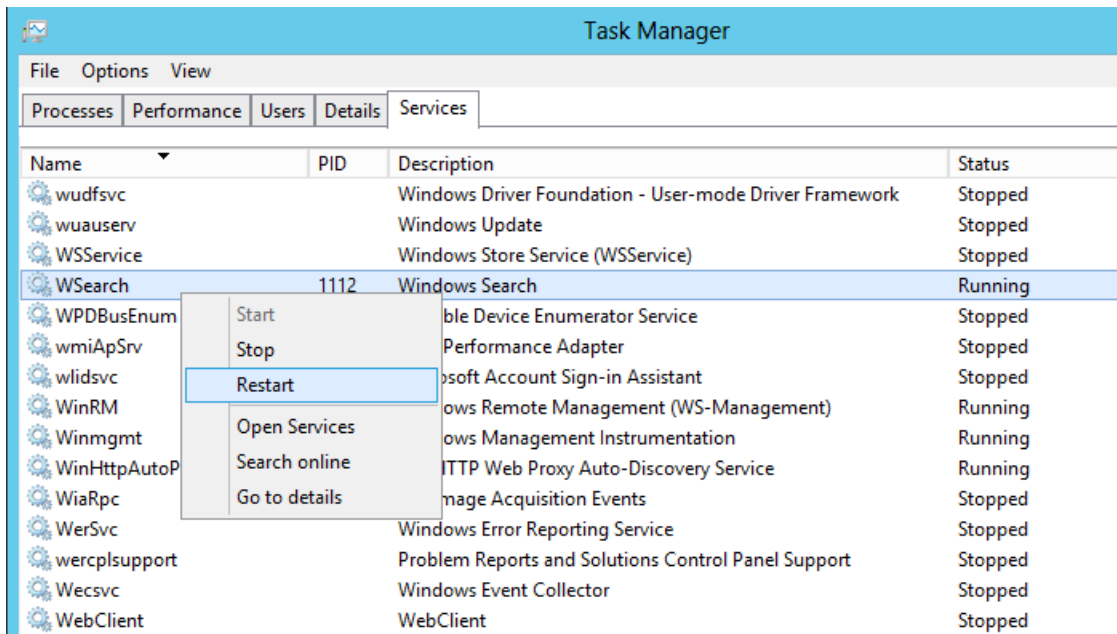
1. Update registry entry to enable built-in iFilter

- Open the Run box with the keyboard combination Windows key + r.
- In the Run line, enter "regedit" (without quotes) and click "OK".
- Go to `HKEY_CLASSES_ROOT\.pdf\PersistentHandler`. Create the key if it does not exist.
- Verify that the value is `{1AA9BF05-9A97-48c1-BA28-D9DCE795E93C}`. If the Adobe PDF iFilter install overwrote the entry with `{F6594A6D-D57F-4EFD-B2C3-DCD9779E382E}`, return it to its original value: `{1AA9BF05-9A97-48c1-BA28-D9DCE795E93C}`. Make sure that brackets are still there.
- Remove Adobe PDF iFilter through Add/Remove programs (if you do not use it).



2. Restart Windows Search Service

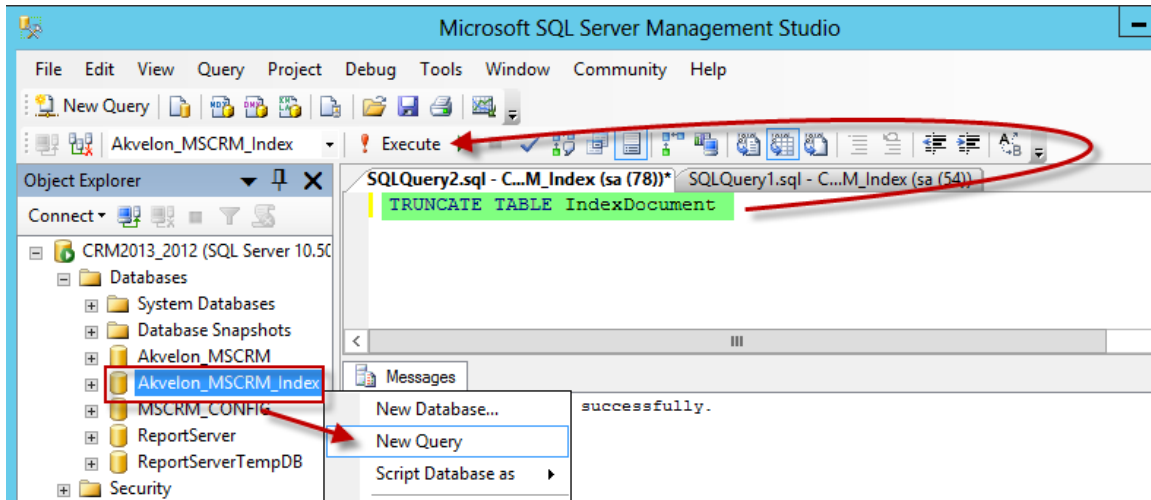
- Go to Task Manager > Services.
- Right click the **WSearch (Windows Search)** service and click Restart.



3. Remove index from the IndexDocument table

ATTENTION: This step will completely remove indexed data from the IndexDocument table and users will not be able to search through any content of attachments in CRM until re-index is completed.

- Open Microsoft SQL Server Management Studio.
- Right-click the **Akvelon_MSCRM_Index** database and select “New Query”.
- Enter “**TRUNCATE TABLE IndexDocument**” (without quotes) and execute the query.
- Make sure that operation complete successfully.

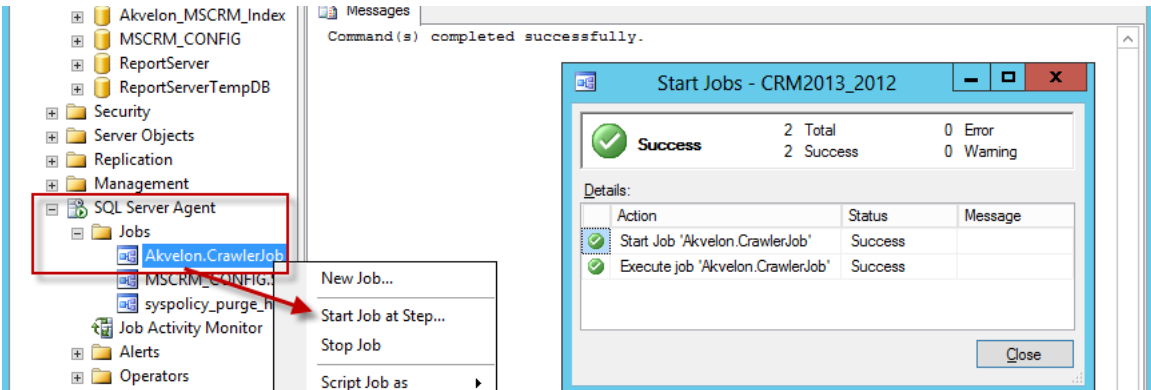


4. Re-index CRM documents

ATTENTION: Re-index may take from several minutes to several hours and intensively uses hardware resources (CPU and memory). The time of the indexing depends on the amount of documents in your CRM database.

We strongly recommend to start indexing process when CRM users do not work with CRM (non-working time).

- In SQL Server Management Studio navigate to SQL Server Agent > Jobs > **Akvelon.CrawlerJob**.
- Right-click the **Akvelon.CrawlerJob** and select “Start Job at Steps”.
- Verify that job execution status is “Success”.
- Try to search through PDF file content using Global Search.



If you have any questions or experience problems, do not hesitate to [contact us](#).