

Search: users want it be Google



[jtroyer](#) 106 posts since

Feb 22, 2007

One of the biggest complaints with our current community (Jive Forums 4.2) is that the default behavior of search is not like Google. They type in search terms that would work fine in Google ("server backup") and because Forums defaults to OR, items with only one of their terms ("server" or "backup") dominate the top of the results page, even when items with "server" and "backup" (and "server backup") are available.

It looks like this carries through to Clearspace. <http://www.jivesoftware.com/jivespace/message/48375#48375> But please enlighten me if I'm wrong, since I've done only a small amount of testing.

Thoughts/suggestions? How can we get Clearspace search to act more like the Google searches people are used to? It's been a while since I messed with Lucene, so I'm not sure what's possible.

Default to AND?

Syntactic sugar to modify naive queries?

Fancier scoring to boost items with multiple OR keywords?

Point our Google Search Appliance at Clearspace and chuck Lucene?



[Will](#) 4,667 posts since

Nov 2, 2004 1. **Re: Search: users want it be Google** Jun 19, 2007 4:51 PM

Hey John,

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I just replied to your other post concerning your search testing in Clearspace. The search feature is +supposed + to work as described here: <https://jivespace.pdx-int.jivesoftware.com/help/search-tips.html?peopleEnabled=true&resultTypes=COMMUNITY&q=asfdasfd>

And currently it doesn't, hence the bug report here: <http://www.jivesoftware.com/issues/browse/CS-1284>

-Will



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Feb 22, 2007 2. **Re: Search: users want it be Google** Jun 19, 2007 5:45 PM

Hi Will --

I think that is an internal url...

My other note was a specific problem that I think has to do with Document tags not being correctly incorporated into a boolean statement.

This problem is a more strategic one -- the default search setting is OR, with results returned in seemingly random order.

Naive users expect Google-like behavior, which appears to be OR weighted by number of terms present, their proximity, pagerank, etc. I'm suggesting that not that search doesn't work as specified, but that the specification should change to be more Google-like.



[ajohnson1200](#) 1,229 posts since

Jan 7, 2004 3. **Re: Search: users want it be Google** Jun 20, 2007 9:50 AM

hi John,

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You should be able to see the document Will was describing by going to your Clearspace instance:

<http://example.com/help/search-tips.html>

I haven't tested this, but from looking at the code, I believe you can change the default search behavior to use "AND". Set a system property:

```
search.defaultOperator = AND
```

Let me know if that works.

Cheers,

AJ



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Feb 22, 2007 4. Re: **Search: users want it be Google** Jun 21, 2007 5:29 PM

AJ --

Thanks! The default AND works substantially better for our users, and we are already testing it, but I don't think it is the right final solution.

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My bigger point is that we need to rethink search in 2007. People expect it to work like Google -- type in two or three keywords and get what you expect. My current users have developed an opinion that Jive Forums search doesn't work well, and I'd hate for them to regard Clearspace search the same way.

Thanks again,

John



[Jackie2.0](#) 80 posts since

Sep 22, 2009 5. **Re: Search: users want it be Google** Nov 6, 2009 8:40 AM

has there been any updates on this subject matter or feature?