

Search case sensitivity



[topka](#) 47 posts since

Jul 14, 2008

Our users complain about Clearspace search results not being very good about case sensitivity:

Example:

1. Search for *ShowSettingsUtil* - finds correctly ([link](#))
2. Search for *showSettingsUtil* finds the same
3. But search for *showsettingsutil* finds nothing

It looks as though the search is case insensitive but only about the 1st letter in the word. I would agree with our users: this is really weird.

Using Clearspace 2.5.4 now

Thanks.

Tags: clearspace, search



[austen.rustrum](#) 7,139 posts since

Feb 19, 2008 1. **Re: Search case sensitivity** Dec 22, 2008 9:56 AM

Eugene,

I wasn't able to reproduce this locally. You are using a MySQL DB, right? I'm wondering if your search index might be a little out-of-date. Have you tried updating your index in the admin console (System > Settings > Search > Index Tasks > Update Index)?

Search case sensitivity

Thanks,

Austen



[topka](#) 47 posts since

Jul 14, 2008 2. **Re: Search case sensitivity** Dec 22, 2008 10:26 AM

Austen,

Right, we are using MySQL.

The index seems up-to-date. I attached the screenshot. Could it be that it was built incorrectly?

However, I think I see the same result on your community. Check this out. Compare search results for following 4 words:

PreparedStatement (118)

preparedStatement (118)

Preparedstatement (21)

preparedstatement (21)

Shouldn't the results of all 4 searches be the same?

Thanks,

-Eugene

Attachments:

Search case sensitivity



Picture 1.png (35.9 K)



[austen.rustrum](#) 7,139 posts since

Feb 19, 2008 3. **Re: Search case sensitivity** Dec 23, 2008 12:10 PM

Eugene, this does appear to be a bug. I was hoping to get some feedback from our search expert here, but he is out on vacation for the week. Anyhow, I have filed this as CS-10354 with the appropriate steps to reproduce. The fix is scheduled for the 2.5.7 release. Thanks for reporting this!



[topka](#) 47 posts since

Jul 14, 2008 4. **Re: Search case sensitivity** Dec 24, 2008 2:18 AM

Thanks Austen!

Looking forward to the fix.

Happy Holidays!

-Eugene



[topka](#) 47 posts since

Jul 14, 2008 5. **Re: Search case sensitivity** Jan 14, 2009 3:32 PM

Hi Austen!

Could you please let me know the planned date for 2.5.7 release? I want to decide whether to wait for 2.5.7 with search fix or to update to 2.5.6.

BTW, does 2.5.6 contain the fix for the "Popular tags" [issue](#)? I did not notice it in release notes

Search case sensitivity

Thanks,

-Eugene



[austen.rustrum](#) 7,139 posts since

Feb 19, 2008 6. **Re: Search case sensitivity** Jan 14, 2009 4:24 PM

Eugene,

It looks like the popular tags issue got pushed to the 2.5.7 release since there is a workaround 🙄. There isn't a date scheduled for the 2.5.7 release yet, but we typically go four weeks between release cycles. However, depending on where we are in the release cycle for our next major release, QA sometimes needs more time to test the point releases, so it could be slightly longer than four weeks.

Thanks,

Austen



[rampras](#) 126 posts since

Nov 8, 2008 7. **Re: Search case sensitivity** Feb 6, 2009 11:10 AM

Austen

We are facing similar issue with search being case sensitive. Could you please let us know when the bug fix is going to be in place ?

- Ram

Search case sensitivity



[austen.rustrum](#) 7,139 posts since

Feb 19, 2008 8. **Re: Search case sensitivity** Feb 6, 2009 11:53 AM

It looks like we have functionality in place to split apart camel cased words and search them independently, so this has been resolved as "Will Not Fix". However, I have submitted my comments back to the engineering team asking them to describe which use case is driving this behavior. If the driver behind this decision is not in line with the primary use case, I'll push to get this reopened.

Thanks!

Austen



[rampras](#) 126 posts since

Nov 8, 2008 9. **Re: Search case sensitivity** Feb 6, 2009 12:01 PM

Here is more information from the user:

I recently added new users for the Texas state team. I added the tag "texas" for each (on their profile pages). However, when I type "Texas" (with upper case T), the people don't appear in my results... They only appear when to use a lower case t.

I did it again using the word "technology." Amee shows up in my results when I enter the phrase as all lower case letters. She does not appear in my results when I use an uppercase T.



[austen.rustrum](#) 7,139 posts since

Feb 19, 2008 10. **Re: Search case sensitivity** Feb 6, 2009 2:19 PM

rampras,

Search case sensitivity

It looks like searches for tags are case sensitive. I added a defect for this (CS-11671). Thanks for reporting this!

Cheers,

Austen



[rampras](#) 126 posts since

Nov 8, 2008 11. **Re: Search case sensitivity** Feb 12, 2009 6:12 AM

Is there a workaround for now ? When could we expect a fix for this ?



[austen.rustrum](#) 7,139 posts since

Feb 19, 2008 12. **Re: Search case sensitivity** Feb 12, 2009 9:34 AM

Unfortunately, it is a bug in the product that does not have a workaround. The fix is tentatively scheduled for the 2.5.9 release.



[jmacioci](#) 199 posts since

Jul 8, 2008 13. **Re: Search case sensitivity** Jun 12, 2009 1:16 PM

We are on a hosted environment, version 3.0.1.

When I search for the word "sharepoint", I get sharepoint and Sharepoint back in search results. I do NOT get SharePoint however. A user missed out on a very important discussion thread which had the word "SharePoint" in several replies (subject and body) for the thread.

Please advise



[Will](#) 4,667 posts since

Nov 2, 2004 14. **Re: Search case sensitivity** Jun 16, 2009 9:13 AM

Search case sensitivity

Hey John,

As I mentioned in the separate case, this is fixed in 3.0.2+

Cheers,



[topka](#) 47 posts since

Jul 14, 2008 15. Re: **Search case sensitivity** Nov 24, 2009 8:23 AM

Just to confirm... there is no 2.5.x version that contains this fix, right?

Thanks,

-Eugene



[Will](#) 4,667 posts since

Nov 2, 2004 16. Re: **Search case sensitivity** Dec 10, 2009 2:49 PM

Hi Eugene,

There are a few jira issues here, and in the widget on the right side here you can see that for the tags search, it is actually fixed in 2.5.13