

Sources: When I test/search many Sources at a time some fail, but when searched individually they work.

If all Sources work within a Muse application individually but some fail when they are searched together, this is an indication that the target site(s) and/or your Internet connection might be slow or under stress conditions.

First check the following:

- Is the Internet connection slow? Check independently (outside of Muse) to see if the network is generally slow. If so, increase the timeout for all Sources (see below), or possibly limit the number of Sources users search simultaneously to conserve bandwidth or relieve Source overloading issues.
- Do the same Source Packages always timeout no matter how many other Sources are searched simultaneously? In this case it is likely that the Source site is the problem rather than the network. Increase the timeout only for those Sources (see below).
- Does the machine running Muse have a high load? Stop unnecessary processes and/or increase the memory allocated to Muse servers. Check the "Search Details" (or "+" button) if it is available on the search page and look at the information icon for each failed source to see the cause of the failure. This will be useful in diagnosing where the problem lies.

In cases where the target site is working but the communication is slow for some reason the solution is to increase the <READ_TIME_OUT> values specified in the profile of each relevant Source. The <READ_TIME_OUT> value defines the period, in milliseconds, that is allowed for reading on the communication channels before the communication times out. A significant increase (for example, raising the standard value of 60000 to 600000) should overcome this problem. Some experimentation and fine-tuning may be necessary in reaching the optimal balance of network usage.

If you experience this problem only in only the Muse Admin Console (where a source works when tested individually but fails when tested in a group with others). You may have a different issue. See FAQ "Why do some Sources fail when tested in a group in the Admin Console but they work when tested individually?"

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See [Why do some Sources fail when tested in a group in the Admin Console but they work when tested individually?](#)

Unique solution ID: #1053

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Last update: 2013-09-02 11:38