I am not getting full-text search from the new search bar

Ben Henley - 2017-11-09 - Comments (0) - Deskpro Legacy

Question:

I'm not getting search matches on the full text of tickets with my Deskpro On-Premise installation. I only get matches on the subject line. What's going wrong?

Answer:

To enable improved search in Deskpro On-Premise, you must set up an Elasticsearch cluster and use it to index your helpdesk.

See the documentation on Installing Elasticsearch.