

## **ShopSite Knowledgebase**

### **Why does my search result say "No products for that search." when an exact word from the Product Name is entered?**

Product: SC + TX

Version: 5.0

Platform: ALL

I'm looking for shirts. I have many shirts with Product Names such as "Blue Shirt" and "Red Shirt." However, when I search for "shirt" in my store I get a result that says:

"No products for that search."Solution ID: S04224

Check the keyword list under Preferences > Search Settings (searchconfig.cgi). This is a list of common words that ShopSite has been configured not to index. Any word on this list will not display results when used to search your store.

If the word you're having problems with is on this list, this solution probably applies. Highlight the word and select Remove Keyword > OK. Regenerate your store under Utilities > Publish (fullregen.cgi). Make sure you've selected "Index for search during update" on the Publish screen. If other search settings are configured correctly (for example, you've also selected to index by the Product Name field), your store will now display the desired results.

For more information on configuring the search feature, search :- ) for the page titled "Search Settings" under your version of ShopSite at:

<http://www.shopsite.com/help/>

Related solution: S03114

<https://support.shopsite.com/KBase/questions/2377/>