Troubleshooting FSE and FSE-Lite

Overview

Installation Problems

Please review the installation procedures in the users manual before assuming something has gone wrong with your installation.

Installation problems typically occur in the following situations:

1. A version of *FSE* or *FSE-Lite* is already installed, or for some reason, in the case of an *FSE* stand-alone installation, other directories have been created using the *FSE* name. During installation, the installer will not over write any versions of *FSE* or *FSE-Lite* or create any directories that already exist. If such items exist, they must either be deleted or renamed before *FSE* or *FSE-Lite* can be re-installed onto your hard drive. Running the installer over an existing installation will reset the permissions of the *FSE* binaries if they have, for some reason, become corrupt, but the installers will not install new binaries if the binaries or folder exist. *Scannerz*, *FSE*, and *FSE-Lite* do not write data into the folder under the *Applications* folder with the *Scannerz* or *FSE* names, and we recommend the user not use them for any data storage either.

2. There are missing applications or directories. In chapter 1 of the users manual, several applications and directories need to exist on the system for the installation to succeed. These are normally in place. In some cases, they may be missing. This is rare, but it can happen if a system administrator is restricting access to certain directories or applications on your system. In such cases, the system administrator will need to restore these directories or files to your system.

3. Your system is out of hard disk space, or it doesn't have enough left to install or . If there's insufficient disk space, items must be removed to provide *t*he installer with enough space to install the applications.

4. Your system doesn't have enough available memory to install *FSE or FSE-Lite* . For this problem to occur, you either need to increase the amount of memory in your system, or terminate as many applications as possible and attempt a *FSE* or *FSE-Lite* re-install. Please see the chapter 1 of the users manual for system requirements.

5. Administrator I.D. and password are unknown. Both *FSE-Lite* and *FSE* do

their tests using root or superuser access levels. In order to be installed to perform this, these accounts and passwords are required. The only solution in this case is to contact the person responsible for administering your system and have them give you this information or do the installation for you.

6. Some applications and/or directories install, but others fail. This condition can occur if the previous installation was terminated by either a power failure, a forced exit, or a partial removal of some components. In this case, it's best to follow the procedures in chapter 1 for removing *FSE* or *FSE-Lite* and attempt a complete re-install.

Problems Using FSE or FSE-Lite

1. *FSE* or *FSE-Lite* crashes on start up. This is almost always a permissions problem as *FSE* is denied access to the file system events daemon. If this is the case, run the installer again and *FSE* or *FSE-Lite* should reset the permissions of the binaries. Another, much rarer condition is that the file system events daemon (fseventsd) itself has either been disabled or crashed. If fseventsd is not operating, the reason will need to be investigated. FSE and FSE-Lite need fseventsd to be running because that daemon is the source of the file event stream.

2. The profile files can't be removed from the *FSE* directory under the users home directory under Library/Application Support/*FSE*. *FSE* runs using an effective user ID of root (super user or system administrator). It changes permissions on log files to those of the user initiating an FSE session, but FSE leaves those files in the *FSE* application support directory are left with root ownership. The only way to remove the profiles is by starting *FSE* and using the configuration panel to delete them, or for an administrator to login into the system and delete the profiles. **NOTE: This problem can only occur on *FSE*, not *FSE-Lite* because *FSE-Lite* doesn't have profiling capabilities.**

3. *FSE* or *FSE-Lite* drops events. This can happen, but only rarely. It typically happens on older systems where the CPU can't keep up with a very high level of output from the daemon.

4. *FSE* or *FSE-Lite* crashes during use. Visit the SCSC web site to see if there are any updates or notices concerning the problem. If there aren't, use the web site to obtain contact information for SCSC to report the problem.

SCSC's web site at contains contact information for registered users of *FSE* or *FSE-Lite*. The web site address is:

http://www.scsc-online.com