



# CHAPTER 15

## Troubleshooting Folder Attendant

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**Revised: October 10, 2008, OL-16995-01**

This section includes the following topics:

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### Overview of Problems and Solutions

**Problem** Folder Attendant jobs never start.

**Possible Cause** The following are possible causes:

- The folder that files are submitted to may not be configured as a watch folder.
- The folder may not be set up to watch the file extension of the media being submitted to it.
- Submitted files may be “read only” files—files in certain formats may not work properly with Folder Attendant when they have a “read only” attribute.
- Folder Attendant may not be running.

**Solution** Complete the following steps:

1. Verify that the folder submitted to is configured as a watch folder.
2. Verify the watch is configured for the extension of the file you want to submit.
3. See if the Folder Attendant client is able to connect to the Folder Attendant Server.
4. If it cannot, check the Folder Attendant program. If you are running Folder Attendant as a Windows service, check the program from the services control panel.
5. Make sure the file submitted is not “read only”.

**Problem** Jobs are not processing. Error message: Unable to communicate with the ECS.

**Possible Cause** ECS is not running.

**Solution** Start the ECS service. Go to **Start > Administrative Services > Services > MXEControl > Start Service**.

**Problem** Cannot view the Folder Attendant director or monitor jobs. Error message: Unable to contact the Folder Attendant Service.

**Possible Cause** Folder Attendant is not running.

**Solution** Start Folder Attendant. Go to **Start > Administrative Services > Services > MXE Folder Attendant Service > Start Service**.

**Problem** Error message: Server Error

Server Error in '/MxeUI' Application.

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Configuration Error

**Description:** An error occurred during the processing of a configuration file required to service this request. Please review the specific error details below and modify your configuration file appropriately.

**Parser Error Message:** Unrecognized attribute type'.

**Source Error:**

```

Line 5:      <section name="nhibernate" type="System.Configuration.NameValueSectionHandler" />
Line 6:      <section name="log4net" type="log4net.Config.Log4NetConfigurationSectionHandler,log4net" />
Line 7:      <sectionGroup name="system.web.extensions" type="System.Web.Configuration.SystemWebExtensionsSectionGroup,
Line 8:      <sectionGroup name="scripting" type="System.Web.Configuration.ScriptingSectionGroup, System.Web.Extension
Line 9:      <section name="scriptResourceHandler" type="System.Web.Configuration.ScriptingScriptResourceHandlerSect
```

**Source File:** C:\inetpub\wwwroot\MxeUI\web.config **Line:** 7

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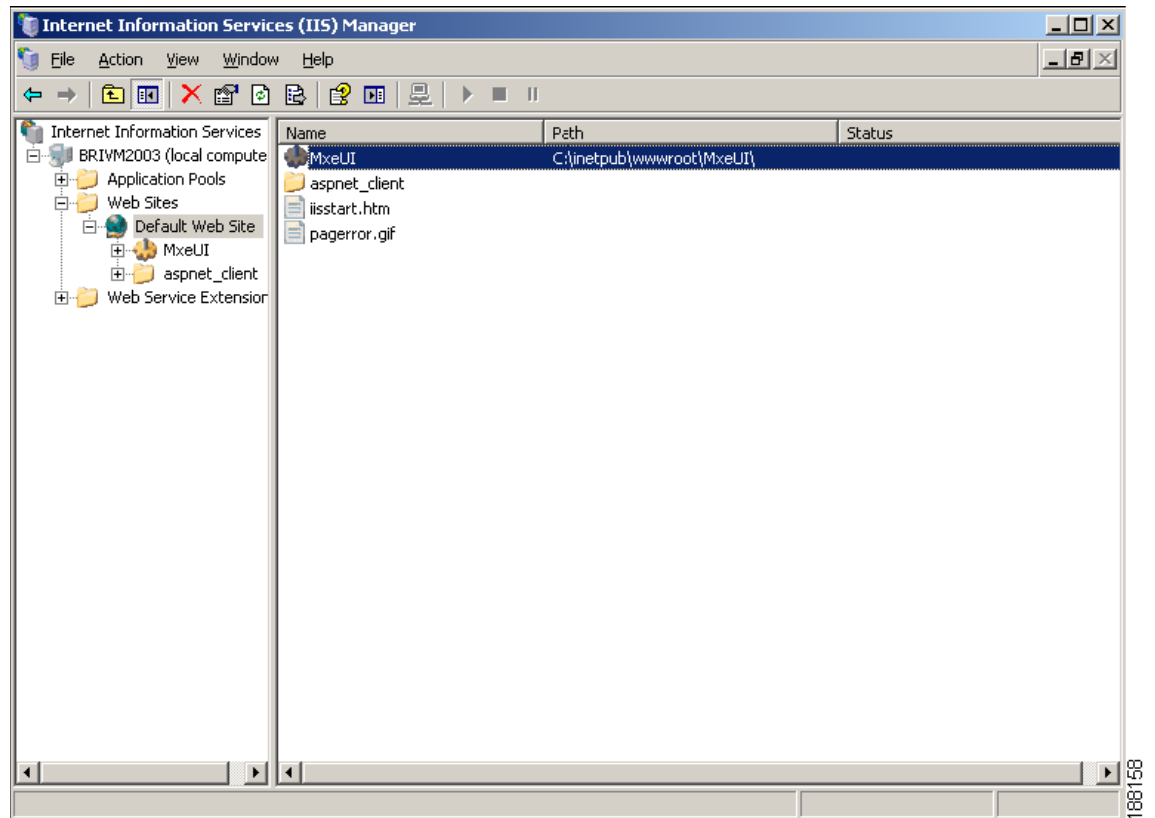
**Version Information:** Microsoft .NET Framework Version:1.1.4322.2407; ASP.NET Version:1.1.4322.2407

**Possible Cause** .NET 2.0 is not installed or referencing .NET 1.1 Sometimes this happens when the site is running an older version of .net, then the newer version is installed later.

**Solution** Install .NET 2.0 framework (download from Microsoft or accept Microsoft updates).

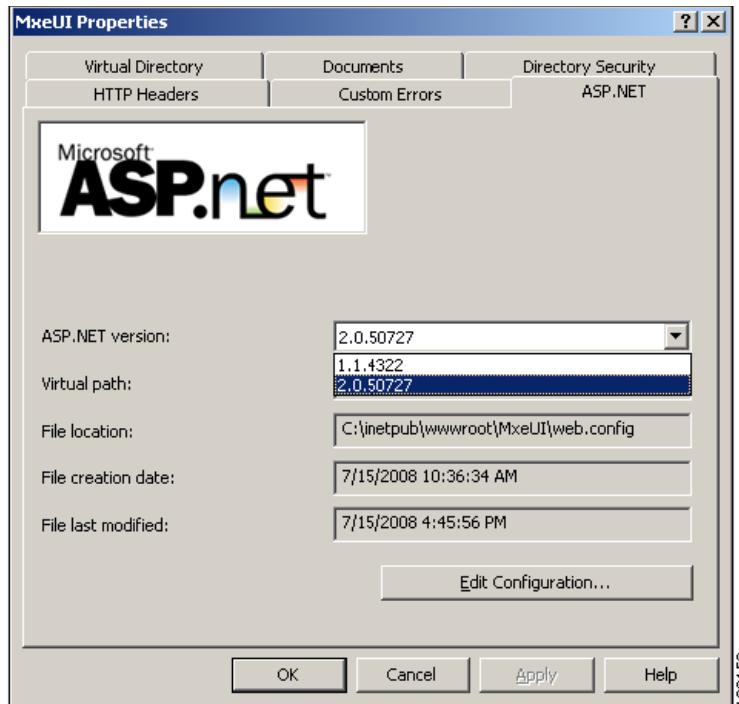
1. Open Internet Information Services (IIS).
2. Select **Start > All Programs > Control Panel > Administrative Tools > Internet Information Services**.

3. Navigate to the MxeUI folder.



4. Right-click on the folder, and select **Properties** > **ASP.NET** tab.

- Choose **2.0** from the ASP.NET version drop-down.

**Note**

You may need to reboot/restart IIS.

**Problem** An error pop-up displays.



**Possible Cause** Folder Attendant is not running.

**Solution** Start Folder Attendant: **Control Panel > Services > Folder Attendant Service > Start Service**

## Restarting the Folder Attendant Program

If the Folder Attendant program is restarted, it will determine which files in a monitored directory have not been successfully submitted and will attempt to submit the jobs. For each successfully submitted file, a control file (named [submittedFileName].ctl) is placed in a subdirectory called “status” in the monitored directory which tracks the following file attributes:

```
<?xml version="1.0" encoding="utf-8"?>
<status>
  <fileSize>33427619</fileSize>
  <lastModified>126044516672343750</lastModified>
```

</status>



**Note**

This feature is not supported for FTP directories.

## Accessing Network Shares

By default, the Folder Attendant Windows service is installed to log on and run as a Local System Account. In order for the service to access network share directories, it must be configured to log on and run as an account that has access to read and write the appropriate network share directories.

