

# Tidal Enterprise Scheduler: How to Run the Windows Master in Console debug Mode

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## Introduction

This document describes how to start the Windows master service in debug mode from the command line. This information is helpful in troubleshooting issues that involve starting the master service.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Tidal Scheduler 5.3.1 or later
- Tidal Scheduler Master

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for information on document conventions.

## Procedure

Complete these steps in order to run the Windows master service in console debug mode:

1. Remote connect and log in as an Administrator to the Cisco Tidal Master Scheduler server.
2. Click **Start > Run** in order to open a command prompt.
3. Type **cmd**, and press **Enter**.
4. Type **cd \Program Files\TIDAL\Scheduler\master** in order to navigate to the location of the master scheduler.

**Note:** By default the path to the master scheduler is C:\Program Files\TIDAL\Scheduler\master. Change the path in the **cd** command if you did not install to the default path.

5. Type **samaster.exe -debug**.

This command starts the master service program in debug mode. Once you run the command, information scrolls in the command prompt window. This information is very helpful if the master service does not start and if you do not receive master logs to troubleshoot.

This image provides an example of the master service starting in debug mode.

```
C:\WINDOWS\system32\cmd.exe - samaster.exe -debug
C:\Program Files\TIDAL\Scheduler\master>samaster.exe -debug
Configuration.ConfigData node = adapter
Configuration.ConfigData node = adapter
Configuration.ConfigData node = adapter
Configuration.ConfigData node = adapter
Configuration.ConfigData node = adapter
Configuration.ConfigData node = adapter
Configuration.ConfigData node = communications
Configuration.ConfigData node = datadictionary
Configuration.ConfigData node = datadictionary
Configuration.ConfigData node = datadictionary
Configuration.ConfigData node = datastore
Configuration.ConfigData node = messaging
COMPANY_NAME=TIDAL Software
PSCheckServer=Y
SAPBANNER=Y
AS_PRODUCT_NAME=Automation Server
ES_PRODUCT_NAME=Scheduler
EncryptAgent=Y
MaxInboundConnThreads=100
AgentManagerLog=SEVERE
CarryOverErrorOccurred=N
JobManagerLog=SEVERE
ES_SHORT_PRODUCT_NAME=Scheduler
SM_SHORT_PRODUCT_NAME=SMgr
FaultMonitorLog=INFO
MaxDatabaseDowntime=900000
EM_PRODUCT_NAME=Event Manager
LogSocketBuffer=N
AgentResendMsgInt=600
ORADEBUG=OFF
JdbcURL=jdbc:sqlserver://TS-TEST-06-JL-2:1433;selectMethod=cursor
DB_USER=tidal
EM_SHORT_PRODUCT_NAME=EMgr
AgentTimeDifferenceRecompileWait=300000
MessageThreads=20
AgentPort=5591
JdbcDriver=com.microsoft.sqlserver.jdbc.SQLServerDriver
AdapterHostMaxMemory=256
SM_PREFIX=SM
SM_PRODUCT_NAME=Script Manager
ClientIP=*. *.*.*.*
AGENT_NAME=Agent
NumDays=0
Classpath=${TIDAL_HOME}\lib\Scheduler.jar;${TIDAL_HOME}\lib\sqljdbc.jar;${TIDAL_HOME}\lib\jdbc14.jar;${CLASSPATH}
TIDAL_HOME=C:\PROGRAM FILES\TIDAL\Scheduler\master
AdapterHostHeartBeatInt=60
SAPDEBUG=OFF
dbpwd=tidal197
AdapterManagerLog=SEVERE
AS_SHORT_PRODUCT_NAME=AServ
FT_OPERATION=AUTO
EXPIRY_DATE=12/31/2030
SUPPORT_EMAIL=support@tidalsoftware.com
DatabaseLog=HIGH
SwitchOverDelay=10000
SpecialMessageThreads=10
JmxRmiPath=Scheduler
MASTER_GUID=MASTER1310700215776
ES_PREFIX=ES
EventManagerLog=SEVERE
AS_PREFIX=AS
AdapterHostServicePort=6980
QueueManagerLog=SEVERE
FileMonitorInt=-1
ClientManagerLog=SEVERE
LogDirectory=C:\PROGRAM FILES\TIDAL\Scheduler\master\log
DefaultLog=SEVERE
SaveReplacedTokens=Y
dbuser=tidal
DatabaseLoadTableNumRetries=5
CompressJobOutput=Y
SUPPORT_WEB=http://www.tidalsoftware.com/tech_services
OverrideRunAgainTomorrowFromTime=N
PSTimeout=180
SAPLAUNCHTRIES=3
MessagePoolSize=15000
DirectoryMonitorInt=10
EventMessageThreads=10
```

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

