



## Troubleshooting Folder Attendant

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- [Restarting the Folder Attendant Program, page 21-2](#)

### Folder Attendant Problems and Solutions

**Symptom** Folder Attendant jobs never start.

**Possible Cause**

- 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.

**Recommended Action**

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”.

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

**Possible Cause** ECS is not running.

**Recommended Action** Start the ECS service: **Start > Control Panel > Administrative Tools > Services > Mxe ECS > Start Service**

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**Symptom** 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.

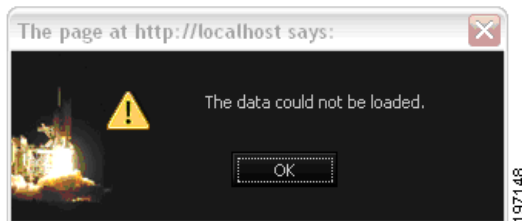
**Recommended Action** Start Folder Attendant. Go to **Start > Control Panel > Services > Mxe Folder Attendant > Start Service**

**Symptom** The error pop-up, similar to [Figure 21-1](#), displays.

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

**Recommended Action** Start Folder Attendant. Go to **Start > Control Panel > Services > Mxe Folder Attendant > Start Service**

**Figure 21-1** *Error Pop-up*



## 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 to the Cisco MXE 3500 platform. 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>
```




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**Note** This feature is not supported for FTP directories.

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