

## **Trouble Shooting EMU:**

Updated: 1-29-98

Supersedes: 01-21-98

### **1. EMUSRV.exe won't start at all**

- Check to be sure your paths are correctly set in the batch file
- Make sure emusrv.inf exists, and is in the correct location
- Make sure that the path in your emusrv.bat file points to the location of emusrv.inf

### **2. EMUGUI.exe does not start up at all**

- Make sure you have started emusrv.exe before starting emugui, and be sure it is READY.

### **3. EMUGUI takes a very long time to start up (splash screen is on forever)**

- Be patient... this might take a long time, as emugui may have a lot of network to ping.

### **4. When trying to look at the available utilities, all I get is a blank box**

- Chances are, you do not have utils.inf in the correct location (EMU directory)
- Is the utils.inf empty of utility names and file assignments?
- You might not have the EMU variable path set correctly in the [EXECUTABLES] section of your emusrv.inf file.

### **5. I queue up a batch to run right away and it stays queued...**

- There might be another batch running at that time, and it is waiting its turn
- If you had a crash, or inadvertently killed a server session then emu.lck might still exist, in which case, you will need to manually delete the file and start up again.
- Be sure that ETC is not running – you can't run batches while client – server sessions are up, as there are ETS lock files in place that the batches must wait for.
- If you had an ETS server crash, then there might still be ETS lock and/or run-lock files. Do a search for \*.lck on all drives and delete all EdulogNT

### **6. I schedule batches to run at certain intervals, but they run on the same day I create them.**

- Make sure to set the date to start the batch. This is done automatically for the day the batch is created, so if you don't want it to run the same day, be sure to change it accordingly.

### **7. I try to schedule a batch to run at a time of day (say 9:00am), a day or more later than the current day (create for Thursday), which is earlier than the time I am creating the batch (1:30pm Monday), and the program won't let me create the batch.**

- It's likely that you haven't changed the date of execution for the batch when you created it. If you look at the date for the batch, it will show the current date instead of the one you want, unless you specifically change the date to the date you want the batch to start.