

Restarting the FileMaker Script Engine

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aACE's automation schedules are run by the FileMaker Script Engine (FMSE). There may be times when your server's FMSE will freeze up and your schedules will fail to run, even though they appear to be running when looking at them in the FileMaker Server Admin Console (Configuration > Script Schedules).

Identifying the Issue

If the FMSE freezes, you may notice one of the following errors in aACE:

- Data will not update automatically, such as notices or emails not being sent, inventory balances not refreshing, etc.
- Navigating to Main Menu > System Admin > Preferences > Automation Schedules will show that schedules are not running and completing.
- An automation schedule will be held up and will not end on its own. You can identify this issue by navigating to the Databases tab of the FMS Admin Console and looking for a client named "aACE 5 Automation Cycle..." that has been logged in for longer than the maximum runtime (2 hours for aACE's out-of-the-box schedules).

Resolving the Issue

Use the command line interface to stop and restart the FMSE. Note: This will *not* disrupt your FileMaker Server, your hosted aACE system, or the users that are currently signed into the system.

1. Access the command line interface:
 - Mac – Launch the Terminal application.
 - Windows – Launch the Command Prompt application.
2. Enter the following command to stop all automation schedules at once:

```
fmsadmin stop fmse
```

3. At the confirmation prompt, enter "y".
4. Wait for the automation schedules to stop running.
5. Enter the following command to start them back up:

```
fmsadmin start fmse
```

6. Sign into aACE, navigate to System Preferences > Automation Schedules, and confirm

that your enabled schedules are running and completing as expected.
