

# Restarting the FileMaker Script Engine

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This guide explains how to identify and resolve issues when automation schedules have stopped. It is intended for system administrators.

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 is *not* updating automatically – Notices or emails not being sent, inventory balances not refreshing, etc.
- Schedules are *not* running and completing – Navigate from Main Menu > System Admin > Preferences > Automation Schedules. Schedules not showing timestamps that match with the scheduled run times.
- Automation schedule stalled – Navigating to the Databases tab of the FMS Admin Console. Look for a client named "aACE 6 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. 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:

```
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 restart all automation schedules:

```
fmsadmin start fmse
```

6. Sign into aACE and navigate from **Main Menu > System Admin > System Preferences > Automation Schedules**.
  7. Confirm that your enabled schedules are running and completing as expected.
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