

Torrent Scout IT Related

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Starting Torrent Scout

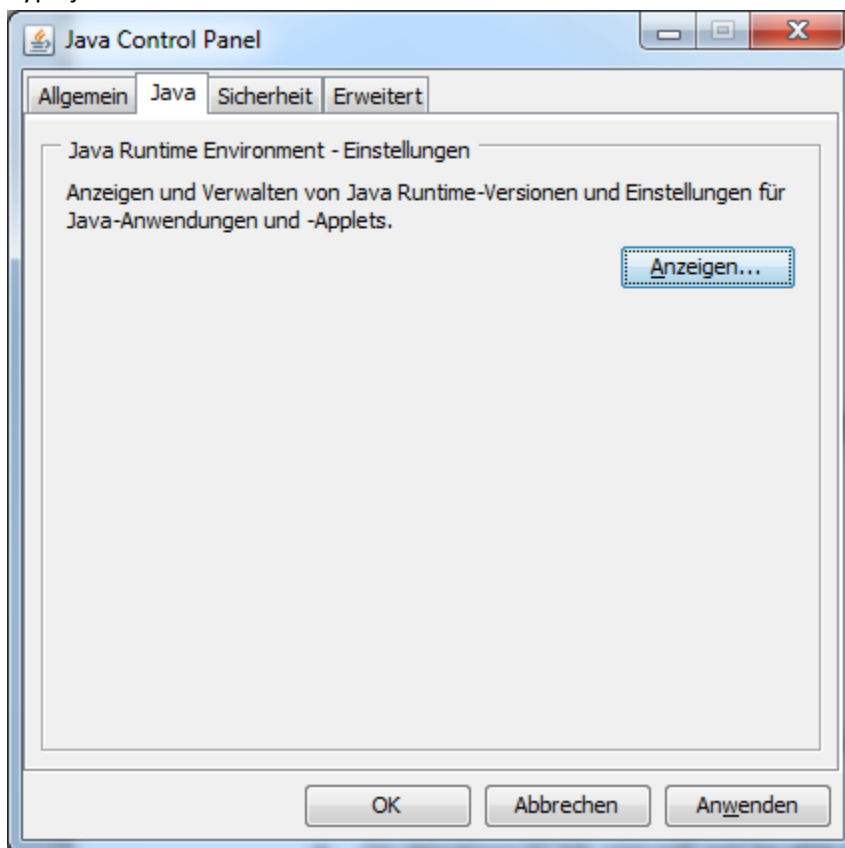
Windows: "Cannot create Java Virtual Machine:"

Windows 32 bit systems:

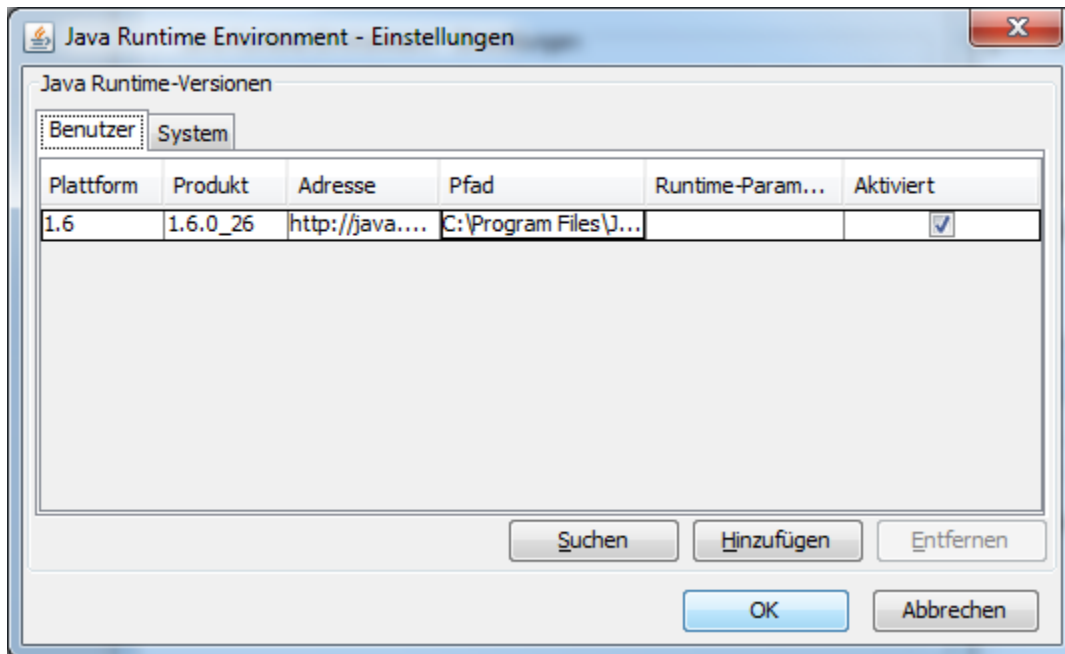
- On Windows 32 bit, you will not be able to give Java more than about 1.5 GB of memory, so you have to use a lower memory setting

Windows 64 bit systems (Windows 7)

- By default Java 32 bit is installed! Make sure you install Java 64 bit
- If you have both installed, make sure you uninstall or disable Java 32:
- Open a console
- Type javaws -viewer:



- Select the Java tab, and click on the “Show” button (Anzeigen)



- Here you can disable any older Java 32 versions
- Or you might want to uninstall Java 32 under Windows, Control panel, applications

I have Java 64, Windows 64, enough memory and still a problem!

- Make sure that the .jnlp file is associated with **javaws.exe** (Java Web Start) and not java.exe

Unix: Nothing happens and I get no error

- Make sure you are using Sun Java and not Open JDK!
- If you only have Open JDK, do the following (you need sudo permission):

```
sudo add-apt-repository "deb http://archive.canonical.com/ lucid partner"
sudo apt-get update
sudo apt-get install sun-java6-jre sun-java6-plugin
sudo update-alternatives --config java
```

To set Sun Java as the default:

```
sudo update-java-alternatives -s java-6-sun
```

- **In case add-apt-repository is now known:**

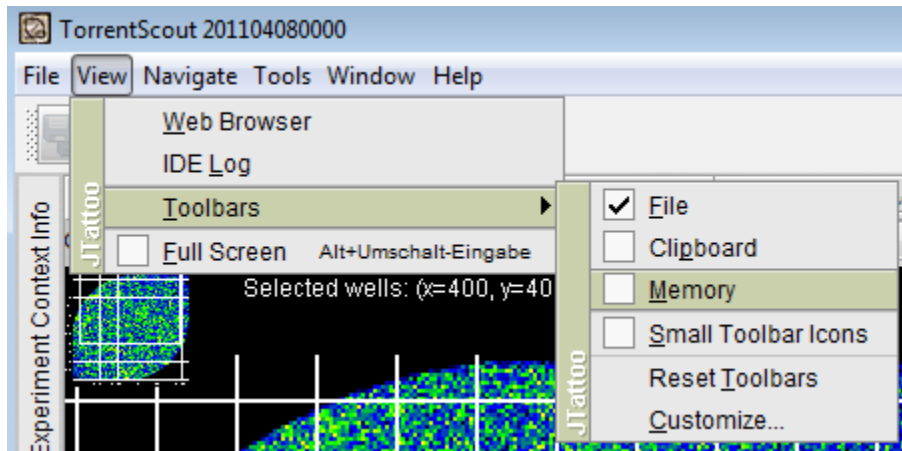
```
sudo apt-get install python-software-properties
```

It starts up fine, but when I load a 316 or 318 experiment, it hangs

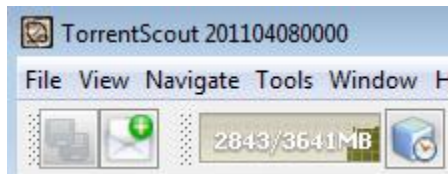
- Make sure that the **index files** already exist before loading an experiment
- If you do not have the torrent scout plugin, use the offline component
- If you do have the plugin, make sure it is enabled and runs for every experiment

It works fine for a while, then it seems to hang

- Most likely if you look at 316/318 data, it may not have enough memory to load all the data.
- You can check the memory by selectin View/Toolbars/Memory:



- Now you can see an icon in the toolbar:



- Note that for 318 chips, you may need more than 4GB of memory if you load all the heat maps!

Running Torrent Scout Remotely

Running via VNC

- To install VNC on a server: `sudo apt-get tightvncserver`
- Setting the password: `vncserver /vnc/passwd`
- Running vnc server: `vncserver :99 -geometry 1600x1200 -depth 24 &`
- To kill it: `vncserver -kill :99`
- Putty settings on a client machine:
tunnel from localhost:5900 to target machine at 5999
- That way, you can simply put in localhost as target machine

Running via X-forwarding

- From Unix to PC or Unix to Unix, you can use X-forwarding
- On Unix, you can use `ssh -X` to forward the gui to another machine
- On Windows, you can use putty.exe and Xming
- X forwarding works fine on a fast network, but may be a bit sluggish on slower networks.

Running via Remote-Desktop

- If you run Torrent Scout on Windows you can use remote desktop to access it from another windows machine

Starting Torrent Scout from the Command Line

- On **Unix**, you can launch TorrentScout via command line with a simple script and pass in parameters such as memory settings:

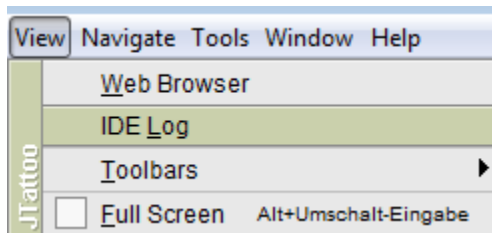
```
#!/bin/sh
wget -O master.jnlp
'http://torrentscout.iontorrent.com:8080/torrentscout/master.jnlp?initial-heap-size=1024m&max-heap-size=4096m'
/usr/lib/jvm/java-6-sun/bin/javaws master.jnlp
```

- On Windows you can run an already downloaded master.jnlp file also with the javaws command:
javaws master.jnlp

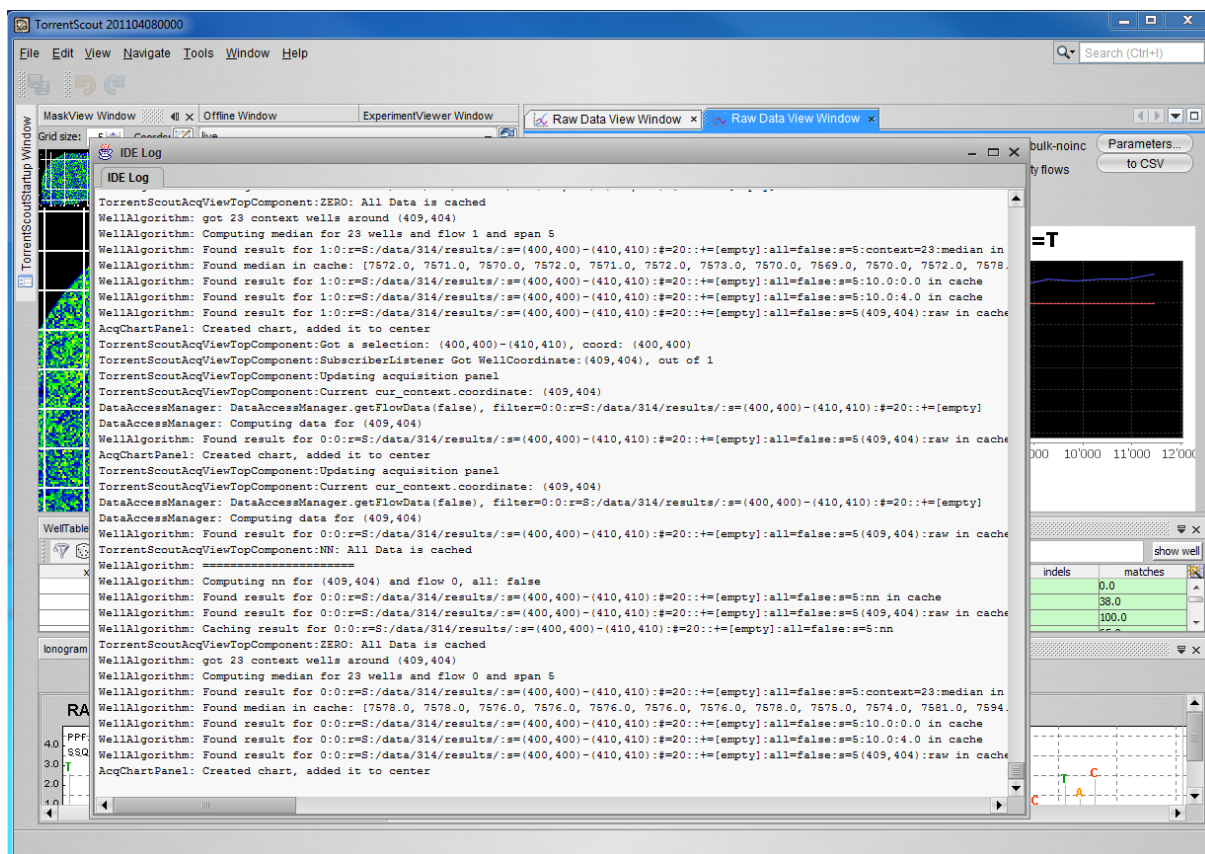
Debugging

Debugging Window

- If you run into problems and get an exception, you can help me fix the problem more quickly by sending me the debug output.
- To do that, select the menu View/IDE Log:



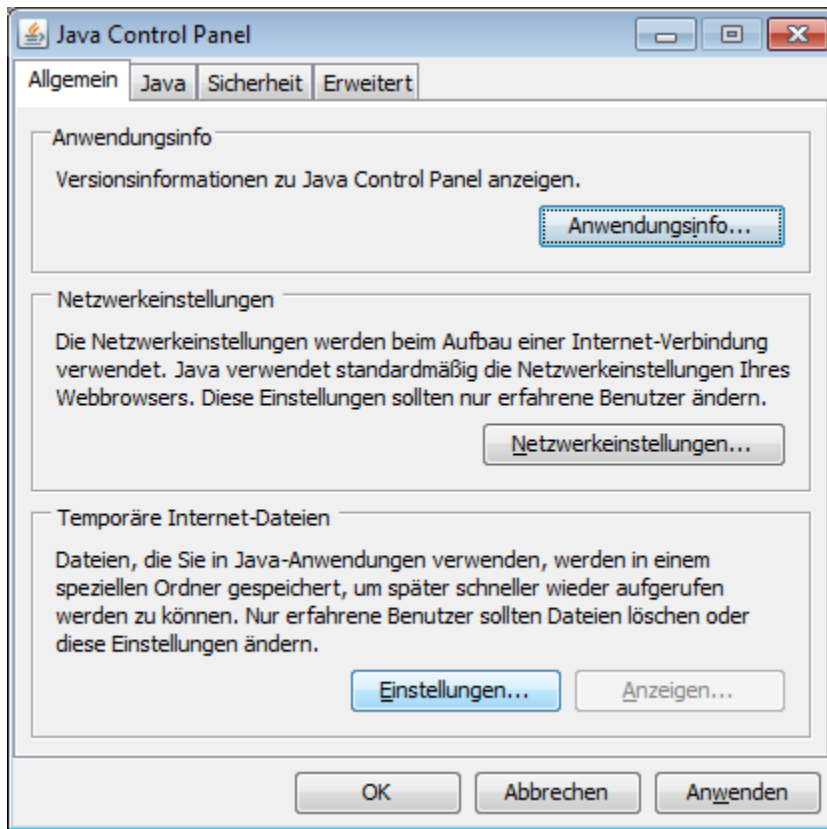
- This shows a lot of detailed information about what is happening in the program
- You can just copy paste the text and PM me in the community forum (Chantal Roth)



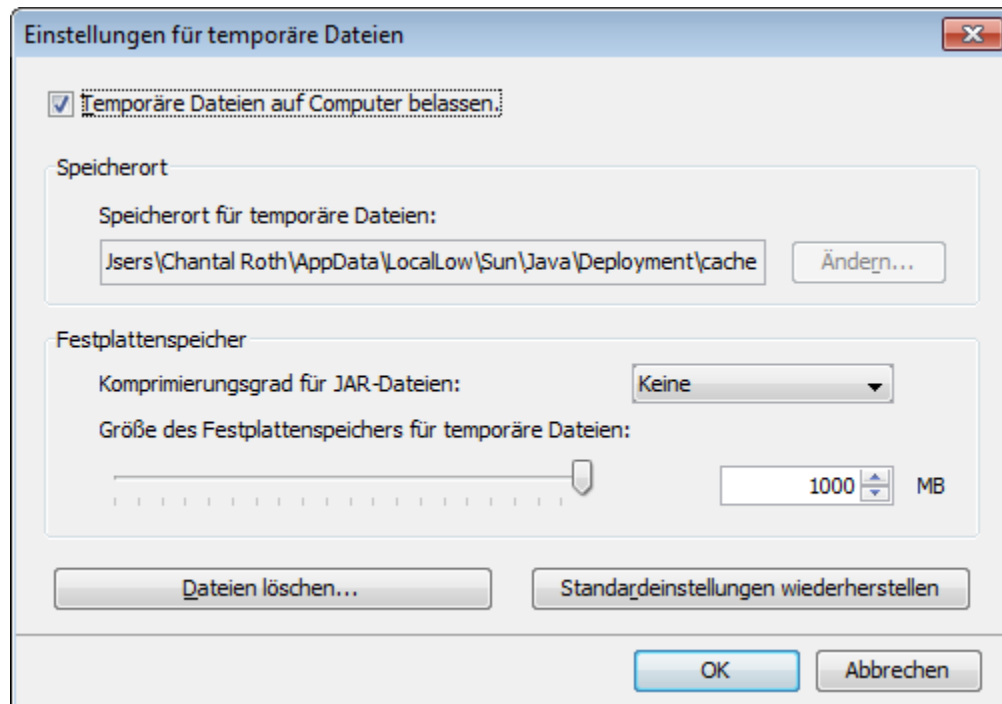
Log File

- On Unix, there should be a Torrent Scout file called messages.log in a directory ~/.nbapp-torrentscout/var/log
- On Windows, the Torrent Scout log file also in your user folder /users/yourusername/.nbapp-torrentscout/var/log/messages.log
- On Mac, the log file is in a different location called: /users/yourusername/Library/Application Support/torrentscout/var/log/messages.log
- The Java Log file is in a different location. First, open a command line and type:
javaws -viewer

- This will open two windows. One with the applications, and one with the control panel:



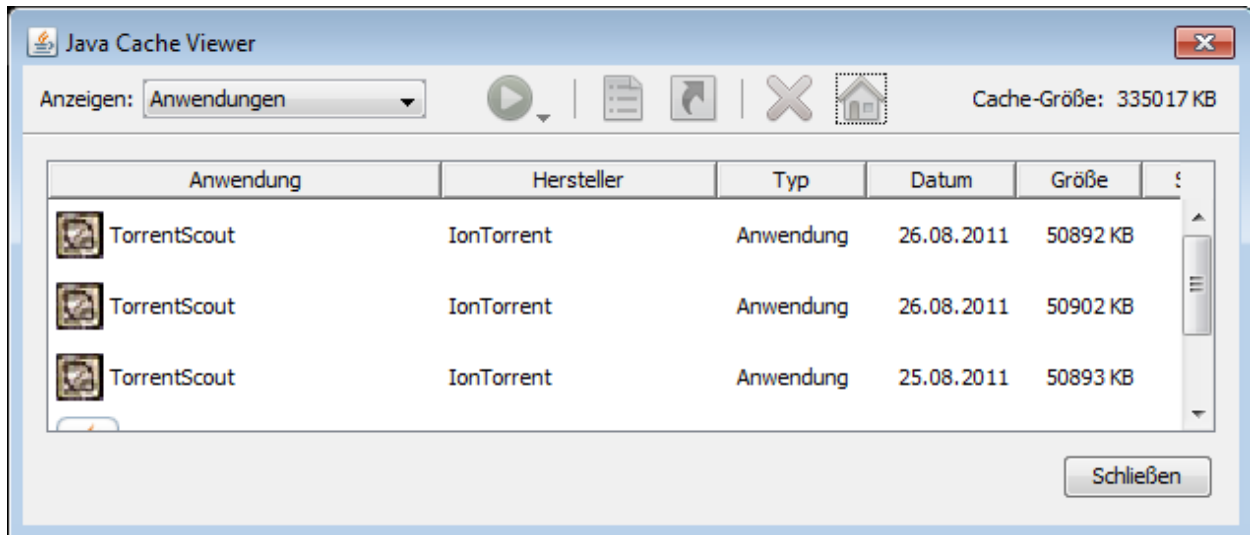
- Select the first tab “general” and click on the settings button under the heading temporary data:



- The path you see in the upper half is the path to the Java Cache
- The path to the log file is then in the folder: ... /Deployment/**log**

Reinstalling or Deinstalling Torrent Scout

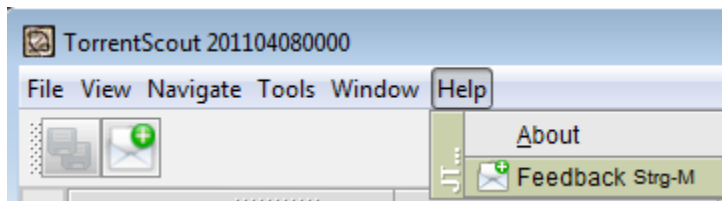
- In case there is a serious issue (for instance the update is broken) or if you want to deinstall Torrent Scout, open a console and type `javaws -viewer`
- The first window that opens is the list of Java Webstart applications
- Select the application(s) to remove and click on the X icon



- Next time you download the app or start it from the masters.jnlp, it will install a completely new version

Reporting Problems and Suggestions

- Release 1.5 now has a feedback action that you can select via Help/Feedback or via toolbar:



- This launches your email client, which may include an error message if it can find an exception, otherwise you can enter whatever you would like to report

