**Troubleshooting**

This page provides the information that helps you troubleshoot issues that you may face while using Tizen Studio. Participate in the [Tizen User Community forum](https://developer.tizen.org/forums), and suggest ways to improve the documentation.

This page describes methodologies, techniques, and procedures to troubleshoot problems that might arise in the day-to-day operations while using Tizen Studio.

**Issue: HAXM fails to install**

**Description:** You encounter HAXM installation failure.

**Resolution:**

* Ensure that the **VT**, **Execute Disable Bit** option is enabled in BIOS.
* Ensure that **Data Execution Prevention** is enabled in Windows®.
  + To enable **Data Execution Prevention** on Windows®, follow these steps:
    1. Click **Control Panel > System and Security > System**.
    2. Select **Advanced system settings**.
    3. In the left navigation bar, click **Advanced**.
    4. In **Performance section**, click **Settings**.
    5. In the **Performance Options** dialogue window that appears, click **Data Execution Prevention**.
    6. Select **Turn on DEP**.
    7. Click **Apply** and click **OK**.
* Ensure that **Hyper-V** is disabled (on Windows® version 8 or higher).
  + In the **Start** menu, run **Programs and Features**.
  + In the **Programs and Features** window, click **Turn Windows features on or off**.
  + In the **Turn Windows features on or off** window that appears, disable **Hyper-V** and click **OK**.
  + Reboot the computer.

**Issue: HAXM installation fails due to Intel Execute Disable (XD) Bit capability**

**Description:** While installing Intel HAXM, you may encounter an error regarding the Intel XD support. The following conditions can trigger this error message:

* Your computer's processor does not support Intel XD
* Intel XD is not enabled

**Resolution:**

* **Intel XD is not supported**

Intel HAXM requires an Intel processor with Execute Disable (XD) Bit functionality and cannot be used on systems not supporting this hardware feature. To determine the capabilities of your Intel processor, see [official site] (<http://ark.intel.com/>).

* \*\* Intel XD not enabled\*\*

[!NOTE] Apple-based computers have Intel XD permanently enabled if the processor supports the feature.

If you receive an error message that Intel XD is not enabled, it implies that your computer does not meet the minimum system requirements to use Intel HAXM. Besides, to determine the capabilities of your Intel processor, see [official site](http://ark.intel.com/).

**Issue: HAXM installation fails due to Intel Virtualization Technology (VT-x)**

**Description:** When installing Intel HAXM, you may encounter an error regarding Intel VT-x support. The following conditions can trigger this error message:

* Your computer's processor does not support Intel VT-x
* Intel VT-x is not enabled

**Resolution:**

* **Intel VT-x is not supported**

Intel HAXM requires an Intel processor with Intel VT-x functionality and cannot be used on systems lacking this hardware feature. To determine the capabilities of your Intel processor, see [official site](http://ark.intel.com/).

* **Intel VT-x is not enabled**

[!NOTE] Apple-based computers have Intel VT-x permanently enabled, if the processor supports the feature.

If you receive an error message indicating that Intel VT is not enabled, your computer does not meet the minimum system requirements to use Intel HAXM. To determine the capabilities of your Intel processor, see [official site](http://ark.intel.com/).

**Issue: Visual Studio throws errors when using Tizen.NET.SDK 1.0.0**

**Description:**

Visual Studio Tools for Tizen supports Visual Studio 2019 (16.0 or higher version), yet you encounter errors while using Tizen.NET.SDK 1.0.0 or 1.0.1 as shown in the following:

```

Severity Code Description Project File Line Suppression State

Error NETSDK1013 The TargetFramework value 'tizen40' was not recognized. It may be misspelled. If not, then the TargetFrameworkIdentifier and TargetFrameworkVersion properties must be specified explicitly. AnalogWatch.Tizen.Wearable C:\Program Files\dotnet\sdk\2.1.700\Sdks\Microsoft.NET.Sdk\targets\Microsoft.NET.TargetFrameworkInference.targets 96

```

**Resolution:**

This error occurs due to the recent changes in the Visual Studio project system. You can resolve the issue by following either of the options:

Use Tizen.NET.Sdk 1.0.3, since Tizen.NET.Sdk 1.0.3, Tizen.NET can be used as a custom SDK for MSBuild.

<Project Sdk="Tizen.NET.Sdk/1.0.3">

<PropertyGroup>

<OutputType>Exe</OutputType>

<TargetFramework>tizen40</TargetFramework>

</PropertyGroup>

</Project>

Use Microsoft.NET.Sdk, if you want to continue working with the existing Tizen project using legacy Tizen.NET.Sdk. Add the following lines to your **csproj** file:

<Project Sdk="Microsoft.NET.Sdk">

<PropertyGroup>

<OutputType>Exe</OutputType>

<TargetFramework>tizen40</TargetFramework>

<!- Workaround: Set TargetFrameworkIdentifier to avoid Tizen TFM issue on VS2019 -->

<TargetFrameworkIdentifier>Tizen</TargetFrameworkIdentifier>

<TargetFrameworkVersion>v4.0</TargetFrameworkVersion>

</PropertyGroup>

</Project>

**Issue: Cannot use external library (FSharp.Core.dll) in .NET Core SDK preview version**

**Description:** While trying to use external libraries, you get an error.

**Resolution:**

1. Switch from .NET Core SDK preview version (v3.0.0-preview5) to .NET Core SDK preview version 2.2.102
2. Build using Visual Studio (right-click on the **Project > Build**) and the FSharp.Core.dll library gets included in the build directory and using the functions from FSharp. The core will also resolve the issue.

**Issue: Screen Reader not working**

**Description:** The screen reader fails to work.

**Resolution:**

* Check whether the accessibility TTS (screen reader - voice assistant) and SystemSettings.AccessibilityTtsEnabled is enabled.

For more information, see [Accessibility](https://developer.tizen.org/dev-guide/csapi/api/Tizen.System.SystemSettings.html#Tizen_System_SystemSettings_AccessibilityTtsEnabled).

**Issue: Emulator terminates unexpectedly on macOS®**

**Description:** If you use a Macbook that has both Intel HD and NVIDIA graphics, the emulator, terminates unexpectedly while you execute the emulator with OpenGL ES version 1.1 or 2.0.

**Resolution:**

1. Verify the emulator configuration in **Emulator Manager**.
2. On **General tab** in the Emulator configuration window, set **OpenGL ES version to version 2.0** or to **version 3.0.**

**Issue: UI display perspective issues on macOS**

**Description:**: After updating Tizen Studio, UI perspectives are not displayed correctly.

**Resolution:**

* In macOS, if the UI perspectives are not displayed after you update Tizen Studio. It is recommended to restart the IDE, doing so clears the cache from the previous installation.
* In case you see any old perspective, it is recommended to create a new workspace and import the projects to the new workspace to resolve the issue.

**Issue: Not able to view Connection Explorer**

**Description:** Cannot view Connection Explorer.

**Resolution:**

Since Tizen Studio 2.0 and higher,**Connection Explorer** is replaced with **Device Manager**. Additionally, you can fix the issue in the following ways:

* Reset the perspective:
  1. In the Tizen Studio menu, select **Window > Perspective > Reset Perspective**.
  2. After updating Tizen Studio to a higher version, run the following command: eclipse.exe -clean -clearPersistedState
  3. Launch Tizen Studio.

[!NOTE] You can create unit tests for Tizen Studio versions higher than 2.3.1.

**Issue: Preview tab does not appear**

**Description:**

The preview tab in the Web Page Editor does not appear.

**Resolution:**

* Use Web SDK HTML Editor, that has enhanced features compared to the Web Page Editor.
* Instead of the Preview tab in the Web Page Editor, use the preview feature by pressing the **Ctrl + 4** combination of keys in Web SDK HTML Editor.
* In Rapid Development Support (RDS) mode, check for the web unit test results update status.

**Issue: Cannot launch Tizen Studio with GDB Client**

**Description:** Tizen Studio fails to launch with GDB client on Ubuntu 18.04 **Resolution:**

Ubuntu 18.04 does not come with readline6 dev package. To install the readline6 dev package, run the following command (for 64 bit system):

$ wget http://mirrors.edge.kernel.org/ubuntu/pool/main/r/readline6/libreadline6-dev\_6.3-8ubuntu2\_amd64.deb

$ wget http://mirrors.edge.kernel.org/ubuntu/pool/main/r/readline6/libreadline6\_6.3-8ubuntu2\_amd64.deb

$ sudo dpkg -i libreadline6\_6.3-8ubuntu2\_amd64.deb

$ sudo dpkg -i libreadline6-dev\_6.3-8ubuntu2\_amd64.deb

[!NOTE] Xenial (16.04) contains a libreadline6-dev package but Ubuntu 18.04 does not. You can download and install it with the preceding commands.

**Issue: Emulator stuck at booting kernel**

**Description:** Emulator gets stuck at booting kernel

**Resolution:**

The cause of such an issue is that the user has insufficient permissions. To resolve this problem, after installing KVM for Ubuntu-18.04, run the following command:

$ sudo adduser $USER kvm

After the command is executed, "kvm" group (/dev/kvm) will be added into the group file (/etc/group).

[!NOTE] To apply this change, you must restart, or logout and login.