

# CIS\*2430 Tech Support FAQ F23

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Problem	Platform	Solution
<b>The term 'scioer' is not recognized as the name of a cmdlet, function, script file, or operable program. Check the spelling of the name, or if a path was included, verify that the path is correct and try again.</b>	Windows, Powershell	Check that PATH variable for scioer. Make sure scioer exists in the directory added to the PATH variable, and make sure that the variable is actually a folder (you cannot put C://example/folder/scioer.exe directly in the PATH).
<b>Can't see the CIS2430 file that should be in the file location specified. Can't add to or edit or see files created in the shell.</b>	Windows	Check that you are not saving the file in a remote location like OneDrive.
<b>zsh: command not found: scioer</b>	Mac	If you've installed the scioer package from pip and you receive this error, you most-likely need to add scioer to the PATH variable. Run `pip3 uninstall sci-oer` to find the exact location of the binary (but don't actually uninstall). Then add that location to your path by running `export PATH="\$PATH:/Location/Of/Binary`. Optionally add this command to your .zshrc file so that it will be run every time you open a new terminal.
<b>Issues with `pip install -U sci-oer` when mingw is installed</b>	Windows	Check that mingw is installed by running `where python`. If "mingw" is in any of the PATHs, you will have some difficulty installing sci-oer. To fix this, remove mingw from your PATH and add the file path of the Python installed from python.org
<b>Docker Engine not running</b>	Windows	Try reinstalling Docker desktop. If the student links their Docker installation to WSL, make sure they are running the sci-oer commands from WSL. If they are having trouble running the commands in WSL, try installing Docker outside of WSL.