Compressor Repair

User Manual

Apple's Compressor relies heavily on the Qmaster service in order to work. Qmaster allows you to split rendering tasks across multiple machines in a render farm but it is still required even if you are only rendering on a single computer.

The link between the two is so important that if the Qmaster service fails to launch, Compressor will be unable to submit batches. Should this occur, Compressor Repair checks for problems that could be preventing Qmaster from operating correctly. It checks for missing files, incorrect permissions, and attempts to manually start the qmasterd process.
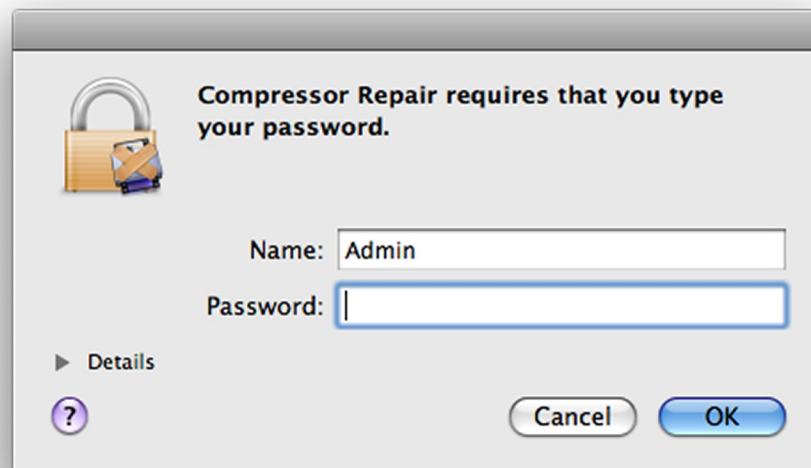
Quick Start

1. Make sure that Compressor is closed and launch Compressor Repair.
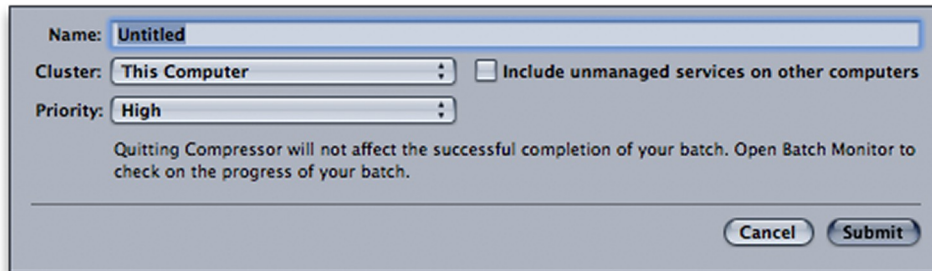

2. If you find that Compressor is failing to open at all, select the **Trash Preferences** checkbox, otherwise leave it unchecked. If Compressor windows aren't appearing, select **Reset window layout.**

3. Click **Repair** and enter an administrator password.

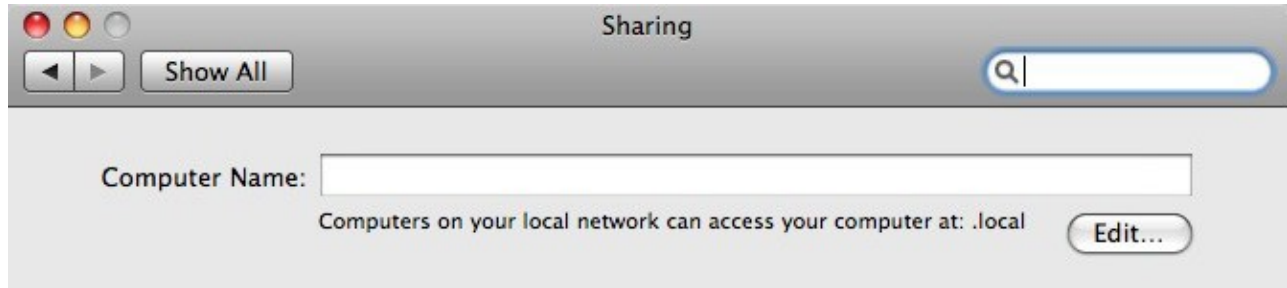4. Relaunch Compressor and submit a test batch.

Common Error Messages

- **[file] doesn't exist. You are advised to reinstall Compressor / Qmaster.**
  This error occurs when Compressor Repair is unable to locate the files it is looking for. Missing files are a sign of a serious problem with your Compressor installation, so it is recommended to reinstall Compressor and Qmaster.

  Note: The file structure in Compressor 3 is different to that of prior versions. If you are running a version lower than 3.0, you may receive this message erroneously.

- **[file] is not readable / writable... attempting fix**.
  This message suggests that your Compressor/Qmaster issues may be down to incorrect permissions. Compressor Repair will try to fix these permissions but if it is unsuccessful (i.e. if the message reappears on a subsequent attempt), you will need to manually change the permissions of the file in question.

- **Your computer does not have a computer name or local hostname set.**
  Qmaster will not function without a computer name or local hostname set. Sometimes these names disappear for no apparent reason, and you must set them again manually.

  1. Launch **System Preferences** and click on the **Sharing** icon.

2. Enter a name for the machine in the text field at the top of the Sharing pane.

3. Run Compressor Repair again to relaunch Qmaster and its services.
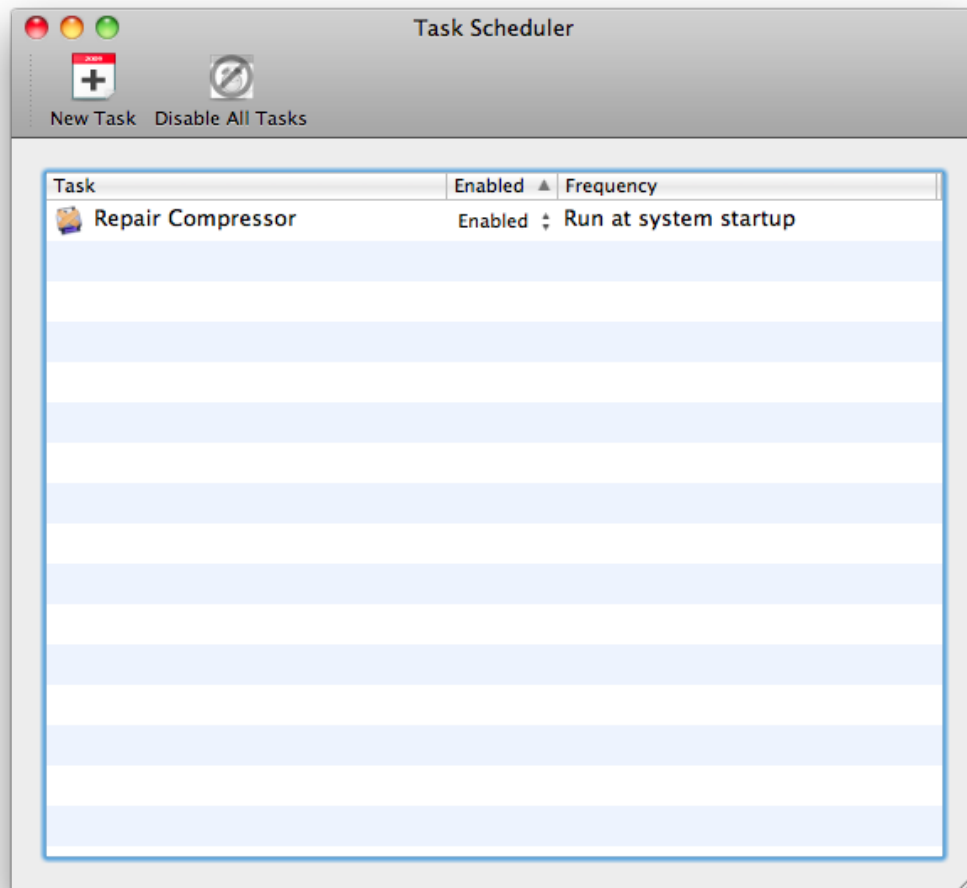
Pro Maintenance Tools Extra Features

Keyboard Shortcuts

If you have FCS Maintenance Pack 1.3 or Pro Maintenance Tools installed, you can setup global hotkeys. This allows you to simply press a key combination in order to automatically close Compressor, start a repair and then relaunch it again. Keyboard shortcuts can be set within the Keyboard Shortcuts tab inside the Preferences window.
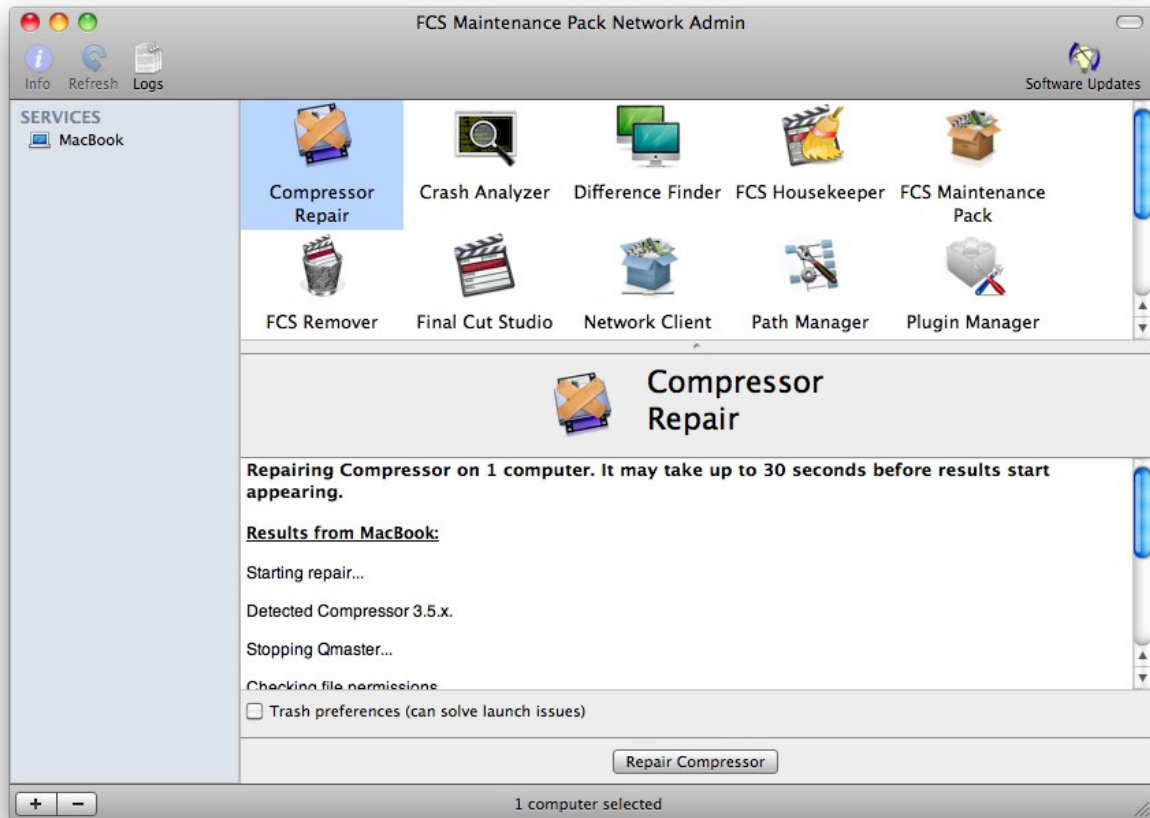
Scheduled Tasks

With the Task Scheduler utility, Compressor Repair can be set to perform a repair at system startup or at scheduled intervals.

Remote Repairs

With both Pro Maintenance Tools and Pro Admin installed, repairs can be started remotely and performed on all of the computers on your network simultaneously.

Command-line Functionality

Compressor Repair supports GUI-less command-line operation, which is useful for remote operation and scripting.

The default location of the executable file (assuming the application was installed in /Applications) is **/Applications/Compressor Repair.app/Contents/MacOS/Compressor Repair**. When typing this path on the command line, enclose it in quotes (") or escape the space characters, otherwise an error will be returned.

The following commands are available:
- **-help –** Displays a list of valid commands.
- **-repair** – Activates command-line mode and starts the repair automatically.
- **-silent** – Suppresses output (ignored if -repair is not set).
- **-trash** - Trashes preferences and resets window layout (ignored if -repair is not set).
- **-trashPrefs** - Trashes preferences (ignored if -repair is not set).
- **-trashLayout** - Resets window layout (ignored if -repair is not set).
- **-stopSharing** - Stops Qmaster sharing (does not perform a repair).
- **-startSharing** - Starts Qmaster sharing (does not perform a repair).
- **-restartSharing** - Restarts Qmaster sharing (does not perform a repair).

Command-line Examples

Command:
```
/Applications/Compressor\ Repair.app/Contents/MacOS/Compressor\
Repair -repair
```

Returns:
```
2008-12-31 12:38:19.023 Compressor Repair[7791:10b] Resetting
Qmaster...
2008-12-31 12:38:19.052 Compressor Repair[7791:10b]
Checking file permissions...
2008-12-31 12:38:19.083 Compressor Repair[7791:10b]
/Applications/Apple Qadministrator.app does not exist. You are
advised to reinstall Compressor / Qmaster.
2008-12-31 12:38:19.098 Compressor Repair[7791:10b]
Removing temporary spool data...
2008-12-31 12:38:19.124 Compressor Repair[7791:10b]
Trying to start Qmaster...
2008-12-31 12:38:19.157 Compressor Repair[7791:10b]
```

```
Relaunching menu bar icon...
2008-12-31 12:38:19.177 Compressor Repair[7791:10b]
Processing complete. Errors were found during processing.
```

Command:
```
/Applications/Compressor\ Repair.app/Contents/MacOS/Compressor\
Repair -repair -trash
```

Returns:
```
2008-12-31 12:39:43.290 Compressor Repair[7883:10b] Resetting
Qmaster...
2008-12-31 12:39:43.309 Compressor Repair[7883:10b]
Checking file permissions...
2008-12-31 12:39:43.368 Compressor Repair[7883:10b]
/Applications/Apple Qadministrator.app does not exist. You are
advised to reinstall Compressor / Qmaster.
2008-12-31 12:39:43.380 Compressor Repair[7883:10b]
Removing temporary spool data...
2008-12-31 12:39:43.399 Compressor Repair[7883:10b]
Trashing preferences...
2008-12-31 12:39:43.406 Compressor Repair[7883:10b]
Trying to start Qmaster...
2008-12-31 12:39:43.422 Compressor Repair[7883:10b]
Relaunching menu bar icon...
2008-12-31 12:39:43.468 Compressor Repair[7883:10b]
Processing complete. Errors were found during processing.
```

Command:
```
/Applications/Compressor\ Repair.app/Contents/MacOS/Compressor\
Repair -repair -silent
```

Returns:
(nothing)

Support

Email support can be accessed directly within Compressor Repair.

- To report a bug or any other issue, go to **Help > Report a Bug**.
- To request a new feature, go to **Help > Suggest a Feature**.