

# ToolsOnAir-Support

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## macOS 10.12 Sierra - Know Issues

João - 2017-06-09 - in Knowledgebase just:store

In macOS Sierra versions 10.12.1 and 10.12.2 some just:store services may not be working properly. For that reason we highly recommend to update your Operating System to version 10.12.3 because it stabilizes those services. If this is not possible, please follow these steps.

### Case (1) - Cannot copy certain folders to the sharepoint

In some cases, the Finder will fail to copy some folders giving the "error -43". If this is the case, please deactivate these just:store services:

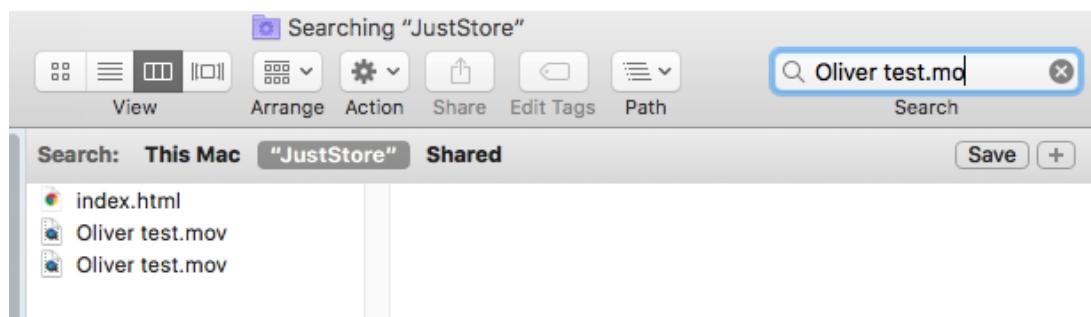
- onCore .DS\_Store Management (juststore-dsm)
- just:store .\_ cleaner (juststore-dot)

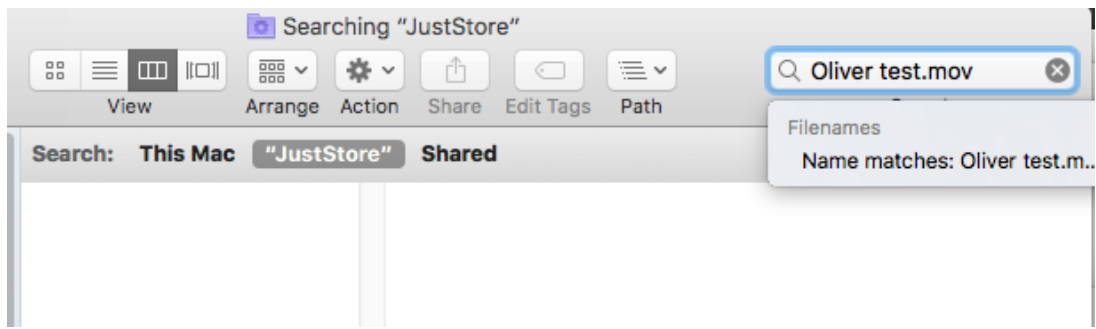
onCore® .DS_Store Management (juststore-dsm)	stopped	<a href="#">Start</a>
just:store Log (juststore-log)	running	<a href="#">Stop</a>
just:store ._ cleaner (juststore-dot)	stopped	<a href="#">Start</a>

After that the Finder should be able to copy files to the sharepoint again.

### Case (2) - Spotlight does not return proper results when adding a file extension in the search field (AFP only)

When searching for a file using Spotlight you can add a file extension (file suffix). As soon as you add the extension, the respective file(s) disappear from the search results.





Unfortunately, this issue is also present on some Macs with macOS 10.12.3, but we are currently investigating the reasons.