

FAQ topics

Q I'm logged in the GUI but can't see the grids.

A You are trying to use the FQDN while the application is set to using the IP address or the other way around. Run `yce_setup.pl` and set DNS resolved to either yes/no, depending on your environment.

Q After logging in nothing is shown at all.

A Make sure you are allowed to access the NetYCE system using either TCP port 80/443 and port 8080. See: [YCE Connection matrix](#)

Q Where do I find the latest patches and licenses?

A [Patches and licenses](#)

Q Can't access the GUI, showing {{ version }}

A Make sure you've run '`net_setup.pl`' as root, '`yce_setup.pl`' as 'yce'-user.

1. verify all processes are running using 'go ps'
2. if mysql is not running, execute: `mysql_repair.sh` as 'yce'-user
3. execute 'go up' for the remaining processes
4. Make sure all necessary ports are reachable, [connection matrix](#)

```
$ go ps
UID      PID  PPID   %MEM   %CPU  START      FNAME          CMD
root    1451    1    3.25   0.01 10:05:48  yce_psmon    /opt/yce/bin/yce_psmon --daemon
yce    2863  2861    0.18   0.11 10:45:39    sshd: yce@pts/0
yce    2864  2863    0.24   0.16 10:45:39      bash
root    2180    1    0.37   0.01 10:05:49    httpd
yce    2184  2180    0.24   0.00 10:05:49    httpd
yce    2185  2180    0.24   0.00 10:05:49    httpd
yce    2186  2180    0.24   0.00 10:05:49    httpd
yce    2187  2180    0.25   0.00 10:05:49    httpd
root    2219    1    0.08   0.00 10:05:50    vsftpd
yce    2312    1    2.41   0.00 10:05:50  yce_tftpd
yce    2338    1    3.10   0.06 10:05:50  yce_sched
yce    2354    1    5.80   0.08 10:05:51    mojo
yce    2355  2354    5.58   0.01 10:05:51    mojo
yce    2356  2354    5.58   0.01 10:05:51    mojo
yce    2357  2354    5.58   0.00 10:05:51    mojo
yce    2358  2354    5.58   0.01 10:05:51    mojo
yce    2359  2354    5.58   0.01 10:05:51    mojo
yce    2360  2354    5.58   0.01 10:05:51    mojo
yce    2384    1    2.96   0.00 10:05:52  yce_xch
root    4297    1    0.14   0.01 10:47:44  mysqld_safe
yce    4494  4297   10.05   0.16 10:47:44    mysqld
yce    5236    1    4.59   0.53 10:48:03  yce_skulker
yce    5322    1    4.41   0.00 10:48:07  yce_nccmd
```

From:

<https://wiki.netyce.com/> - **Technical documentation**

Permanent link:

https://wiki.netyce.com/doku.php?id=guides:faq:faq_topics

Last update: **2024/07/03 12:31**

