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         sshd: yce@pts/0
yce       2864   2863   0.24   0.16   10:45:39     bash         -bash
root      2180   1      0.37   0.01   10:05:49   httpd          /usr/sbin/httpd
yce       2184   2180   0.24   0.00   10:05:49    httpd         /usr/sbin/httpd
yce       2185   2180   0.24   0.00   10:05:49    httpd         /usr/sbin/httpd
yce       2186   2180   0.24   0.00   10:05:49    httpd         /usr/sbin/httpd
yce       2187   2180   0.25   0.00   10:05:49    httpd         /usr/sbin/httpd
root      2219   1      0.08   0.00   10:05:50   vsftpd         /usr/sbin/vsftpd /etc/vsftpd/vsftpd.conf
yce       2312   1      2.41   0.00   10:05:50   yce_tftpd      /opt/yce/bin/yce_tftpd
yce       2338   1      3.10   0.06   10:05:50   yce_sched      /opt/yce/bin/yce_sched
yce       2354   1      5.80   0.08   10:05:51   mojo           /opt/yce/mojo/yce.pl
yce       2355   2354   5.58   0.01   10:05:51    mojo          /opt/yce/mojo/yce.pl
yce       2356   2354   5.58   0.01   10:05:51    mojo          /opt/yce/mojo/yce.pl
yce       2357   2354   5.58   0.00   10:05:51    mojo          /opt/yce/mojo/yce.pl
yce       2358   2354   5.58   0.01   10:05:51    mojo          /opt/yce/mojo/yce.pl
yce       2359   2354   5.58   0.01   10:05:51    mojo          /opt/yce/mojo/yce.pl
yce       2360   2354   5.58   0.01   10:05:51    mojo          /opt/yce/mojo/yce.pl
yce       2384   1      2.96   0.00   10:05:52   yce_xch        /opt/yce/bin/yce_xch
root      4297   1      0.14   0.01   10:47:44   mysqld_safe    /bin/sh /usr/bin/mysqld_safe --datadir=/var/
yce       4494   4297   10.05  0.16   10:47:44    mysqld        /usr/sbin/mysqld --basedir=/usr --datadir=/
yce       5236   1      4.59   0.53   10:48:03   yce_skulker    /opt/yce/bin/yce_skulker
yce       5322   1      4.41   0.00   10:48:07   yce_nccmd      /opt/yce/bin/yce_nccmd
```

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