2025/11/04 19:46 1/1 FAQ topics

## **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_psmondaemon
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_safedatadir=/var,
yce	4494	4297	10.05	0.16	10:47:44	mysqld	/usr/sbin/mysqldbasedir=/usrdatadir=/v
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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