

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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