

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   mysql_safe /bin/sh /usr/bin/mysql_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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