

## 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
```

From:

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

