

# Troubleshooting

## On this page

- [JRE libraries are missing or not compatible](#)
- [No such file or directory running lmadmin](#)
- [lmadmin won't start](#)
- ['Can't make directory' error running lmgrd](#)
- [You have no permission to install lmadmin in that directory](#)
- [A sample script that performs the automated installation of lmadmin 11.14 from nomagic.com in case you need it for reference purposes](#)

## JRE libraries are missing or not compatible

Error message while installing 32-bit *lmadmin* on 64-bit multi-arch Linux system.

The error message is misleading, the solution to fix it, is to install the 32-bit libraries.

In **Redhat/CentOS/Fedora**:

```
sudo yum install redhat-lsb-core.i686
```

In **recent Ubuntu** use:

```
sudo apt-get install libc6-i386
apt-get update
sudo apt-get install lsb-core
```

In **older Ubuntu** use:

```
sudo dpkg --add-architecture i386
apt-get update
sudo apt-get install libc6:i386 libncurses5:i386 libstdc++6:i386
sudo apt-get install lsb-core
```

## No such file or directory running *lmadmin*

That may mean that you are missing the correct Linux Standard Base (LSB) library.

Also, it may mean that you are using a 64-bit executable in a 32-bit system and vice versa.

Install the Linux Standard Base (LSB) libraries to fix it.

### [libssl.so.1.0.0](#) library required running *lmadmin*

*lmadmin* 11.17.0 comes with [libssl.so.\\*](#) in its installation directory.

You need to add these libraries in *lmadmin* directory to the LD\_LIBRARY\_PATH.

e.g. if your *lmadmin* installation is at /opt/FNPLicenseServerManager then adding it to the path would look like this:

```
export LD_LIBRARY_PATH=$LD_LIBRARY_PATH:/opt/FNPLicenseServerManager
```

## *lmadmin* won't start

If you install *lmadmin* on a Linux-based system when logged on as root, you may encounter various issues. For example:

- When you try to launch the Web server (<http://localhost:port>) on the license server, you encounter an "Unable to connect" error.
- When you attempt to run the license server, you may encounter the following errors:

```
10:43:19 (cameo) Vendor daemon can't talk to lmgrd (Cannot read data from license server system. (-16,287))
10:43:20 (cameo) EXITING DUE TO SIGNAL 37 Exit reason 5
```

In Web.log:

```
[08:08:08 2018] [warn] pid file /opt/FNPLicenseServerManager/logs/lmadmin.pid overwritten -- Unclean shutdown
of previous Apache run?
[08:08:08 2018] [alert] getpwuid: couldn't determine user name from uid 4294967295, you probably need to modify
the User directive
```

- A process listing for *lmadmin* ('ps aux | grep *lmadmin*') returns no results.
- A process listing for *cameo* ('ps aux|grep *cameo*') returns results if run right after *lmadmin* is started but then fails after a few seconds. If you view the *cameo.log* file in the logs directory (the default location is */opt/FNPLicenseServerManager/logs*), you see that the process failed with the following error messages:

```
07:55:17 (cameo) Report log started (cameo/report.log).
07:55:27 (cameo) Vendor daemon can't talk to lmgrd (Cannot read data from license server system. (-16,287))
07:55:27 (cameo) EXITING DUE TO SIGNAL 37 Exit reason 5
```

Therefore, when you are installing *lmadmin* on a Linux-based system, it is recommended that you avoid installing as root. If you have already installed *lmadmin* when logged on as root and you do not want to reinstall *lmadmin*, change the ownership of all of the files in the installed folder from root to another user

### 'Can't make directory' error running *lmgrd*

Can't make directory */usr/tmp/.flexlm*, errno: 2(No such file or directory).

This means that directory */usr/tmp* used by *lmgrd* is missing on your system (usually on Ubuntu systems). This error does not impact license checkout.

The solution to fix it is to create a symbolic link */usr/tmp* pointing to */tmp*:

```
ln -s /tmp /usr/tmp
```

### You have no permission to install *lmadmin* in that directory

Make sure the *lmadmin* installer has read/write access.

```
chmod 755 lmadmin
```

or

```
chmod -R 755 folder_containing_lmadmin
```

to give read/write privileges to all files within a folder.

Then run *lmadmin* using *sudo*:

```
sudo ./<lmadmin_installer>
```

A sample script that performs the automated installation of *lmadmin 11.14* from [nomagic.com](http://nomagic.com) in case you need it for reference purposes

A script is intended for CentOS and RedHat

```
#!/bin/bash
echo "===== "
```

```

echo "Installing wget"
echo "=====
sudo yum install -y wget
echo "=====
echo "Installing lmadmin"
echo "=====
sudo getent group lmadmin >/dev/null || groupadd -r lmadmin
sudo getent passwd lmadmin >/dev/null || useradd -d /home/lmadmin -g lmadmin -m -r lmadmin
sudo yum install -y ld-linux.so.2
LSB=$(yum provides /lib/ld-lsb.so.3 | grep lsb-core | tail -1 | cut -f 1 -d ' ')
sudo yum install -y $LSB
sudo echo "lmadmin ALL=(ALL) NOPASSWD:ALL " >> /etc/sudoers
# If Web GUI to Flex licensing is not a must - lmgrd can be used, can be placed in rc.local to startup on boot
# usage - ./lmgrd -c PATH_TO_KEY_FILE -l PATH_TO_LOG_FILE
# RW rights needed to both files
echo "=====
echo "Getting Linux 32-bit IPv6 version 11.14 from AWS FrontCloud"
echo "=====
wget http://dl91r27pz1568.cloudfront.net/Cameo_daemon/FlexNet_11_14/ipv6/linux/lrx_32/cameo
chmod +x cameo
echo "=====
echo "Getting Linux 32-bit lmgrd version 11.14"
echo "=====
wget https://dloghepk9odltu.cloudfront.net/Flex_License_Server_Uutilities/v11.14/linux32/lmgrd
chmod +x lmgrd
echo "=====
echo "Making flex log file named FlexLog.log"
echo "=====
touch FlexLog.log
chmod 664 FlexLog.log
echo "=====
echo "Getting Linux 32-bit lmadmin version 11.14"
echo "=====
wget https://dloghepk9odltu.cloudfront.net/Flex_License_Server_Uutilities/v11.14/linux32/lmadmin-i86_lsb-
11_14_0_0.bin
chmod +x lmadmin-i86_lsb-11_14_0_0.bin
echo "=====
echo "Executing lmadmin version 11.14 installer"
echo "IMPORTANT: Install into directory /opt/local/FNPLicenseServerManager"
echo ""
echo " Note: Accept all defaults for script to work properly!!!"
read -p "Press any key to continue ...: " -n1 -s
echo "=====
sudo ./lmadmin-i86_lsb-11_14_0_0.bin
sudo mkdir -p /opt/local/FNPLicenseServerManager/licenses/cameo/
sudo cp cameo /opt/local/FNPLicenseServerManager/cameo
sudo mv cameo /opt/local/FNPLicenseServerManager/licenses/cameo/cameo
sudo mv lmgrd /opt/local/FNPLicenseServerManager/lmgrd
sudo mv FlexLog.log /opt/local/FNPLicenseServerManager/FlexLog.log
sudo chown -R lmadmin:lmadmin /opt/local/FNPLicenseServerManager/
sudo chmod +x /opt/local/FNPLicenseServerManager/lib*
sudo cp /opt/local/FNPLicenseServerManager/lib* /usr/lib/
echo "=====
echo "Opening firewall ports"
echo "=====
FWZONE=$(sudo firewall-cmd --get-default-zone)
cat <<EOF | sudo tee /etc/firewalld/services/lmadmin.xml
<?xml version="1.0" encoding="utf-8"?>
<service version="1.0">
  <short>lmadmin</short>
  <description>lmadmin</description>
  <port port="8090" protocol="tcp"/>
  <port port="1101" protocol="tcp"/>
</service>
EOF
sleep 5
sudo firewall-cmd --zone=public --remove-port=8090/tcp --permanent
sudo firewall-cmd --zone=public --remove-port=1101/tcp --permanent
sudo firewall-cmd --zone=public --remove-port=27000-27009/tcp --permanent
sudo firewall-cmd --zone=internal --remove-port=8090/tcp --permanent
sudo firewall-cmd --zone=internal --remove-port=1101/tcp --permanent

```

```

sudo firewall-cmd --zone=internal --remove-port=27000-27009/tcp --permanent
sudo firewall-cmd --zone=$FWZONE --add-service=lmadmin --permanent
sudo firewall-cmd --reload
IP_ADDRESS=$(ip route get 1 | awk '{print $NF;exit}')
HOSTNAME=$(hostname)
echo "$IP_ADDRESS      $HOSTNAME" >> /etc/hosts
echo "=====
echo "Creating systemd service - lmadmin"
echo "=====
sudo echo "[Unit]" > /etc/systemd/system/lmadmin.service
sudo echo "Description=Flexnet License Daemon" >> /etc/systemd/system/lmadmin.service
sudo echo "After=network.target network.service" >> /etc/systemd/system/lmadmin.service
sudo echo "" >> /etc/systemd/system/lmadmin.service
sudo echo "[Service]" >> /etc/systemd/system/lmadmin.service
sudo echo "User=lmadmin" >> /etc/systemd/system/lmadmin.service
sudo echo "WorkingDirectory=/opt/local/FNPLicenseServerManager/" >> /etc/systemd/system/lmadmin.service
sudo echo "ExecStart=/opt/local/FNPLicenseServerManager/lmadmin -allowStopServer yes" >> /etc/systemd/system
/lmadmin.service
sudo echo "Restart=always" >> /etc/systemd/system/lmadmin.service
sudo echo "RestartSec=30" >> /etc/systemd/system/lmadmin.service
sudo echo "Type=forking" >> /etc/systemd/system/lmadmin.service
sudo echo "" >> /etc/systemd/system/lmadmin.service
sudo echo "[Install]" >> /etc/systemd/system/lmadmin.service
sudo echo "WantedBy=multi-user.target" >> /etc/systemd/system/lmadmin.service
sudo echo "" >> /etc/systemd/system/lmadmin.service
sudo chown root:root /etc/systemd/system/lmadmin.service
sudo chmod 755 /etc/systemd/system/lmadmin.service
sudo systemctl daemon-reload
sudo systemctl enable lmadmin.service
echo "=====
echo "lmadmin service installation complete"
echo "  usage: systemctl start|stop lmadmin"
echo "=====

```

If you run into any further problems with installation, please try:

- checking the [FAQ section](#) for the known problems
- checking the [No Magic Community forum](#)
- contacting [customer support](#)