# Troubleshooting FlexNet Embedded licensing

## Supported web browsers

The Licensing Portal is supported on the following web browsers:

- Google Chrome
- Mozilla Firefox

> Note: Microsoft Internet Explorer is not supported.

# FlexNet log files

FNE license server **log file directory**:

`/var/opt/flexnetls/socbu/logs`

**Installation** log file:

`/tmp/install-fne-*date and version information*.sh.root.log`

# FNE server does not start

**The FNE server is installed but cannot be started.**

The following error is displayed in the log file:

`/var/opt/flexnetls/socbu/logs/flexnetls.log`

```
00:02:49,408 advantest-fne-server start
...
00:03:02,575 ERROR main Native code loading error
java.lang.UnsatisfiedLinkError: /tmp/llsnc-2019.07.1.0-256892-amd64-libconnector.so3
```

```
(/tmp/llsnc-2019.07.1.0-256892-amd64-libconnector.so4:
failed to map segment from shared object: Operation not permitted)
...
```

The server attempts to use or execute a shared library located in the **/tmp** directory, but execute permissions for executables located in /**tmp** is has not been granted by the noexec option in the mount flags.

Check the **/etc/fstab** entry and it should include the noexec option:

```
/dev/mapper/vg00-tmp tmp ext4
defaults,nodev,nosuid,noexec 1 2
```

**To correct this situation**, ask your IT department to remount the **/tmp** directory without the **noexec** option on all affected FNE license servers.

# Check license on license server

For checking licenses on a license server, us the FNE Server Viewer. For details see Monitoring license servers using the FNE Server Viewer.

To verify the installation and license server configuration enter the command:

`fne-list-licenses`

The tool iterates through the FlexNet Embedded servers defined in **/etc/fne/client.conf** and lists all licenses (used and available).

It also provides detailed information about the available licenses including:

- Content of the AssetScale tokens
- Locking of licenses
- Expiry information

> Note: The **fne-list-licenses** tool does not show details from cloud license servers.

# Check for installed version of the FNE software

To check the version of the installed FNE software:

`yum info advantest-fne-server`

Output example:

```
Loaded plugins: langpacks, search-disabled-repos
Installed Packages
Name : advantest-fne-server
Arch : x86_64
Version : 2024.02.0.0
Release : 17055.el9
Size : 75 M
Repo : installed
From repo : /advantest-fne-server-2024.02.0.0-17055.el9.x86_64
Summary : FlexNet Embedded Server 2024.02.0.0 for socbu
License : Advantest Corporation, 2024
Description : This rpm package provides complete installation of the FlexNet
Embedded server version 2024.02.0.0 and startup/shutdown scripts.
:
: Original packages: flexnetls-x64_linux-2024.02.0.tar.gz
Golden_socbu_IdentityClientServerMVEL_ENUM.bin
```

# Command line tool for server administrators

The following commands are available for FNE license server administrators, located in the directory:

`/opt/flexnetls/socbu`

**showconfig-fne-server [options]**

Displays the configuration of the server.
-v option provides more details.

**reset-fne-server [options]**

Removes the FNE license database from your system.

> Warning: There is no local backup from which to recover deleted data.

To repopulate the FNE license server database with licenses, resynchronize with the Advantest back office.

Options:

`-force` - Forces a full reset.

`-help` - Displays the help information.

> Note: After running the **reset-fne-server** tool, the server is **shut down. It must be restarted.**

The **`reset-fne-server`** command can be used to recover from the following type of errors:

```
ERROR: FNE code 7000001c - Server was not able to process request correctly.
ERROR: FNE servercode 33 - Trusted Storage broken, backup/restore exploit detected
```

If the server is not online, after performing the reset, you must download the license container file from the license portal and install it on the server. For details, see Downloading licenses.

# Accessing the Advantest License Back Office from online license servers

To validate that the **online FNE license server** can reach the Advantest License Portal, from the FNE license server host system, enter the following URL in a web browser:

https://license.advantest.com/

> Note: Check the `https` connection using port 443.

# Accessing the Advantest License Back Office using a proxy

The FNE server supports communication between the server and the Advantest License Back Office using an http-proxy if required.

If you need to access the Advantest License Back Office using a proxy:

1. Open the `/etc/systemd/system/advantest-fne-server.service.d/flexnetls-socbu.conf` file for editing.

2. Add a line using the following syntax, substituting the hostname/IP address and port of the proxy server:

   **`Environment=HTTPS_PROXY=http://<host>:<port>`**
   For example:
   `Environment=HTTPS_PROXY=http://myproxyserver.mycom.com:1234`

3. Save and close the file.

4. Restart the FNE server:
   `sudo systemctl restart advantest-fne-server`

# Firewall open for Advantest FNE Cloud License Server

To validate if the firewall and the connection to the Advantest FNE Cloud License Server, from the FNE license server host system, enter the following URL in a web browser::

`http://<ACLS-servername>:7070/api/1.0/health`

The output would look like this:


```
{
"LLS" : {
"version" : "2018.02",
"buildDate" : "2018-01-30T18:39:07Z",
"buildVersion" : "222955",
"branch" : "FlexnetLS-2018.02",
```

```
"patch" : "0",
"fneBuildVersion" : "220112",
"serverInstanceID" : "05RBLMU6XLGW",
"database" : {
"connectionCheck" : "success"
},
"security" : "enabled",
"httpAuth" : "enabled",
"licensingSecurityJSON" : "enabled"
}
}
```


# Uninstall the License Server and Server Viewer

To **uninstall** the FNE License Server and FNE Server Viewer:

```
sudo yum remove advantest-fne-server advantest-fne-server-viewer
```

---


Revision #2
Created 2025-10-15 09:59:16 CEST by Ekaterina Nikitina
Updated 2025-10-15 15:21:47 CEST by Ekaterina Nikitina