

# FNE log file: errors and messages

## Installation problems - error `"/tmp/: failed to map segment from shared object: Operation not permitted"`

Creation date: 08-Jan-2020

Author: Heike Klein

**Issue description:** The FNE server has been installed but cannot be started.

Log file error in `/var/opt/flexnetls/socbu/logs/flexnetls.log.<date>` - highlighted in red:

### “ 00:02:49,408 **advantest-fne-server start**

```
00:02:55,431 Used Options: /usr/lib/jvm/java-1.8.0-ibm-1.8.0.5.40-
1jpp.1.el7.x86_64/jre/bin/java -Dbase.dir=/var/opt/flexnetls/socbu -
Djsse.enableSNIExtension=false -server -Xms2g -Xmx2g -
XX:CompressedClassSpaceSize=64m -XX:MetaspaceSize=256m -
XX:+UseG1GC -XX:NewRatio=3 -XX:MaxGCPauseMillis=75 -
XX:G1HeapWastePercent=10 -XX:InitiatingHeapOccupancyPercent=75 -
XX:+CMSScavengeBeforeRemark -XX:+IgnoreUnrecognizedVMOptions --add-
opens=java.base/java.lang=ALL-UNNAMED --add-
opens=java.base/java.lang.invoke=ALL-UNNAMED -
XX:+ScavengeBeforeFullGC -Djava.security.egd=file:/dev/./urandom -jar
/opt/flexnetls/socbu/flexnetls.jar -server-alias thbnk01fnxspl1v.th-
bnk01.nxp.com -producer-settings /opt/flexnetls/socbu/producer-settings.xml
-port 7070 -https-client-configuration /var/opt/flexnetls/socbu/outgoing-
certs.conf
```

```
00:02:55,438 Environment: Version 2019.07.1.0-19315 / 7.6GB mem / 3.1GB
disk free / 4x Intel(R) Xeon(R) CPU E5-2667 v3 @ 3.20GHz / Red Hat
Enterprise Linux Server release 7.6 (Maipo)
```

```
00:02:58,835 INFO main Starting FlexNet License Server 2019.07 (build
256892)
```

```
00:02:58,836 INFO main Copyright (C) 2013-2019 Flexera Software LLC.
```

```
00:02:58,836 INFO main All Rights Reserved.
```

```
00:02:58,836 INFO main Running as a service
```

```
00:03:02,575 ERROR main Native code loading error
```

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

```
at java.lang.ClassLoader.loadLibraryWithPath(ClassLoader.java:1453)  
at java.lang.System.load(System.java:570)
```

### Reason for error:

the servers tries to use/exceute a shared library located in the /tmp directory. This is not allowed on the appropriate system. Running executables from /tmp is forbidden by the noexec option in the mount flags: check the /etc/fstab entry which looks like

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

### Solution:

Ask IT to remove the `noexec` option to `/tmp` in `/etc/fstab` and remount it with

```
mount -o remount,exec /tmp
```

on all affected FNE license servers.

## server filter checkout rejection

In the FNE log file flexnetls.log you maybe find the following message:

```
server filter checkout rejection
```

This message is basically saying the license requested is not available, f.e. for a specific serial number.

This is not an error of the server, its just the way the server returns a request for a license that is not present.

## TS storage corrupted - FNE server cannot be started - FNE log error "FATAL main IO Exception: null"

In the FNE log file flexnetls.log you find the following entries:

```
03:36:16,826 INFO main Starting FlexNet License Server 2019.07 (build 256892)
```

```
03:36:16,827 INFO main Copyright (C) 2013-2019 Flexera Software LLC.
```

```
03:36:16,827 INFO main All Rights Reserved.
```

```
03:36:16,827 INFO main Running as a service
```

Note: you can extract the log file errors with command: `showlog-fne-server -2`

The error indicates a corrupted TS storage. In order to repair it, do the following:

1. `cd /opt/flexnetls/socbu`
2. `sudo ./reset-fne-server -force`
3. **If there is a failover license server configured** you need to run the following command (**not as root!**) on the primary license server `./fne-failover-setup repair primary <failover_host.domain>`

This will repair the primary license server without touching the secondary license server.

Note: the repair option is available since June 2020. It is not available if an older FNE/FNX installation script has been used and the SW has not been updated since then. Please check with `fne-failover-setup -help` if the option is available.

4. **If the failover server is corrupt**, then you need to run the following command (**not as root!**) on the primary license server (this is not a typo - **you need to run it on the primary license server!**): `fne-failover-setup repair failover <failover_host.domain>`

Note: The command `fne-failover-setup` uses `ssh/scp` and `sudo`. You may be asked for your password several times.

Note: you can check the help page of `fne-failover-setup` with: `fne-failover-setup -help`

Revision #2

Created 2025-10-15 09:54:07 CEST by Ekaterina Nikitina

Updated 2025-11-11 04:35:02 CET by Jiawei Zhang