

Apache issues



This page refers to functionality that has been removed from License Statistics. Apache HTTP Server has been removed from License Statistics as of v6.0.

Apache errors

If there are problems with an Apache web server, you may see one or more of the following error messages in the License Statistics log file, licstat.log.

`Starting secondary apache process timed out. Unable to start apache web server.`

`Already running apache web server sends failed respond. Failed to start apache web server.`

To investigate the cause of these errors:

1. Start License Statistics in debug mode.
2. Review the information stored in License Statistics log file, licstat.log.

You may also see an error similar to the following:

`External apache stopped running.`

To investigate the cause of this error, you should verify the Apache instance.

Note: When using Linux, make sure all 32-bit compatible libraries are installed, as mentioned in [Operating system and resource requirements](#). An installation wizard will keep you informed which libraries are missing. If not all 32-bit libraries are installed, you may see one or more of the errors listed above.

"Unable to start apache webserver" error

After upgrading to version 5.12 or newer, if License Statistics is unable to start, you may see the following error message in licstat.log file:

`Unable to start apache webserver: exit status 3221225781`

This error most commonly appears for Windows Server 2008 or 2012 if there is a missing library (api-ms-win-crt-runtime-l1-1-0.dll) that is required to launch Apache web server. This library is provided in a Windows update. To resolve this issue, stop License Statistics, install all updates recommended by Windows Update, and restart License Statistics.

"Unable to open http server on port" error

The License Statistics Usage Monitor is configured by default to use port 80 for the http server, which is used to display License Statistics UI pages in the browser. If this port (or another port you specified in the configuration file) is already being used by another application, you will see an error similar to the following in the License Statistics log file, licstat.log.

`Apache is not responding to HTTP requests! Please make sure no other application is blocking port .. or your DNS service works properly!
Please verify that configured port is not in use by other application.
Please make sure that current user has permissions to use configured port.`

To resolve this issue:

1. Free up the port by ending the applications that are using it or [specify a different port](#).
2. Restart License Statistics.
3. Recheck the log file to ensure the error is resolved.

Apache version

Note: License Statistics does not support an Apache web server that has a version other than the delivered one. Therefore, when you decide to use an Apache web server that has a version other than the delivered one, you should find a solution to a related problem on your own.

However, when you decide to run License Statistics with an Apache web server that has a version other than the delivered one, make sure that your Apache server is compatible with the License Statistics Apache configuration. You can configure the server settings in the apache/config directory inside the License Statistics installation directory.

Note that License Statistics is delivered with Apache/PHP version that is sufficient to meet current product requirements. Therefore, it is recommended not to upgrade an Apache/PHP server, unless you are certain that such change is necessary.

"RSA server certificate CommonName (CN) does NOT match server name" error

You may receive the following error in apache_error.log after enabling SSL for Apache:

`RSA server certificate CommonName (CN) does NOT match server name`

When this problem occurs, License Statistics becomes inoperative, i.e. shuts down after the startup.

To resolve this issue, you need to specify the certificate details by setting `SSL_CERTIFICATE_FILE` and `SSL_CERTIFICATE_KEY_FILE` in the License Statistics configuration file (`xflicstat.cfg`) for a server that can be reached from a browser. Other certificates will not be accepted.

For more information about setting SSL properties for Apache, see [Enabling Apache SSL](#).

"PHP jobs scheduler encountered a problem" error

If there are problems with `LICENSE_STATISTICS_INSTALLATION_FOLDER/log/ui` folder permissions, you may see an error similar to the following in the License Statistics log file, `licstat.log`.

```
[2014/10/30 08:00:00] ERROR: PHP jobs scheduler encountered a problem: 500 Internal Server Error
```

To confirm that the problem is related to permissions—which may prevent some log files from being written in the `LICENSE_STATISTICS_INSTALLATION_FOLDER/log/ui` folder—check whether the `ui` folder contains any files and if they are up-to-date. Note that the `ui` folder may contain either no files or outdated files, depending on whether the problem occurred shortly after [installing License Statistics](#) or at a later point in time.

To resolve this issue, increase the `ui` folder permission settings.