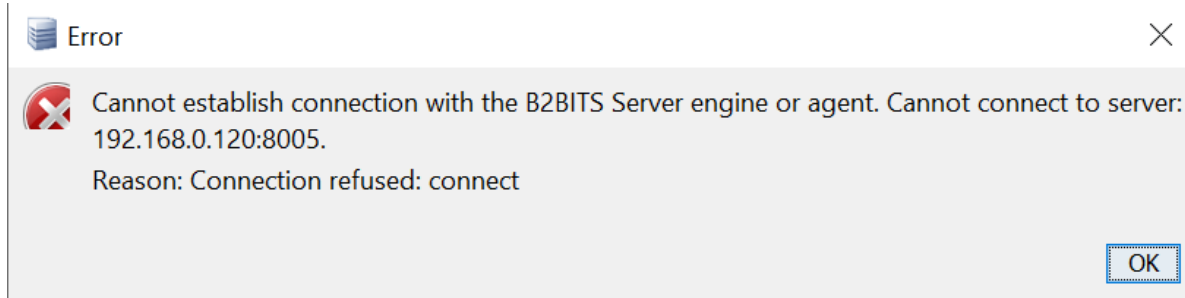


FIXEdge troubleshooting of the most common issues

- [FIXICC-agent is not running after a reboot](#)
- [FIXICC doesn't connect to FIXICC agent](#)
- [FIXICC agent doesn't start](#)
- [FIXEdge doesn't start from FIXICC](#)
- [FIXEdge doesn't start with 'FixEdge1.run.sh' script](#)
- [FIXEdge cannot start with an incorrect or expired license](#)
- [Binary files and shell scripts have no "executable" permissions](#)

FIXICC-agent is not running after a reboot

FIXICC can't connect to fixicc-agent after the remote server reboot.



i Installation of fixicc-agent on Linux prior to version FIXEdge 6.10 doesn't include enabling the fixicc-agent service. Therefore fixicc-agent doesn't start automatically on the Linux startup.

To check if the fixicc-agent process is up and running run the following command:

```
ps -eF | grep fixicc-agent
```

Solution

Enable daemon startup on the Linux boot with [yajsw](#) wrapper.daemon.update_rc property.

Open wrapper configuration file [<FIXEdge Installation dir>/FIXEdge/fixicc-agent/conf/wrapper.conf](#) and add/modify the following line there:

```
wrapper.daemon.update_rc = start 20 2 3 4 . start 30 5 . stop 80 0 1 6
```

This parameter sets the [Linux runlevels](#) and priorities for automatic startup and stop of the daemon.

i Similar syntax as the update_rc.d command
It will create start links

- at runlevels 2, 3, 4 with priority 20
- at runlevel 5 with priority 30
- and stop links at runlevels 0, 1, 6 with priority 80

The start the fixicc-agent daemon manually or reboot the server.

FIXICC doesn't connect to FIXICC agent

Solution

1. Go to the [<FIXEdge Installation dir>/FIXEdge/fixicc-agent/logs](#) directory and open fixicc-agent.log with any text editor.
 - a. Check if the following notes exist in the log:

```
INFO|13743/0|Service FIXICC - Agent Server|14-06-19 20:39:15|Agent is started successfully
INFO|13743/0|Service FIXICC - Agent Server|14-06-19 20:39:15|Agent started on port: 8005
```

- b. If the notes are absent then go to the ['FIXICC agent doesn't start'](#) section.
2. Select the 'Edit Server' option in the context menu of the FIXEdge server in FIXICC.
3. Make sure that the value of the 'Port' and 'Host' in the 'Basic Settings' corresponds to the FIXICC Agent port and the host of the FIXEdge machine.
4. Make sure that all ports from the ['Prerequisites and system requirements'](#) section are opened.

FIXICC agent doesn't start

Solution

1. Go to the `<FIXEdge Installation dir>/FIXEdge/fixicc-agent/logs` directory and open `fixicc-agent.log` with any text editor.
2. Find the messages with [ERROR] and [FATAL] level. These messages are able to help with understanding of the possible issues. If there is a requirement for technical assistance then contact the support team SupportFIXProducts@epam.com.

FIXEdge doesn't start from FIXICC

Solution

1. Go to the `B2BITS/FIXEdge/bin` directory and run FIXEdge:

```
$ cd /home/user/B2BITS/FIXEdge/bin
$ ./FixEdge1.run.sh
```

2. If the script was executed successfully then go to the `<FIXEdge Installation dir>/FIXEdge/fixicc-agent/logs` directory and open `fixicc-agent.log` with any text editor (otherwise go to the ['FIXEdge doesn't start with 'FixEdge1.run.sh' script'](#) section).
3. Check if the following note exists in the log and make sure that the path presented below leads to the existing `engine.properties` file:

```
[UtilProperties] Properties load successful: /home/user/B2BITS/FIXEdge/fixicc-agent/../../FIXEdge1/conf/engine.properties
```

4. If the note is absent find the messages with [ERROR] and [FATAL] level. These messages are able to help with understanding of the possible issues. If there is a requirement for technical assistance then contact the support team SupportFIXProducts@epam.com.

FIXEdge doesn't start with 'FixEdge1.run.sh' script

Solution

1. Go to the `B2BITS/FIXEdge/FIXEdge1/log` directory and open `FixEdge.log` with any text editor.
2. Find the messages with [ERROR] or [FATAL] level. These messages are able to help with an understanding of the possible issues. If there is a requirement for technical assistance then contact the support team SupportFIXProducts@epam.com.

FIXEdge cannot start with an incorrect or expired license

Solution

1. Go to the `<FIXEdge Installation dir>/FIXEdge/FIXEdge1/log` directory and open `FixEdge.log` with any text editor.
 - a. Request a new license file from the sales team sales@btobits.com if the `FixEdge.log` file contains the following error:

```
ERROR [Engine] 140410078865152 License is expired - components will be stopped! Please contact us at SupportFIXAntenna@epam.com for further assistance.
```

- b. Make sure that the license file has a correct 'engine.license' name and placed in the root directory of FIXEdge if the `FixEdge.log` file contains the following error:

```
ERROR [FL_FixEngine] 140029176809248 Unable to initialize EngineAdaptor. Reason: Please check the FIX Engine's settings: Cannot open the file "/home/user/B2BITS/FIXEdge/bin/../engine.license" (the "LicenseFile" property). No such file or directory. (Error code = 2)
```

2. Restart FIXEdge after updating the license to apply the changes.

Binary files and shell scripts have no "executable" permissions

Solution

1. Set the permissions for the needed files with the following command:

```
$ chmod 755 /home/user/B2BITS/FIXEdge/fixicc-agent/bin/*
```