



# aCloud

## vGPU Authorization Server Troubleshooting Guide

Version 5.8.7



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## Change Log

Date	Change Description
March 27, 2019	Version 5.8.7 document release.

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# Chapter 1 Content requirements

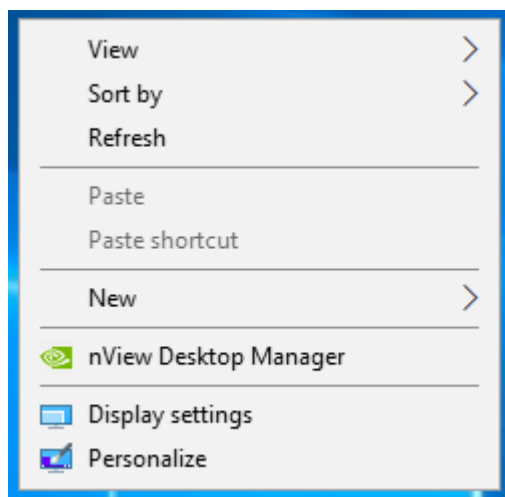
## 1 Document title

### 1.1 Technical Documents

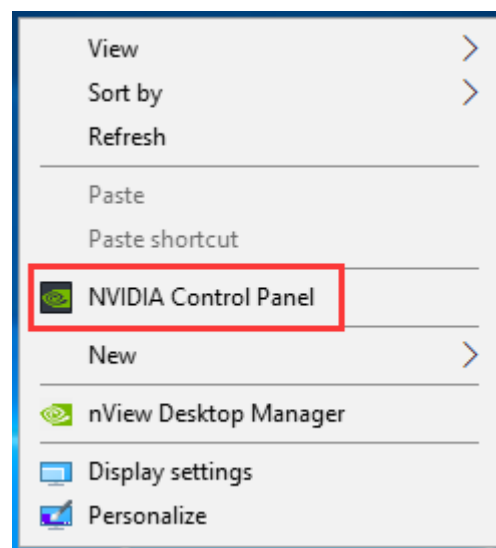
SANGFOR\_aCloud\_5.8.7\_  
vGPU\_Authorization\_Server\_Troubleshooting\_Guide\_EN

## 2 Common Problem

### 2.1 Right-click do not have NVIDIA Control Panel



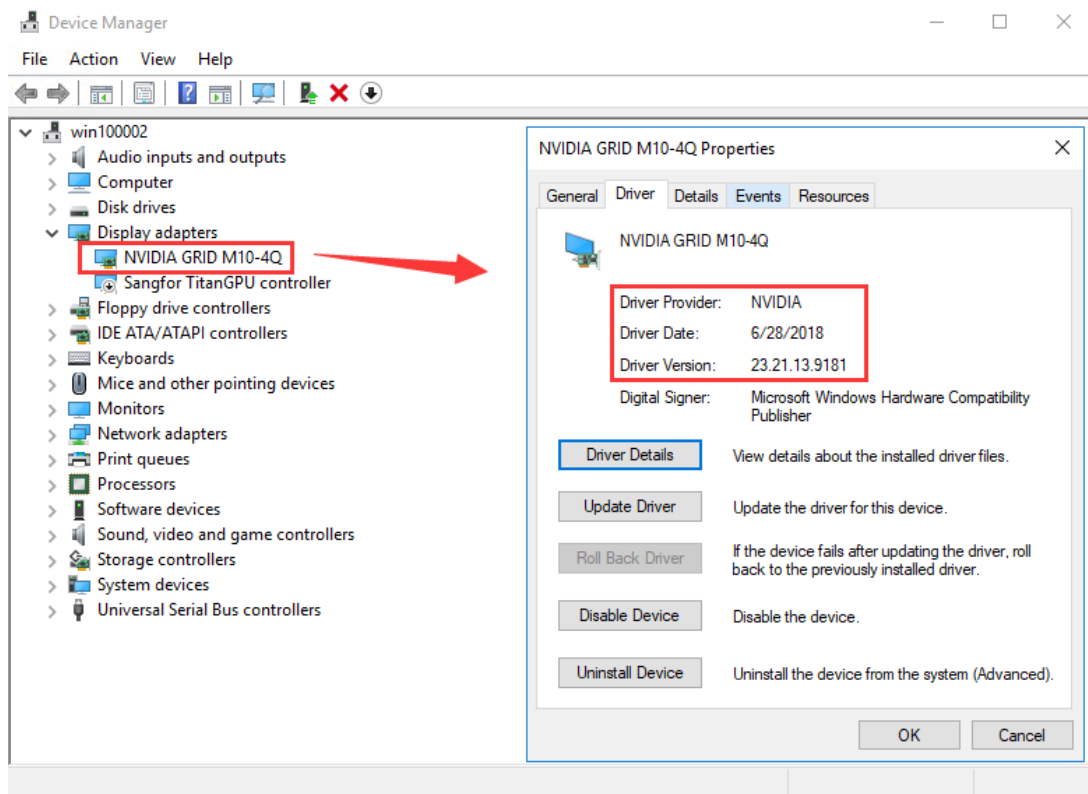
Without NVIDIA Control Panel



With NVIDIA Control Panel

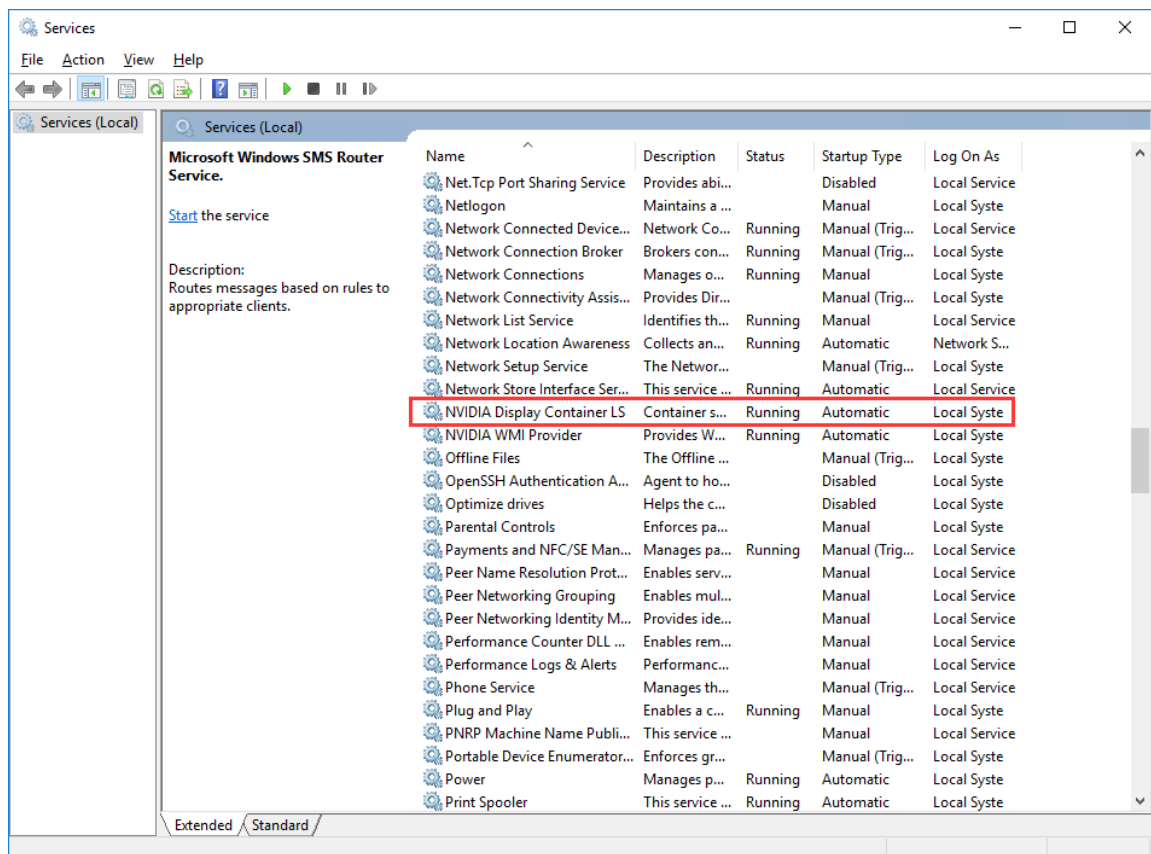
Solution:

1. Confirm that the current graphics driver is the latest version

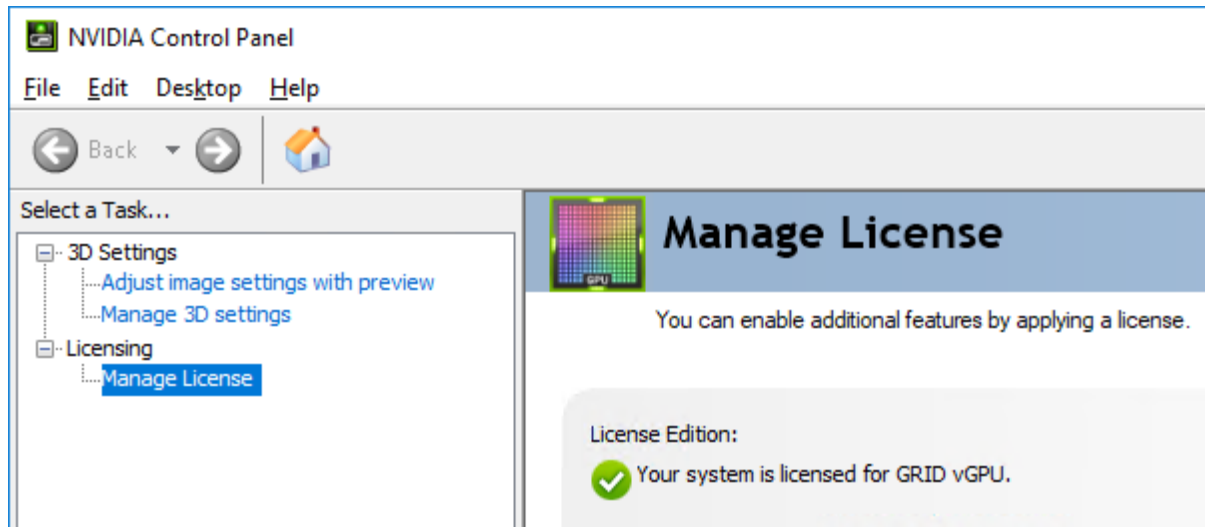


20181022: Latest version is 28<sup>th</sup> June 2018, and the version is 23.21.13.9181

## 2. Restart NVIDIA Display container LS service



## 2.2 NVIDIA Control Panel Task only have until Licensing, some modules is missing



Solution:

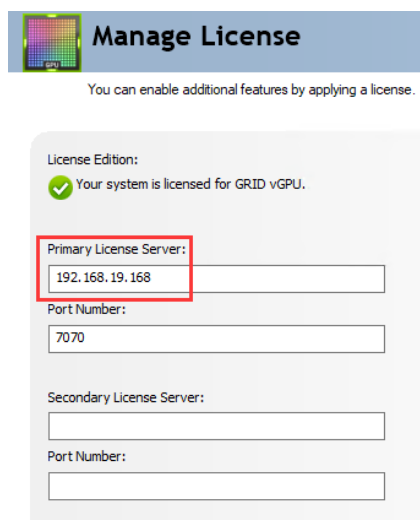
1. Confirm that the current graphics driver is the latest version. See the solution to Problem 1 for the confirmation method.
2. Restart the service in the Windows system service (may need to restart multiple times)

After restarting the NVIDIA service, the NVIDIA Control Panel returns to normal

## 2.3 Unable obtain License

Solution:

1. Check the authorization server address configured in the NVIDIA Control Panel to confirm that the virtual machine can ping the server IP



2. Check the system time of the client virtual machine and compare the system

time of the authorization server

Ensure that the two systems are consistent in time;

If you change the system time of the client, you need to restart the NVIDIA Display Container LS service.

If you modify the time of the authorization server, it is recommended to restart the authorization server

3. Check the number of available licenses currently available to the authorization server, confirm that there are remaining licenses, and still be in the validity period

Access the authorization server web management page with below URL:

[http://\(vGPU License ServerIP\):8080/licserver/manageFeatureUsage\\_view.action?page=1](http://(vGPU License ServerIP):8080/licserver/manageFeatureUsage_view.action?page=1)

Feature	Version	Count	Available	Expiry	Vendor String
<a href="#">GRID-Virtual-PC</a>	2.0	150	116	permanent	
<a href="#">GRID-Virtual-WS</a>	2.0	150	118	2019-05-23	
<a href="#">GRID-Virtual-Apps</a>	3.0	150	150	2019-05-23	
<a href="#">GRID-Virtual-Apps</a>	3.0	150	150	permanent	
<a href="#">Quadro-Virtual-DWS</a>	5.0	150	149	2019-05-23	

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4. If there is no remaining available license, check if the license is assigned to the same virtual machine on the authorization server.

If it is: (1) Re-import the authorization server and re-enable the authorization.

(2) and step 6, delete the 2 files under the virtual machine

**nvidia**

## Licensed Clients

Licensed Clients with features consumed or reserved. Click a Client ID for further details.

Client ID
<a href="#">FEFCFE966AC0</a>
<a href="#">FEFCFE4D2892</a>
<a href="#">FEFCFEA302A3</a>
<a href="#">FEFCFEC42380</a>

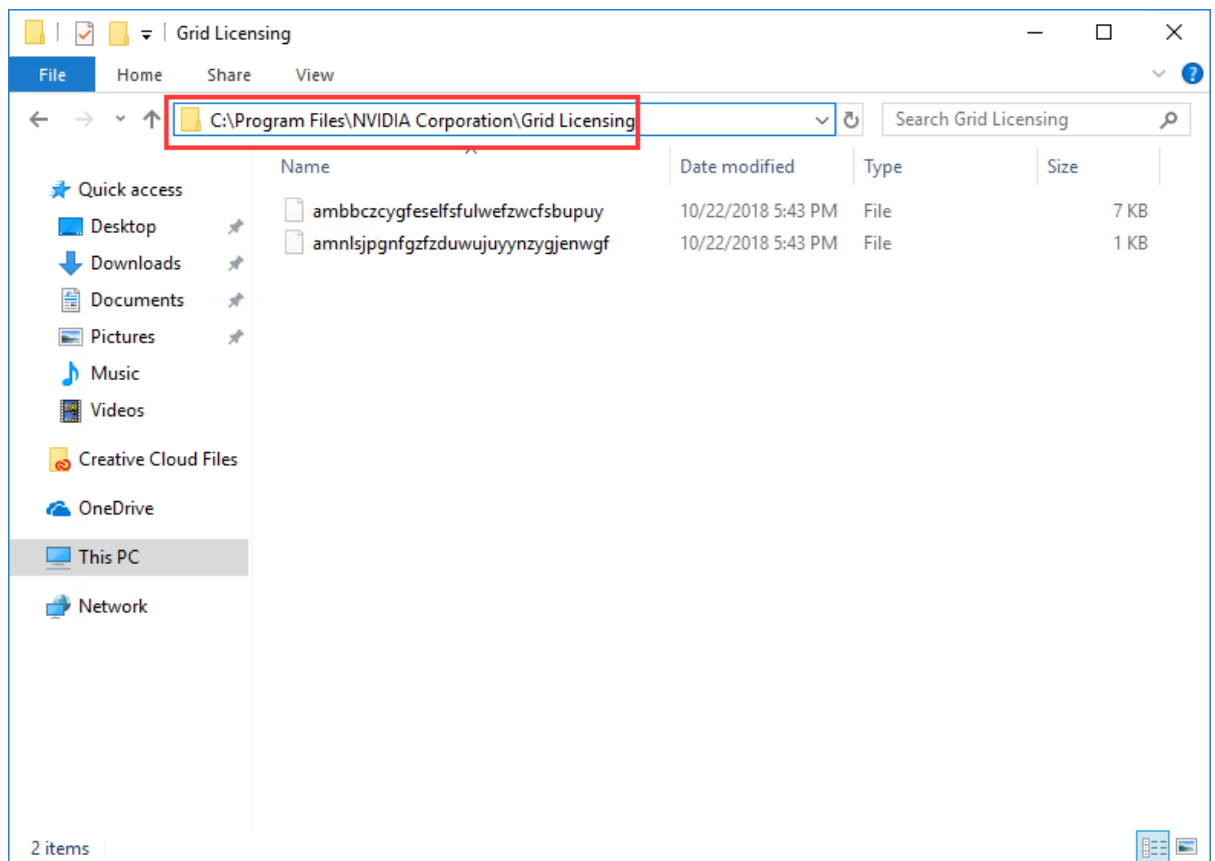
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5. Ensure the deployed virtual machine is NOT Chinese named

And all interface screenshot should be only the precise configuration page, cannot be the whole page.

6. If you do not get the authorization, please delete all the files (including hidden files) of the client VM in the following directory and restart the NVIDIA Display Container LS service

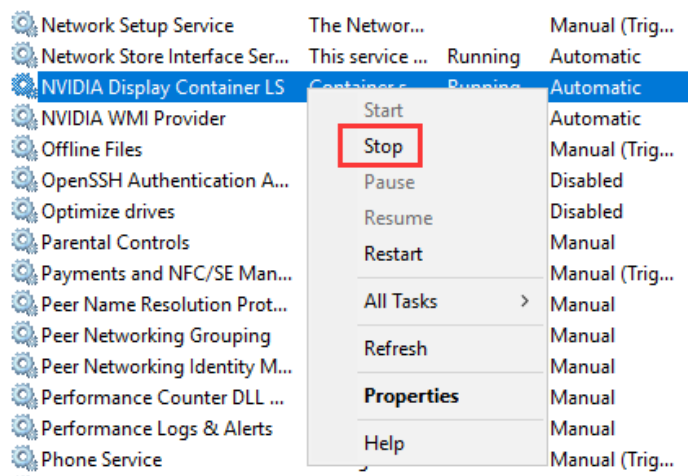
Path: C:\Program Files\NVIDIA Corporation\Grid Licensing\



7. If the above does not solve, uninstall the NVIDIA driver and reinstall
8. If the above confirmation is OK, but still can not obtain authorization, after confirming that the version of the client graphics driver is up to date, please contact the technician to solve the problem for you

## 2.4 Stuck at installation of NVIDIA Driver

Solution: Stop the nvidia service and install



## 3. Server side Common Problem



### 3.1 Unable access Management Web UI

[http://\(ServerIP\):8080/licserver](http://(ServerIP):8080/licserver)

Solution:

1. Access the authorization server in the background and execute **systemctl restart tomcat** command to restart the Tomcat service

```
lvgpu@localhost ~]$ su
Password:
[root@localhost vgpu]# systemctl restart tomcat
```

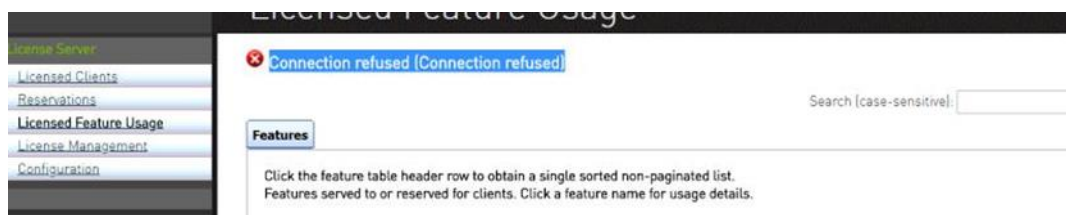
Description: IP 22 of the ssh vgpu@authorization server

The vgpu user logs in to the server and the password is vgpu123

After logging in, execute su to raise the right, and the root password is also vgpu123

2. Restart the entire license server directly on vmp without restarting the service

### 3.2 Show Connection refused in Management UI

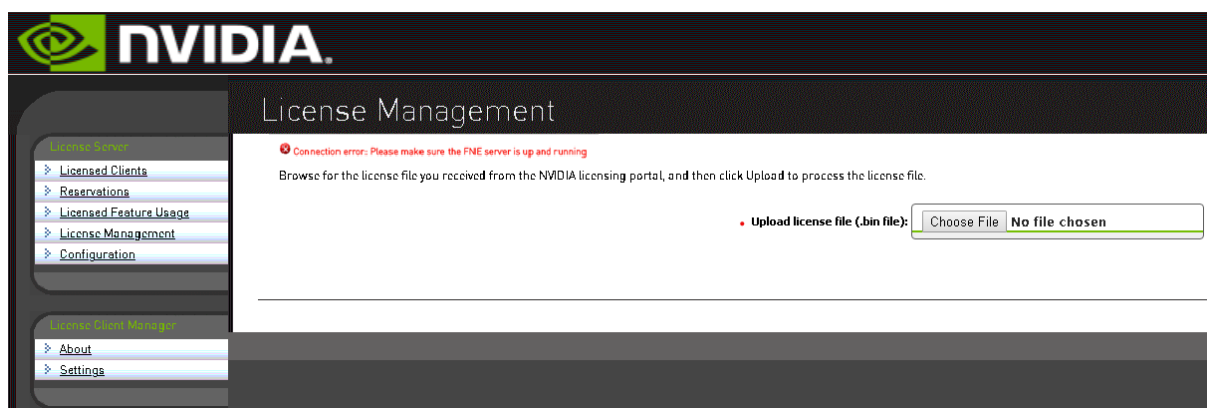


Solution:

Wait for a moment, the service might not ready yet.

### 3.3 Upload bin file and display Connection Error page

Connection error: Please make sure the FNE server is up and running

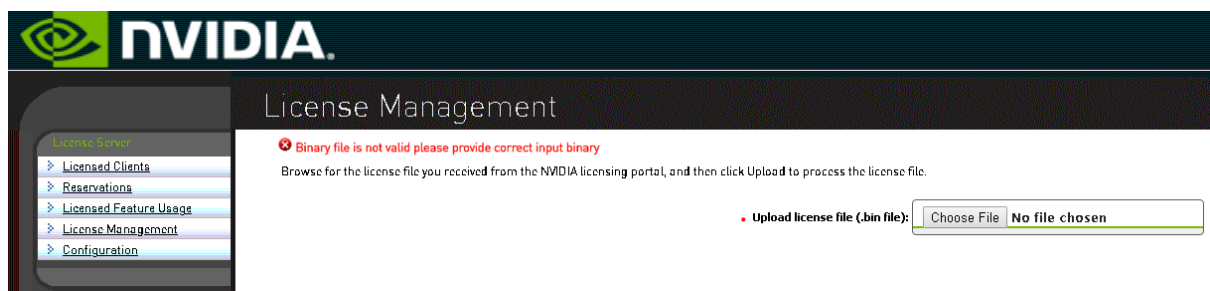


Solution:

1. Authorized server service is not up yet, wait 1-2min. If the wait cannot be resolved, it is the reason for step 2
2. Check if the date of the authorization server is 0829 (the date on the name of the authorized server image). If not, re-import the authorization server image of 0829--the previous version of the authorization server has mirror image corruption after restart

### 3.4 Import bin file error

Binary file is not valid please provide correct input binary



Solution:

1. Confirm that the system time of the authorization server is correct (for example, consistent with Beijing time)
2. Confirm that the bin file has not been received for more than 24 hours (more than 24 hours, the file will be invalid)

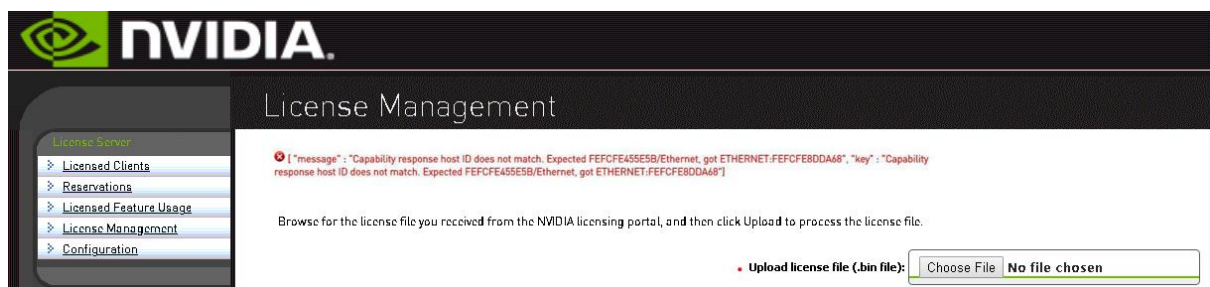
If you need to re-acquire a bin file from NVIDIA

3. Check the MAC address of the authorization server

Confirm that the MAC address is consistent with the bin file.

4. Confirm whether the license server has imported the license file.

Imported successfully, can no longer be imported, need to redeploy the authorization server



Solution: The MAC address of the authorization server is inconsistent with the license file

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## 3.5 Regular Server side Problem

1. Access the authorization server in the background. Run **systemctl status flexnetls-nvidia** command to check the running status of the authorized service

```
[vgpu@localhost ~]$ systemctl status flexnetls-nvidia
● flexnetls-nvidia.service - LSB: start and stop FlexNet License Server
   Loaded: loaded (/etc/rc.d/init.d/flexnetls-nvidia; bad; vendor preset: disabled)
   Active: activating (start) since Tue 2018-06-05 10:45:06 CST; 56s ago
     Docs: man:systemd-sysv-generator(8)
  Process: 16723 ExecStop=/etc/rc.d/init.d/flexnetls-nvidia stop (code=exited, status=1/FAILURE)
 Control: 17013 (flexnetls-nvidi)
    CGroup: /system.slice/flexnetls-nvidia.service
            └─17013 /bin/bash /etc/rc.d/init.d/flexnetls-nvidia start
              17318 sleep 60
[vgpu@localhost ~]$
```

Similarly, execute **systemctl status tomcat** to view the running status of tomcat.

The normal state should be active (running)

When the status is abnormal, execute **systemctl restart flexnetls-nvidia**, **systemctl restart tomcat** to restart the service, or directly restart the entire license server

2. Delete the authorization record related files in the background and restart the authorization service

```
rm /var/opt/flexnetls/nvidia/flexnetls_licenses*
```

```
systemctl restart flexnetls-nvidia
```

3. Check logs from backend

Path: /var/opt/flexnetls/nvidia/logs

Contains two types of logs:

The first type is a log that records the behavior of the access authorization management system, including the behavior of the user clicking on the management system interface, and the behavior of the client requesting authorization, which is recorded in the `access_*.request.log` log file.

Each log information mainly includes the following information: access source IP, access time, specific access links, etc.

4. In fact, most of the problems on the server side NVIDIA have no solution, only one ultimate solution can be solved: re-import vma to deploy a new authorization server



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