

Checking for Missing System Libraries on Linux

After installing Helix ALM, Helix ALM License Server, or Surround SCM on Linux, check for missing system libraries before running the applications to make sure they work correctly.

To see which libraries are missing, use the `ldd <path to binary>` command. For example, enter the following command to check libraries for the Surround SCM Client:

```
ldd /usr/bin/scmgui
```

You must install any libraries displayed as 'not found' in the output. Use the package manager to install them. See the Linux distribution help for information about installing libraries.

Following are the default binary paths to check for each application. If you installed applications in different locations, check those paths for the required libraries instead.

Helix ALM

Note: TestTrack was renamed Helix ALM starting with the 2017.1 release. See the [TestTrack](#) information for paths to check for earlier versions.

Application	Binary paths to check
Helix ALM Client	32-bit and 64-bit applications /usr/bin/ttclient /usr/bin/ttadmin /usr/bin/tturlredirector 32-bit applications only /var/lib/HelixALM/platforms/*32.so /var/lib/HelixALM/platformthemes/*32.so /var/lib/HelixALM/printsupport/*32.so 64-bit applications only /var/lib/HelixALM/platforms/*64.so /var/lib/HelixALM/platformthemes/*64.so /var/lib/HelixALM/printsupport/*64.so
Helix ALM Server	32-bit and 64-bit applications /usr/bin/ttserver /usr/bin/ttregutil /var/lib/HelixALM/platforms/libqoffscreen.so /var/www/cgi-bin/ttadmcgi.exe /var/www/cgi-bin/ttcgi.exe /var/www/cgi-bin/tttextpro.exe /var/www/cgi-bin/ttpubdata.exe /var/www/cgi-bin/ttsoapcgi.exe 32-bit applications only /var/lib/HelixALM/platforms/*32.so /var/lib/HelixALM/platformthemes/*32.so /var/lib/HelixALM/printsupport/*32.so 64-bit applications only /var/lib/HelixALM/platforms/*64.so

Application	Binary paths to check
	/var/lib/HelixALM/platformthemes/*64.so /var/lib/HelixALM/printsupport/*64.so

Helix ALM License Server

Application	Binary paths to check
License Server 2016 and later	32-bit and 64-bit applications /usr/bin/lsadmin /usr/bin/splicsvr /var/www/cgi-bin/lscgi 32-bit applications only /var/lib/splicsvr/platforms/*32.so /var/lib/splicsvr/platformthemes/*32.so /var/lib/splicsvr/printsupport/*32.so 64-bit applications only /var/lib/splicsvr/platforms/*64.so /var/lib/splicsvr/platformthemes/*64.so /var/lib/splicsvr/printsupport/*64.so
License Server 2015.1 and earlier	/usr/bin/lsadmin /usr/bin/splicsvr /var/www/cgi-bin/lscgi

Surround SCM

Installation type	Binary paths to check
Surround SCM Client 2016 and later	32-bit and 64-bit applications /usr/bin/sscm /usr/bin/scmgui 32-bit applications only /var/lib/SurroundSCM/platforms/*32.so /var/lib/SurroundSCM/platformthemes/*32.so /var/lib/SurroundSCM/printsupport/*32.so 64-bit applications only /var/lib/SurroundSCM/platforms/*64.so /var/lib/SurroundSCM/platformthemes/*64.so /var/lib/SurroundSCM/printsupport/*64.so
Surround SCM Server 2016 and later	32-bit and 64-bit applications /usr/bin/scmserver /var/lib/SurroundSCM/sscmanalyzeutil /var/lib/SurroundSCM/scmregistryutil /var/lib/SurroundSCM/platforms/libqoffscreen.so 32-bit applications only /var/lib/SurroundSCM/platforms/*32.so /var/lib/SurroundSCM/platformthemes/*32.so /var/lib/SurroundSCM/printsupport/*32.so 64-bit applications only /var/lib/SurroundSCM/platforms/*64.so /var/lib/SurroundSCM/platformthemes/*64.so

Installation type	Binary paths to check
	/var/lib/SurroundSCM/printsupport/*64.so
Surround SCM Client 2015.1 and earlier	/usr/bin/sscm /usr/bin/scmgui
Surround SCM Server 2015.1 and earlier	/usr/bin/scmsserver /var/lib/SurroundSCM/sscmanalyzeutil /var/lib/SurroundSCM/scmregistryutil

TestTrack

Installation type	Binary paths to check
TestTrack Client 2016 - 2016.1	<p>32-bit and 64-bit applications /usr/bin/ttclient /usr/bin/ttadmin /usr/bin/tturlredirector</p> <p>32-bit applications only /var/lib/TestTrack/platforms/*32.so /var/lib/TestTrack/platformthemes/*32.so /var/lib/TestTrack/printsupport/*32.so</p> <p>64-bit applications only /var/lib/TestTrack/platforms/*64.so /var/lib/TestTrack/platformthemes/*64.so /var/lib/TestTrack/printsupport/*64.so</p>
TestTrack Server 2016 - 2016.1	<p>32-bit and 64-bit applications /usr/bin/ttserver /usr/bin/ttregutil /var/lib/TestTrack/platforms/libqoffscreen.so /var/www/cgi-bin/ttadmcgi.exe /var/www/cgi-bin/ttcgi.exe /var/www/cgi-bin/ttextpro.exe /var/www/cgi-bin/ttpubdata.exe /var/www/cgi-bin/ttsoapcgi.exe</p> <p>32-bit applications only /var/lib/TestTrack/platforms/*32.so /var/lib/TestTrack/platformthemes/*32.so /var/lib/TestTrack/printsupport/*32.so</p> <p>64-bit applications only /var/lib/TestTrack/platforms/*64.so /var/lib/TestTrack/platformthemes/*64.so /var/lib/TestTrack/printsupport/*64.so</p>
TestTrack Client 2015.1 and earlier	/usr/bin/ttclient /usr/bin/ttadmin /usr/bin/tturlredirector
TestTrack Server 2015.1 and earlier	/usr/bin/ttserver /usr/bin/ttregutil /var/www/cgi-bin/ttadmcgi.exe /var/www/cgi-bin/ttcgi.exe /var/www/cgi-bin/ttextpro.exe /var/www/cgi-bin/ttpubdata.exe /var/www/cgi-bin/ttsoapcgi.exe

Troubleshooting

'Not a dynamic executable' error

This error is returned if a 64-bit Linux distribution cannot identify dependencies for a 32-bit binary. You must install the 32-bit libstdc++.so library before you can check libraries required for 32-bit binaries.

Article ID: 276

Last updated: 03 Aug, 2017

Revision: 17

License Server -> Checking for Missing System Libraries on Linux

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=276>