

# A Troubleshooting Stata

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## 1.1 If Stata(GUI) and Stata(console) do not start

If you have attempted to invoke Stata(GUI) by typing `xstata`, `xstata-se`, or `xstata-mp` at the Unix prompt and it has failed, attempt to invoke Stata(console) by typing `stata`, `stata-se`, or `stata-mp` at the Unix prompt. If Stata(console) fails, continue here. If Stata(console) starts without problems, see the next section of this chapter.

You tried to start Stata and it refused; Stata or your operating system presented a message explaining that something is wrong. Here are the possibilities:

### **cannot find Stata directory**

Stata first checks in `/usr/local/stata19` and then checks in `/usr/local/stata` to find the license file. If Stata does not find the license in either of these locations, it looks in every directory in the Unix path. If you receive this message, most likely the directory where Stata is installed is not in your path. You need to add this directory to your path.

### **Cannot find license file**

This message means just what it says; nothing is too seriously wrong. Stata simply could not find the license file it was looking for. The two most common reasons for this are that you did not complete the installation process or Stata is not installed where it should be.

Did you enter the codes on your license to unlock Stata? If not, go back and complete the initialization procedure.

If you have unlocked Stata, perhaps it is not in your path or for some reason the license file is not in the Stata directory.

### **Error opening or reading the file**

Something is distinctly wrong for purely technical reasons. Stata found the file that it was looking for, but either the operating system refused to let Stata open it or there was an I/O error.

The `stata.lic` file could have incorrect permissions. Verify that `stata.lic` is in the directory where Stata is installed, likely `/usr/local/stata19` and that everybody has been granted read permission. To change the permissions, become superuser by logging in as root, using `su`, or `sudo`, and type `chmod a+r /usr/local/stata19/stata.lic`.

About the only other way this situation could arise would be a hard-disk error. Stata technical support will be able to help you diagnose the problem; see [\[U\] 3.8 Technical support](#).

### **License not applicable**

Stata has determined that you have a valid license, but the license does not apply to the version that you are trying to run.

The most common reason for this message is that you have a license for Stata/BE but you are trying to run Stata/SE or Stata/MP, or you have a license for Stata/SE but you are trying to run Stata/MP. If any of these is the case, reinstall Stata, making sure to choose the appropriate edition.

## Other messages

The other messages indicate that Stata thinks you are attempting to do something that you are not licensed to do. Most commonly, you are attempting to run Stata over a network when you do not have a network license, but there are many other alternatives. There are two possibilities: either you really are attempting to do something that you are not licensed to do or Stata is wrong. In either case, you are going to have to contact us. Your license can be upgraded, or if Stata is wrong, we can provide codes to make Stata stop thinking that you are violating the license; see [\[U\] 3.8 Technical support](#).

## 1.2 If Stata(console) starts but Stata(GUI) does not

### Trouble with libraries

Stata, like many other programs designed for Unix machines, needs certain system libraries to run. Most of the standard library routines that Stata needs are included in the Stata binary. However, Stata does rely on a few external libraries. For example, Stata assumes that your system will have the standard C library available. Stata(GUI) assumes that you have the X Windows libraries as well. These libraries are often located in different places on different implementations of Unix. For example, under Linux, the standard C libraries can be found in `/lib`, whereas the X Windows libraries are in `/usr/X11R6/lib`. The operating system needs to know where to find the libraries that Stata needs to run. The Unix environment variable `LD_LIBRARY_PATH` tells the operating system where to find libraries. If you get an error message that says something like

```
ld.so.1: xstata: fatal: some_library.so.#: can't open file
```

the likely reason is that the operating system cannot find the necessary libraries. Stata does not rely on any non-standard libraries; you can rest assured that the libraries you need are on your system. You should look for the library in question on your system and make sure the environment variable `LD_LIBRARY_PATH` includes the path to the directory where the library in question is located. Your system administrator may be able to help with this task.

### Setting the DISPLAY environment variable

Sometimes when executing Stata in a networked environment, Stata(GUI) will produce the error message

```
You need X Windows for this version of Stata.
```

This means that Stata has not found the `DISPLAY` environment variable. You need to set the `DISPLAY` variable to be the screen on which you want Stata(GUI) to appear. For example, in `csh`, type `setenv DISPLAY machine:0.0`.

### xhost permissions

Another related error message can arise with Stata(GUI). When Stata is being run in a networked environment, the computer on which Stata(GUI) is actually executing (the x-client in X Windows parlance) may not have permission to draw on the screen of x-server, the computer on which you have asked Stata to draw. Then you may see the following:

```
Xlib: connection to machine_name:0.0 refused by server
Xlib: Client is not authorized to connect to Server
xhost: unable to open display
```

On the machine on which you want to display Stata(GUI), type

```
% xhost +client_machine
```

This will give the client permission to draw on the server's screen.

## Getting more help

If you continue to experience problems invoking Stata(GUI), please see the Unix FAQs on our website at <https://www.stata.com/support/faqs/unix/>, or contact Stata Technical Support.

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