

# A Troubleshooting Stata

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## A.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/stata15` 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/stata15` 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/stata15/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 Stata license, but the license does not apply to the version of Stata that you are trying to run.

The most common reason for this message is that you have a license for Stata/IC 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 flavor.

### 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](#).

## A.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`; under Solaris, the standard libraries are in `/usr/lib`, whereas X libraries are in `/usr/openwin/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 `ssh`, 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 <http://www.stata.com/support/faqs/unix/>, or contact Stata Technical Support.

## A.3 Troubleshooting tips

If you had trouble with the installation of Stata, it could be because you have a recent copy of Unix that will not allow you to run applications from a DVD drive. Type `df -l` in your Unix terminal to see what local devices are mounted; one should look like the Stata DVD. For example, you could see something like

```
$ df -l
Filesystem          1K-blocks      Used Available Use% Mounted on
/dev/hda6            23054660    5528268 16336380  26% /
/dev/hdc              274158      274158      0 100% /media/Stata
```

`/dev/hdc` is the device name, whereas the `/media/Stata` is the mount point.

If you see something indicating that the Stata DVD is successfully mounted, you need to see if you are being prevented from running applications directly from the DVD. Type `mount` to get information about any mounted file systems. Somewhere on the list, you should see information about your DVD. Continuing with the above example, you should see your device name and mount point in the output:

```
$ mount
output omitted
/dev/hdc on /media/Stata type iso9660 (ro,noexec,nosuid,nodev,uid=220) [STATA]
```

If you see the term `noexec` appear, you are not allowed to run applications from a DVD. Your best course of action is to copy everything from the Stata DVD to a temporary directory and run the installation from there. Substitute your mount point for `/media/Stata` below.

```
$ mkdir /tmp/statainstall
$ cp -r /media/Stata /tmp/statainstall
$ mkdir /usr/local/stata15
$ cd /usr/local/stata15
$ sudo /tmp/statainstall/Stata/install
```

After you have Stata running and initialized, you can delete the temporary directory `/tmp/statainstall`.

If you are still having problems installing or if you have any other troubles, please see the Unix FAQs on our website at <http://www.stata.com/support/faqs/unix/>. If this does not help, contact Stata Technical Support. Please gather all the information you can about your system, including your computer model and the type and version of Unix that you are using. Finally, we need your Stata serial number and the revision date of your version of Stata. Include them if you email, and know them if you call. You can obtain them by typing the `about` command in Stata's Command window. `about` lets you know everything about your copy of Stata, including the version and the date it was produced.