



## Doc ID 1001.7 - EIK\_HOME Environment Variable set Incorrectly

### PERTAINS TO

- EBS Integration Kit - v2.0

### ISSUE DESCRIPTION

The EIK fails to initialize. Error logs indicate that an error occurred while locating the configuration and license files

ErrorMessage - *ERROR [SystemErr] com.likeminds.EBSAuthn.EBSEikException: License file is missing*

*Server.log files displaying Insufficient privileges error for the SSO User login.*

```
12:31:33,577 DEBUG [com.likeminds.EBSAuth.EBSAuthServlet] Validating license
12:31:33,578 DEBUG [com.likeminds.EBSAuth.EBSAuthBL] Entering License Decision
12:31:33,578 DEBUG [com.likeminds.EBSAuth.EBSAuthBL] Getting Lic Config from Path : /opt/pf_oidc/
12:31:33,578 DEBUG [com.likeminds.EBSAuth.EBSAdapter] Entering Getting properties
12:31:33,578 ERROR [com.likeminds.EBSAuth.EBSAdapter] file not found
12:31:33,578 DEBUG [com.likeminds.EBSAuth.EBSAdapter] Exiting Getting properties
12:31:33,578 ERROR [com.likeminds.EBSAuth.EBSAuthBL] Error Encountered validating License
12:31:33,578 ERROR [SystemErr] com.likeminds.EBSAuth.EBSEikException: License file is missing
```

### DIAGNOSIS

- The **EIK\_HOME** environmental variable has been set to an incorrect location
- A typo in the location that the Environmental Variable points to.

### SOLUTION

Set the **\$EIK\_HOME** environmental variable accurately to point to the **EBSAuth** directory created in the PingFederate Installation Directory.

*(EIK\_HOME = <pf\_installation\_directory>/pingfederate)*

Replicate this on all Pruntime engine nodes and restart the PingFederate services

### ARTICLE PROPERTIES

Published

Last published by EIKsupport LMC  
on Tue, 21 Sep 2021 at 6:31 AM

#### AUTHOR

**EIKsupport LMC**

Created on Wed, 30 Jun 2021 at 11:05 AM

#### LOCATION

Category

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#### TAGS

Environment Variables File Not Found

License File Is Missing

+1

### SEARCH ENGINE OPTIMISATION

#### TITLE FOR SEARCH ENGINE

EIK Environment Variable set Incorrectly

#### DESCRIPTION FOR SEARCH ENGINE

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### ANALYTICS

### VERSIONS (16)



**v.16** Published (Live)

21 Sep 2021, 6:31 AM

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**v.15** Draft

16 Sep 2021, 10:09 AM

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**v.14** Published

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