



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

eServices Deployment Guide

Compatibility Package for Red Hat Linux

12/17/2025

Compatibility Package for Red Hat Linux

On some Red Hat Linux platforms, eServices components might fail to start and produce the following error:

```
./cfgutility: error while loading shared libraries: libstdc++.so.5: cannot open
shared object file: No such file or directory
```

To correct this issue, a compatibility package must be added to the Operating System. The exact name of the package depends on the OS version of your Linux host. Here are several examples for different Linux versions:

Example for Red Hat 4:

```
alexey@rh40pd32$ rpm -qf /usr/lib/libstdc++.so.5 compat-libstdc++-33-3.2.3-47.3
```

The name of package indicates that it is not a part of the OS, but the part of a compatibility package.

Example for Red Hat 5: alexey@rh50-vm\$ rpm -qf /usr/lib/libstdc++.so.5 compat-libstdc++-33-3.2.3-61

The name of package indicates that it is not a part of the OS, but the part of a compatibility package.

Important

A package newer than compat-libstdc++-33-3.2.3-61 might already exist for Red Hat 5 Linux.

If you have yum installed then you can use it to get the package from a predefined Red Hat repository. For example: `yum -y install compat-libstdc++-33`

If you do not have yum installed then you need to find the package manually and use rpm for installation. For example:

```
rpm -i
ftp://ftp.pbone.net/mirror/archive.fedoraproject.org/fedora/linux/core/
6/x86_64/os/Fedora/RPMS/compat-libstdc++-33-3.2.3-61.i386.rpm
```

This package could possibly be found at:

```
http://rpm.pbone.net/index.php3/stat/4/idpl/3416184/com/compat-libstdc+
+-33-3.2.3-61.i386.rpm.html
```

Important

Refer to the *Genesys Supported Operating Environment Reference Guide* for more information.