Could not connect to remote node database, primary server down in cluster

77 admin June 16, 2023 [Common Errors & Troubleshooting](#) 5820

"**Could not connect to remote node database**" Primary server is down. I get the above error with cluster enabled.

1. Ensure that the MySQL ports are open in firewall and that secondary is able to connect to primary on the MySQL port and is able to log in as the user specified in /usr/local/etc/ezlogin/ez.conf. This should work from primary to secondary and vice versa.

2. Ensure that SELinux is not interfering. Try it after disabling SELinux.

3. Check for the error messages in the application logs on the server.

- The logs files are stored in the /{system folder specified at the time of installation}. You can find the path by checking the system_folder variable in **/usr/local/etc/ezlogin/ez.conf**.
- The web application log file path would be **/{system folder}/applicaton/logs/**