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

77 admin November 22, 2024 Common Errors & Troubleshooting 9418

How to solve "Could not connect to remote node database" Primary server is down?

Overview: This article provides troubleshooting steps to resolve the "**Could not connect to remote node database**" error while configuring the cluster by verifying port accessibility, SELinux settings, and reviewing application logs.

Step 1: Run the following command to check if the MySQL ports are open in the firewall on both the primary and secondary servers:

```
root@primary_server:~# sudo firewall-cmd --permanent --list-ports | grep 3306

root@secondary_server:~# sudo firewall-cmd --permanent --list-ports | grep 3306
```

Step 2: Ensure that you can log in to MySQL from the primary server to the secondary server, and vice versa. Replace the **ezeelogin_databasename_username** with the username specified in **/usr/local/etc/ezlogin/ez.conf.**

Primary to Secondary:

```
root@primary_server:~# mysql -h secondary_server_ip -u ezeelogin_databasename_username -p
```

Secondary to Primary:

```
root@secondary_server:~# mysql -h primary_server_ip -u ezeelogin_databasename_username -p
```

Step 3: Ensure that SELinux is not interfering in any nodes.

```
root@gateway:~# sestatus

SELinux status:      enabled
```

Step 3(A): If SELinux is enabled, disable it and reboot the server.

```
root@gateway:~# vim /etc/sysconfig/selinux

SELINUX=disabled
```

Step 4: Check for the latest messages in the **Ezeelogin error log file**. Run the following command on the Ezeelogin gateway server to navigate to the log directory and tail the latest logs. :

```
root@primary_server:~# cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezlogin/ez.conf)/application/logs/

root@primary_server:~# /var/www/ezlogin/application/logs# tail -f <the latest log file>
```

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Online URL: https://www.ezeelogin.com/kb/article/could-not-connect-to-remote-node-database-primary-server-down-in-cluster-77.html