

# failed to connect to database: Error: TLS/SSL error: Permission denied

739 Jisna Joseph September 26, 2024 [Common Errors & Troubleshooting](#) 372

## How to solve TLS/SSL error?

**Overview:** This article helps in resolving the error "**failed to connect to database: Error: TLS/SSL error: Permission denied**" by correcting the permissions of the directory that contains the SSL/TLS certificates and keys.

**Step 1:** Check for the latest messages from the [application log](#). Navigate to the log directory and tail the latest log.

```
root@gateway:~# cd $(awk '/^system_folder/ {print $2}'  
/usr/local/etc/ezlogin/ez.conf)/application/logs/  
  
root@gateway:/var/www/ezlogin/application/logs# tail  
log-2024-09-24.php  
  
failed to connect to database: Error: TLS/SSL error: Permission  
denied
```

**Step 2:** Check and correct the permission of of the directory that contains the SSL/TLS certificates and keys.

```
root@gateway:~# chmod 755 /path/to/ssl/tls/certificates/directory/  
  
root@gateway:~# chmod 644  
/path/to/ssl/tls/certificates/directory/client-cert.pem
```

Example:

```
root@gateway:~# chmod 755 /etc/certs/  
  
root@gateway:~# chmod 644 /etc/certs/client-cert.pem
```

**Step 3:** If you have a cluster setup ensure that the same certificates and keys are used for both the

primary and secondary nodes. Copy the certificates and keys from the primary node to the secondary node. The following certificates and keys should be copied:

```
root@gateway:~# cd /path/to/ssl/tls/certificates/directory/
```

Example:

```
root@gateway:~# cd /etc/certs
```

```
root@gateway:/etc/certs# ls
```

```
ca-key.pem  client-cert.pem  server-key.pem  
ca.pem     client-key.pem   server-cert.pem
```

## Related Articles:

[Configure jump server to use SSL for MySQL](#)

[Configure ssh jump server to use SSL for Mariadb](#)

[SSL Certificate failed with MySQL SSL](#)

[Install Master/Slave Ezeelogin with MySQL SSL](#)

Online URL:

<https://www.ezeelogin.com/kb/article/failed-to-connect-to-database-error-tls-ssl-error-permission-denied-739.html>