

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

77 admin October 2, 2024 [Common Errors & Troubleshooting](#) 6515

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.

```
root@gateway_servers:~# sestatus  
  
SELinux status: enabled
```

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

```
root@gateway_servers:~# 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>
```

Related Articles:

[Basic MySQL commands for troubleshooting database-related issues in Ezeelogin](#)

[Cluster Explained](#)

[Install slave / secondary node for high availability in the jump server](#)

Online URL:

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