

Cannot Connect To DB

If you ever see this when you go to your Geo installation the Geo software cannot connect to the database currently setup within the config.php. If you haven't configured the config.php to connect to a database this isn't a problem. Set up the config.php file with the information needed to connect to the database you created for the software to use and this message will disappear.

Updating...overwriting the config.php?

If you are trying to update your site to the latest version and see this error check that you haven't overwritten your config.php file. If you download the "update" current version and use that to update your site you should be good as this download version does NOT have a config.php file that could overwrite your current one. But if you downloaded the "install" version of the latest version this DOES have a config.php file that will overwrite your current config.php file. If you have done this there are two options. You can update the config.php file you have on your site now with the correct information to connect to your database or you can upload your backed up config.php over the one you currently have on the site.

All other situations...

If you have setup your site and it is in use this error means that either the connection your server has to the database is down (if the MySQL server your site uses is actually on another server) or the database itself is down. Either way there is a problem in the hosting environment and contact your host with concerns about the issue. Our software doesn't manage the MySQL server and so can't cause or fix this issue if it appears.

If your site has been in operation this could be a big problem. Treat this as a serious problem that you need to fix as soon as you can. The "state" of your software is kept within the database. The database contains all information about your users, their listings and all configurations for operation of your software on your site. These are the following possibilities to check when you see this message:

- Refresh the page in your browser again. If the site returns and this message disappears do not completely breathe a sigh of relief. If you see this message once you could easily see it again and again until that is all you see. The first thing we suggest is to get a backup of your database as soon as possible. Once you have gotten your backup proceed to contact your host about the problem questioning the reliability of your database. While seeing the database return is good the reason your site didn't have a connection for a bit can be indicative of a problem that could only get worse. Your database server could have problems itself and possibly need updating or rebuilding. Or there could be other users on the same database that regularly or just intermittently stress the database making it unavailable to the other. If this is the problem you could possibly see the database "disappear" in times of high traffic or at specific times of the day. Either way something needs to happen at the host. The host could possibly move your site to another server, move the "database hog" to another server or put restrictions in place so that one site doesn't over tax the database. These are by no means the only options open but indicative that your host will need to something.
- If the message does not disappear despite many page refreshes contact your host immediately.

The database is down and you will not be able to get a database backup. If your host fixes the issue get a reason for the problem from them. You don't want this problem to recur. A little proactive prodding of you host may help here. There are hosting issues from time to time so tailor your complaints to your read of the issue as to whether this is a temporary or intermittent issue or whether this is a chronic problem that could possibly mean you are moved to a different server or maybe even a different host.

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