MongoDB Error Codes

You can use this page to learn more about FileCloud Server error codes.

MongoDB is a cross-platform document database. Classified as a NoSQL database, MongoDB does not use the traditional table-based relational database structure.

Instead, MongoDB uses JSON-like documents with dynamic schemas, making the integration of data in certain types of applications easier and faster.

FileCloud requires MongoDB for database creation and management.

You can also troubleshoot these errors by reading MongoDB documentation.

MongoDB Errors

Code	What it means	How to Fix it

01000
 	
mongodb exception
	In general, an exception breaks the normal flow of execution in a software application.
	
	This occurs when there are unexpected conditions, for example, trying to open a file that does not exist.
	
	• If it is a fatal exception, the software may abort and return the user to the operating system.
	• When this happens, data that the program was processing may be lost.
		Verify you have enough resources to run MongoDB.
		
		Check to see if you need to repair the database.
		
		Verify that Apache is running.
		
		Check the Mongo logs to reveal issues.
		
		By default, MongoDB creates the Windows log file at this path:
		
		`C:\xampp\mongodb\bin\log\mongodb.log`
		
		By default, MongoDB creates the Linux log file at this path:
		
		`/var/log/mongodb/mongodb.log`
		
		If the log file is not found, then check the MongoDB config file for the location.

01001 cannot connect to mongodb server		1. Verify that MongoDB server is running. Try to open this in your web browser: http://localhost:27017 If you can't, this means that you have to start MongoDB server. 2. Ensure all paths to the MongoDB server are absolute. An absolute or full path points to the same location in a file system, regardless of the current working directory. To do that, it must include the root directory.

A connect command to get to the server fails.

For example:

```
[root@xxxx bin]# ./mongo MongoDB
shell version:

2.0.1 connecting to: test Mon Oct
31 18:41:32

Error: couldn't connect to server
127.0.0.1

shell/mongo.js:84 exception:
connect failed
```

3. Add your server IP to the Bind list.

Open the file /etc/mongod.conf

Find the bind_ip line

Add the IP address of the machine from where you are connecting

```
bind_ip = 127.0.0.1, your Remote
Server Machine IP Address Here
```

For example:

bind_ip = 127.0.0.1,192.168.1.5

Then restart mongodb service:

```
sudo service mongod restart
```

💡 Make sure mongodb port is opened in the firewall.

⚠️ You can also comment the line, if you are not worried about security.

4. Verify you are running MongoDB as root user.

If you are getting something similar to the following message:

```
start: Rejected send message, 1
matched rules; type="
method_call",

sender=":1.86" (uid=1000 pid=3215
comm="start mongodb ")

interface="com.ubuntu.Upstart0_6.
Job" member="Start" error

name="(unset)" requested_reply="
0" destination="com.ubuntu.
Upstart"

(uid=0 pid=1 comm="/sbin/init")

tester@TesterPC:/var/lib/mongodb$
mongo
```

You must be trying to start the mongodb service as user other than root. You must be root user.

Log in as root and then run following command:

```
sudo bash
```

followed by

```
service mongodb start
```

5. Remove a full mongod.lock file.

Check if the following file exists:

		`/var/mongo/mongod.lock exists`
		
		If it exists, check to see if it has content.
		
		If it is not empty, then remove the file.
		
		Then restart MongoDB.
		
		`service mongodb start`
		
		6. Check the Mongo logs to reveal other issues
		
		By default, MongoDB creates the Windows log file at this path:
		
		`C:\xampp\mongodb\bin\log\mongodb.log`
		
		By default, MongoDB creates the log file at this path:
		
		`/var/log/mongodb/mongodb.log`
		
		If the log file is not found, then check the MongoDB config file for the location.
		
		For example, other connection issues can include:
		
		`Wed Dec 21 03:35:04 [initandlisten] connection refused because too many open connections: 819`

01002 cannot backup db	By default, FileCloud installs the Mongo database server on the same machine as the webserver without any authentication settings. If you need to enable authentication for added security or if you are hosting the database on a different machine than the web server, then these settings can cause this backup error if they are not configured correctly. For more information, read the MongoDB Manual on Backup	1 Verify whether MongoDB Authentication is Enabled. If it is, ensure the settings are correct, or disable authentication to troubleshoot the backup error. Enable MongoDB Authentication 2. Ensure all paths to the MongoDB server are absolute. An absolute or full path points to the same location in a file system, regardless of the current working directory. To do that, it must include the root directory.

01003
 	
cannot get host string
	Host String refers to the URI format used for defining connections between applications and MongoDB instances.
	
	The format is the same for all official MongoDB drivers.
	
	`mongodb://[username:password@] host1[:port1][,host2[:port2],...[, hostN[:portN]]][/[database][? options]]`
	
	host1 parameter is required. It identifies a server address to connect to. It identifies either a hostname, IP address, or UNIX domain socket.
	
	For more information, read the MongoDB Manual on
	
	the Standard Connection String Format
		If you see this error, then either the host1 parameter is not specified correctly or the server address is not available.
		
		1. Check the Mongo logs to inspect the host1 parameters.
		
		By default, MongoDB creates the Windows log file at this path:
		
		`C:\xampp\mongodb\bin\log\mongodb.log`
		
		By default, MongoDB creates the log file at this path:
		
		`/var/log/mongodb/mongodb.log`
		
		If the log file is not found, then check the MongoDB config file for the location.
		
		2. Verify the host1 parameters are correct:
		
		• hostname and IP address
		• or UNIX domain socket
		
		3. Verify that host1 server is available.
		
		4. Ensure all paths to the MongoDB server are absolute.
		
		An absolute or full path points to the same location in a file system, regardless of the current working directory. To do that, it must include the root directory.

01004
 	
this feature is not implemented
	The version of MongoDB that you are running is not compatible with the version required by FileCloud.
	
	MongoDB lists potential version issues on its Website.
	
	Windows Subsystem for Linux (WSL) is Unsupported
	MongoDB does not support WSL, and users on WSL have encountered various issues installing on WSL.
	
	The MongoDB package provided by Ubuntu is not maintained by MongoDB Inc.
	
	The mongodb-org package is officially maintained and supported by MongoDB Inc. and kept up-to-date with the most recent MongoDB releases. This installation procedure uses the mongodb-org package.
		1. Run the correct version.
		
		• Verify your MongoDB version meets the requirements in the Release Notes.
		
		2. Remove incorrect versions.
		
		• If you suspect that the Ubuntu mongodb package conflicts with the MongoDB Inc. mongodb-org package, then:
		
		Run the following command to check if the mongodb package is already installed on the system.
		
		`sudo apt list --installed | grep mongodb`
		
		To completely remove and purge the mongodb package before attempting this procedure in FileCloud:
		
		`sudo apt remove mongodb`
		`sudo apt purge mongodb`

01005 cannot insert record		

01006 cannot update record		
01007 cannot delete record		
01008 cannot fetch record		
01009 instance is down		