

# Common issues and Error

Here are classic case of issues and error that can be detected thanks to the [Health Check command](#)

## Outdated or invalid licence key

If you are using a invalid or an outdated licence key, you will have ERRORS on the Licence key part. You will also have a At Risk level near the end of the key validity date.

## localhost address on the daemon configuration

The installation is installing the default daemons with the localhost address. If you are setuping for a [distributed setup](#), you MUST set the IP/FQDN address instead.

## The mongodb database is stopped

If you see such errors messages:

```
ERROR: [Synchronizer] cannot connect to mongodb server: mongodb://localhost/?safe=false (could not connect to localhost:27017: [Errno 111] Connection refused)
ERROR: [webui::mongodb module /etc/shinken/modules/mongodb.cfg:5] cannot connect to mongodb server: mongodb://localhost/?safe=true (could not connect to localhost:27017: [Errno 111] Connection refused)
```

It means that the mongodb database is stopped. You an try to restart it with the command:

```
/etc/init.d/mongodb start
```

And if it stil fail, you can look at the mongodb database logs available in `/var/log/mongodb/mongod.log`

## The Graphite servers are not available

If you see such errors:

```
ERROR: [webui::graphite backend] cannot request graphite server at 127.0.0.1 (<urlopen error [Errno 111] Connection refused>)
```

It means that the Graphite services are stopped.

You can try to restart them:

```
/etc/init.d/httpd start
/etc/init.d/carbon-cache start
```

## One of your Shinken daemon is stopped:

If you see such an error:

```
ERROR: [/etc/shinken/synchronizers/synchronizer-master.cfg:13] cannot contact daemon (<urlopen error [Errno 111] Connection refused>)
```

It means that one of your Shinken daemons is stopped. You can try to restart it on its server:

```
/etc/init.d/shinken start
```