GUI Error: Database Connection Failed

*Note: KB and solution are referring to **Linux OS**, but this behavior can also reflect on other platforms (e.g. Windows, IBM, Mac).*

Problem

When trying to access Zend Server Admin UI through your browser, it fails to load and displays the following information instead.

This error script may suggest bad permissions of "gui.db" file (and perhaps other SQLite database files under Zend Server directory tree).

Note: In order to check permissions of Zend resources on the server, you need to use console / terminal if on your local machine, or SSH access if remote. In order to fix any permissions if you find a problem, you need root access / sudo.

Run the LS command to check: "ls -la /usr/local/zend/var/db" (without double quotes)

```
$ ls -la /usr/local/zend/var/db
total 8004
drwxrwsr-x 2 zend www-data 4096 Nov 19 15:38 ./
drwxr-xr-x 11 root root 4096 Nov 5 12:10 ../
-rw-r--r-- 1 zend www-data 856421 Feb 18 2019 GeoIP.dat
-rw-r--r-- 1 zend www-data 24576 Nov 5 12:10 codetracing.db
-rw-rw-r-- 1 zend www-data 69632 Nov 5 12:10 datacache_statistics.db
-rw-rw-r-- 1 zend www-data 1638400 Nov 19 15:38 deployment.db
-rw-rw-r-- 1 zend www-data 212992 Nov 19 15:30 devbar.db
-rw-r--r-- 1 zend www-data 3931136 Feb 18 2019 geo.db
-rw------- 1 zend www-data 110592 Nov 19 13:00 gui.db
-rw-rw-r-- 1 zend www-data 159744 Nov 19 10:19 jobqueue.db
-rw-rw-r-- 1 zend www-data 184320 Nov 5 12:10 monitor.db
-rw-rw-r-- 1 zend www-data 69632 Nov 5 12:10 pagecache_statistics.db
-rw-rw-r-- 1 zend www-data 299008 Nov 19 15:38 statistics.db
-rw-rw-r-- 1 zend www-data 65536 Nov 5 12:11 urlinsight.db
-rw-rw-r-- 1 zend www-data 524288 Nov 19 15:38 zsd.db
```

If you find out that **gui.db** has different owner than zend, try the solution below.

Solution

In case you found gui.db and/or other SQLite databases to be different in permissions / ownership on your Zend Server installation:

1. Save the output of the above "LS" command for reference, in case you mess up the permissions and need to revert.
2. Modify the owner (at minimum) to be "zend" user, by running this command as root / sudo:

```
$ sudo chown zend /usr/local/zend/var/db/*
```

3. After changing owner, verify the change with another LS command (ls -la /usr/local/zend/var/db).

4. Refresh the Admin UI page on your browser - you should get to the normal view and log-in if needed.

Related articles

Related issues	GUI Error: The Remote IP is not matching to the session saved IP