

Implementation FAQs

What does *Error: This function is currently unavailable* error mean?

The error *Error: This function is currently unavailable* typically indicates that there is a problem connecting to Ubersmith's MySQL server or that your Ubersmith database is empty and/or missing.

If you receive this message, make sure that your MySQL database server is up, and that you have entered the correct login information into Ubersmith itself.

What does the error *Database error saving attachment* mean?

Your MySQL setting for the `max_allowed_packet` variable may be too low. By default, the value is 1M (1 Megabyte). You will want to increase this value in your MySQL configuration file (usually `/etc/mysql/my.cnf`) to at least 16M to allow Ubersmith to properly handle attachments within the system.

What does the error *couldn't connect to database: connect failed* mean?

The Ubersmith setup wizard cannot connect to MySQL using the information you provided. Not being able to connect to the database could be the result of several situations:

- MySQL is not running
- MySQL not accepting connections via a socket (connecting to 'localhost' as opposed to say, '127.0.0.1')
- The credentials you provided are incorrect, or
- The credentials are correct, but privileges have not been flushed.

It may be helpful to troubleshoot your MySQL connection via the 'mysql' command line client, and then retry Ubersmith setup.

What ports should I leave open on my Ubersmith and Appliance servers?

Ubersmith Instance Host

Inbound

- 22/tcp available to connections from your local/maintenance network and the Ubersmith offices:
 - 74.217.54.37
 - 74.217.54.38
 - 134.209.209.254
 - 2604:a880:400:d0::1e3c:2001
 - 68.183.155.154
 - 2604:a880:800:c1::fd:f001
- 25/tcp available to connections from all hosts
- 80/tcp available to connections from all hosts
- 443/tcp available to connections from all hosts

Outbound

- enable all outbound connections

Ubersmith Appliance host

Inbound

- 22/tcp available to connections from your local/maintenance network and the Ubersmith offices:
 - 74.217.54.37
 - 74.217.54.38
 - 134.209.209.254

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- 2604:a880:400:d0::1e3c:2001
- 68.183.155.154
- 2604:a880:800:c1::fd:f001
- 80/tcp available to connections from Instance host
- 443/tcp available to connections from Instance host

Outbound

- enable all outbound connections

Related Topics