mongoDB (result= signal , code = killed , signal = ill

Asked 3 years, 8 months ago   Modified 8 months ago   Viewed 30k times

while i want to active mongo on linux i get this error and it and it wont work

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$ sudo systemctl status mongod

● mongod.service - MongoDB Database Server Loaded: loaded (/lib/systemd/system/mongod.service; enabled; vendor preset: disabled) Active: failed (Result: signal) since Sun 2021-08-01 13:39:18 +03; 47s ago Docs: https://docs.mongodb.org/manual Process: 12854 ExecStart=/usr/bin/mongod --config /etc/mongod.conf (code=killed, signal=ILL) Main PID: 12854 (code=killed, signal=ILL) CPU: 19ms

Aug 01 13:39:18 jr systemd[1]: Started MongoDB Database Server. Aug 01 13:39:18 jr systemd[1]: mongod.service: Main process exited, code=killed, status=4/ILL Aug 01 13:39:18 jr systemd[1]: mongod.service: Failed with result 'signal'.

and while i type mongod it say

$ mongod
zsh: illegal hardware instruction mongod

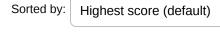`linux`   `mongodb`   `signals`   `kill`   `failed-to-connect`

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asked Aug 1, 2021 at 10:52

Matty Blake
73 ● 1 ● 1 ● 4

3 Answers

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i had the same problem with the same message. Seems to be a problem of processor compability.

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Found this post https://www.mongodb.com/community/forums/t/mongodb-5-0-cpu-intel-g4650-compatibility/116610

Check if your pocessor has the flags mentioned in the answer with the command:

```
cat /proc/cpuinfo
```

if not, you can try with an older version of mongo. In my case my processor can't handle mongo4.4, but installed mongo4.2 and works fine, but depends of your processor and SO.

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answered Aug 4, 2021 at 0:18

Fernando Paz
81 ● 1

This answer was extremely useful! I wish I could give a bounty directly to the answer. (Don't want to start a bounty on the question that's already been answered.) – sbeliakov Jan 14, 2022 at 16:55

Thanks, this was relevant to me. I had a Linux instance in Proxmox using the default "kvm64" CPU type. Changed this to "host", rebooted, then MongoDB starts fine. – Adambean Mar 16 at 21:09

▲

2

▼

Also had the same problem and the above answer did help tremendously, but I found a couple stuff missing. My issue was also of the processor compatibility and required to uninstall the version I had installed and install a earlier version of MongoDB.

Here are the steps I followed, that did it for me

First, Uninstall the MongoDB version you had installed, requires removing the used repo from the `sources.list` , otherwise it will just keep installing that one (or latest version), even after uninstalling it. So to remove the repo from the `sources.list` follow these steps:

- List the contents of sources.list directory using

  ```
  ls -l /etc/apt/sources.list.d/
  ```

- Remove the repo(s) using the command

  ```
  sudo rm /etc/apt/sources.list.d/<repo_name>
  ```

Once the repo(s) are removed, uninstall MongoDB. Use these commands:

```
sudo apt purge "mongodb-org*"
sudo rm -r /var/log/mongodb
sudo rm -r /var/lib/mongodb
```

After uninstalling MongoDB, you might want to update the package list, so use

```
sudo apt update
```

From here onward, you can follow the steps for installing the lower version of MongoDB you want as [outlined in the manual](). Just make sure you select the version you want.

If it happens that the earlier version you get to also throws the same error, repeat the process, going to an earlier version still.

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edited Jul 27, 2024 at 23:06

Morgan Touverey Quilling
4,353 ● 4 ● 32 ● 43

answered Nov 5, 2021 at 23:20

richy_irad
81 ● 4

1

Downgrade to 4.4

first, remove MongoDB

```
sudo apt-get purge mongodb-org*

sudo rm -r /var/log/mongodb

sudo rm -r /var/lib/mongodb

sudo rm -rf /etc/apt/sources.list.d/mongodb-org-5.0.list
```

install MongoDB 4.4

```
wget -qO - https://www.mongodb.org/static/pgp/server-4.4.asc | sudo apt-key add -
```

This worked for me seems to be a hardware problem, especially the CPU

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answered Mar 5, 2022 at 8:40

Mojtaba Delju
21 ● 2

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