

# MySQL server has gone away

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This issue usually encounters when `max_allowed_packet` has very low value than the data you submitted via query. This can be fixed by increasing `max_allowed_packet` variable value so it is recommended to edit this variable through `/mysql/bin/my.ini` (Windows) or `/etc/my.cnf` (Linux/UNIX) config file. It should look like as follows:

## my.ini / my.cnf Configuration Sample

```
[mysqld]
max_allowed_packet = 16M
```

Explanation: `max_allowed_packet` is set to 16 Megabytes

Once, you have updated the value then restart your MySQL Server and you're done!

That's it!

**NOTE:** If you are not sure how to do this then kindly reach out to your web server administrator and ask to make this change.

## Custom Fields

**Applicable To:** Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: <https://www.phpkb.com/kb/article/mysql-server-has-gone-away-175.html>