## Blank page when accessing Ezeelogin web panel or GUI

22 admin June 15, 2024 Common Errors & Troubleshooting 6378

## Unable to Access Ezeelogin Webpanel: Blank Page Issue

**Synopsis:** This article provides steps to troubleshoot issues when accessing the web GUI results in a blank page.

1.Make sure PHP is running on the server.

```
root@gateway:~# php -v
```

2. Make sure<u>ioncube</u> is loaded in PHP.

```
root@Gateway:~# php -v
PHP 8.2.19 (cli) (built: May 13 2024 18:20:15) (NTS)
Copyright (c) The PHP Group
Zend Engine v4.2.19, Copyright (c) Zend Technologies
with the ionCube PHP Loader v13.0.2, Copyright (c) 2002-2023, by
ionCube Ltd.
with Zend OPcache v8.2.19, Copyright (c), by Zend Technologies
```

3. Make sure all PHP modules such as php-mysql, php-json,php-gd, php-ldap, openssl, ioncube etc are loaded. PHP version 5.2 and 5.3 are supported. php 5.4 is not supported.

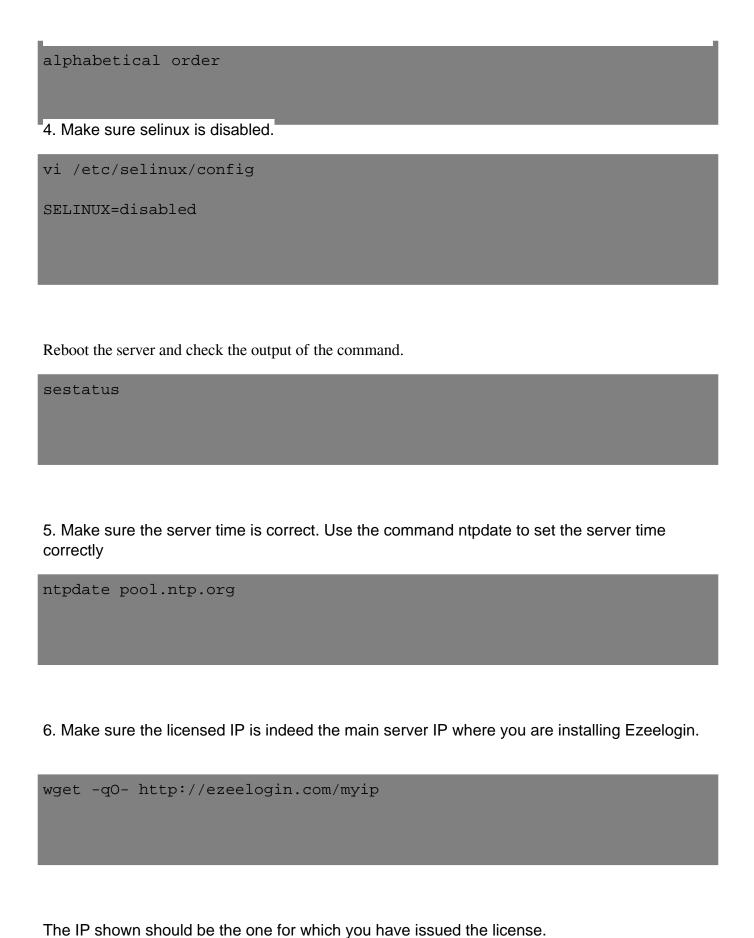
Upload a **phpinfo** page to the server and view it in a browser. This will display all the modules currently loaded in PHP. By accessing

http://your-server-ip/phpinfo.php should show the ionCube module and other PHP modules.

```
root@Gateway ~]# echo "<?php phpinfo()?>" >>
/var/www/html/phpinfo.php

or

root@Gateway ~]# php -m #This will list the PHP modules in
```



7. You should be able to manually execute the webpanel files.

## /usr/bin/php /path/to/www\_folder/index.php

Lookout for the variable www\_folder in the file /usr/local/etc/ezlogin/ezlogin.conf (In new ezeelogin version: /usr/local/etc/ezlogin/ez.conf)

- 8.Check for any errors in the Ezeelogin error log file. The path to the error log file is /path/to/system\_folder/application/log-xx-xx.php. Replace log-xx-xx.php with the latest log file. The system\_folder variable can be determined from the ezeelogin configuration file /usr/local/etc/ezlogin/ezlogin.conf (In new ezeelogin version: /usr/local/etc/ezlogin/ez.conf)
- 9. Check the webserver error log for errors.
- 10. If you have enforced <u>SSL</u>, make sure that your web server is listening on port 443. To disable forced SSL,

Open /usr/local/etc/ezlogin/ezlogin.conf (In new ezeelogin version: /usr/local/etc/ezlogin/ez.conf) and set the variable force\_http to no.

11. Contact support with any error messages you may have.

## **Related Articles**

How to install and switch different versions of PHP in Ubuntu?

How to install ssl certs in jump server [secure connection]?

How to install ioncube on jump server?

Change the web URL / URI of Ezeelogin Installation

Redirect IP to Domain Name in Linux

Online URL:

