

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 [ioncube](#) 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
```

```
alphabetical order
```

4. Make sure selinux is disabled.

```
vi /etc/selinux/config  
  
SELINUX=disabled
```

Reboot the server and check the output of the command.

```
sestatus
```

5. Make sure the server time is correct. Use the command ntpdate to set the server time correctly

```
ntpdate pool.ntp.org
```

6. Make sure the licensed IP is indeed the main server IP where you are installing Ezeelogin.

```
wget -qO- http://ezeelogin.com/myip
```

The IP shown should be the one for which you have issued the license.

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 [SSL](#), 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:

<https://www.ezeelogin.com/kb/article/blank-page-when-accessing-ezeelogin-web-panel-or-gui-22.html>