

# Getting "Could not load configuration" or 500 error on login page

30 admin June 13, 2024 [Common Errors & Troubleshooting](#) 6620

## How to solve Could not load configuration or 500 error on login page?

**Synopsis:** This article provides step by step instructions to troubleshoot and resolve error occurred on the login page.

Step 1: Make sure **SELinux** is **disabled** on the server.

```
-bash-4.1# sestatus  
  
SELinux status: disabled
```

Step 2: Make sure that [ioncube](#) is loaded in PHP. You can put up a phpinfo page and view them via browser to make sure that Ioncube is indeed loaded.

Step 3: The "Could not load configuration error" occurs normally on CPanel servers where open\_base directory protection enabled. In such case you would need to add the **Ezeelogin system directory** as well the **Ezeelogin web directory** into the path as well.

```
www_folder /home/matt/public_html/ezeelogin/  
  
system_folder /home/matt/ezeelogin_system_files/
```

Step 3.a: You can find the paths to these directories from the configuration file  
"/usr/local/etc/ezlogin/ez.conf"

```
root@serv2:~# cat /usr/local/etc/ezlogin/ez.conf
```

```
system_folder /home/matt/ezeelogin_system_files/

force_https no

uri_path /ezeelogin/

db_host localhost

db_port 3306

db_name ezeelogin_matt233

db_user ezeelogin_matt122

db_pass 34sdf34aed

db_prefix 2t3edd

cookie_encryption_key 234234

cookie_name asdfsdf

cookie_path /ezeelogin/

www_folder /home/matt/public_html/ezeelogin/

admin_user adminmatt
```

Step 4: Check the **permission** of **configuration file**.

```
root@serv2:~# ls -la /usr/local/etc/ezlogin/ez.conf

-rw-r--r-- 1 root root 337 Aug  9 15:13
/usr/local/etc/ezlogin/ez.conf
```

Step 4.a: If sufficient permissions are not granted to the ez.conf file, use the following command.

```
root@serv2:~# chmod 644 /usr/local/etc/ezlogin/ez.conf
```

Step 5: Open the Apache configuration file "/usr/local/apache/conf/httpd.conf" and locate the following entry within the virtual host where Ezeelogin is installed.

Step 6: If you continue to receive 500 errors, ensure that the **www\_folder** permissions are set to the **user** who owns it.

If you still continue to get errors, contact Ezeelogin support with the following logs.

```
root@serv2:~# tail -f /usr/local/apache/logs/error_log
```

```
root@serv2:~# tail -f /home/matt/ezeelogin_sys/logs/log-2024-xx-xx.php
```

## **Related Articles**

[Error: Could not read configuration](#)

Online URL:

<https://www.ezeelogin.com/kb/article/getting-could-not-load-configuration-or-500-error-on-login-page-30.html>