

# Backup/restore crashes abruptly without any error

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## Ezeelogin restore/backup crashes abruptly without any error.

**Overview:** This article describes finding and interpreting backup and restore logs under /var/log/, and recommends increasing the PHP memory limit in /etc/php.ini if logs indicate memory errors.

1. Find the restore backup logs under the /var/log/ directory.

- If the [restore or backup](#) logs contain similar content as given below increase the PHP limit in the php.ini file of the gateway server.

```
root@jumpserver:~# tail /var/log/ezlogin_restore.log
```

```
Environment: Linux (x86_64) - PHP 5.3.3 (memory limit: 128M MB)
```

```
ezeelogin v6.1.0 ...
```

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```

```
ezeelogin v6.1.0 ...
```

```
root@jumpserver:~# tail /var/log/ezlogin_backup.log
```

```
Environment: Linux (x86_64) - PHP 5.3.3 (memory limit: 128M MB)
```

```
ezeelogin v6.1.0 ...
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```

```
ezeelogin v6.1.0 ...
```

## 2. Increase the PHP limit.

- To fix the above error, you need to [Increase the memory limit](#) in the /etc/php.ini file (Increase the memory limit up to 1Gb or more.)

```
root@jumpserver:~# nano /etc/php.ini
memory_limit=1024M
```

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### **Related Articles:**

[Error log and configuration file to troubleshoot.](#)

[Increase Script execution time.](#)

Online URL:

<https://www.ezeelogin.com/kb/article/backup-restore-crashes-abruptly-without-any-error-328.html>