Internal browser error: Failed to launch the browser process!

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How to solve ’Internal browser error: Failed to launch the browser process!’ error while accessing web portal proxy?

Overview: This article helps Ezeelogin gateway users to solve the 'Internal browser error: Failed to launch the browser process!' error encountered while accessing web portal proxy.

1. "Internal browser error: Failed to launch the browser process!" on accessing web portal proxy due to old version of Kernel

The above error occurs because it uses the **old version of Kernel** that **does not support the latest updates of web portals**.

Step 1(A): Make sure the kernel version is **4 and above** in the gateway server for the web portals to work. Check the kernel version using the below command.

```
:~# uname -r
```

Step 1(B): Enable username spaces in the kernel. Run the following command in your Ezeelogin-installed server.

```
:~# echo 'kernel.unprivileged_userns_clone=1' >
/etc/sysctl.d/00-local-userns.conf

 root@gateway:~# service procps restart
```

2. "Internal browser error: Failed to launch the browser process! on accessing web portal proxy due to missing Libraries"

```
Internal browser error: Failed to launch the browser process!
/var/www/ezlogin/application/external/ezproxy/node_modules/puppeteer/
.local-chromium/linux-756035/chrome-linux/chrome: error while loading
shared libraries: libnss3.so: cannot open shared object file: No such
file or directory

TROUBLESHOOTING: https://github.com/puppeteer/puppeteer/blob/master/d
ocs/troubleshooting.md
```

Step 2(A): Run the following command on the gateway server to fix the issue.

```
:~# yum install nss -y
```

3. "Internal browser error: Failed to launch the browser process!" on accessing web portal proxy due to a missing shared library, libdrm.so.2

Step 3(A): Run the following command on the Ezeelogin gateway server to fix the issue.

```
:~# yum install libdrm -y
```

4. "Internal browser error: Failed to launch the browser process!" on accessing web portal proxy due to a missing library, libgbm

```
Internal browser error: Failed to launch the browser process!
/var/www/ezlogin/application/external/ezproxy/node_modules/puppeteer/
.local-chromium/linux-756035/chrome-linux/chrome: error while loading
shared libraries: libgbm.so.2: cannot open shared object file: No
such file or directory


TROUBLESHOOTING: https://github.com/puppeteer/puppeteer/blob/master/d
ocs/troubleshooting.md
```

Step 4(A): Run the following command on the gateway server to fix the issue.

```
:~# yum install libgbm -y
```

Related Articles:

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Webproxy, Webpanel, Webportal, Controlpanel

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Online URL:
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