

# 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?

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**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](#).

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### **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/docs/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/docs/troubleshooting.md
```

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

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

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### **Related Articles:**

[How to use web portal proxy in ezeelogin ?](#)

[Webproxy, Webpanel, Webportal, Controlpanel](#)

[Unauthorized IP Address when using proxy](#)

Online URL:

<https://www.ezeelogin.com/kb/article/internal-browser-error-failed-to-launch-the-browser-process-352.html>