# Internal browser error: Failed to launch the browser process!

352 Riya Francis July 8, 2023 Common Errors & Troubleshooting 12799

**Internal browser error: Failed to launch the browser process! on accessing web portal proxy**

```
Internal browser error: Failed to launch the browser process!
[1111/202032.195040:FATAL:zygote_host_impl_linux.cc(116)] No usable sandbox! Update your kernel or see
https://chromium.googlesource.com/chromium/src/+/master/docs/linux/suid_sandbox_development.md for more information on developing
with the SUID sandbox. If you want to live dangerously and need an immediate workaround, you can try using --no-sandbox.
#0 0x55a09d42b399 base::debug::CollectStackTrace()
#1 0x55a09d38c2a3 base::debug::StackTrace::StackTrace()
#2 0x55a09d39dc95 logging::LogMessage::~LogMessage()
#3 0x55a09ec7a40e service_manager::ZygoteHostImpl::Init()
#4 0x55a09cf56060 content::ContentMainRunnerImpl::Initialize()
#5 0x55a09cfb75e7 service_manager::Main()
#6 0x55a09cf54631 content::ContentMain()
#7 0x55a09cfb680d headless::(anonymous namespace)::RunContentMain()
#8 0x55a09cfb650c headless::HeadlessShellMain()
#9 0x55a09a9aa5a7 ChromeMain
#10 0x7f52098c509b __libc_start_main
#11 0x55a09a9aa3ea _start

Received signal 6
#0 0x55a09d42b399 base::debug::CollectStackTrace()
#1 0x55a09d38c2a3 base::debug::StackTrace::StackTrace()
#2 0x55a09d42af35 base::debug::(anonymous namespace)::StackDumpSignalHandler()
#3 0x7f520bd83730 (/usr/lib/x86_64-linux-gnu/libpthread-2.28.so+0x1272f)
#4 0x7f52098d87bb gsignal
#5 0x7f52098c3535 abort
#6 0x55a09d429e95 base::debug::BreakDebugger()
#7 0x55a09d39e132 logging::LogMessage::~LogMessage()
#8 0x55a09ec7a40e service_manager::ZygoteHostImpl::Init()
#9 0x55a09cf56060 content::ContentMainRunnerImpl::Initialize()
#10 0x55a09cfb75e7 service_manager::Main()
#11 0x55a09cf54631 content::ContentMain()
#12 0x55a09cfb680d headless::(anonymous namespace)::RunContentMain()
#13 0x55a09cfb650c headless::HeadlessShellMain()
#14 0x55a09a9aa5a7 ChromeMain
#15 0x7f52098c509b __libc_start_main
#16 0x55a09a9aa3ea _start
  r8: 0000000000000000  r9: 00007fff0459db80 r10: 0000000000000008 r11: 0000000000000246
 r12: 00007fff0459ee48 r13: 00007fff0459de20 r14: 00007fff0459ee50 r15: aaaaaaaaaaaaaaaa
  di: 0000000000000002  si: 00007fff0459db80  bp: 00007fff0459ddd0  bx: 0000000000000006
  dx: 0000000000000000  ax: 0000000000000000  cx: 00007f52098d87bb  sp: 00007fff0459db80
  ip: 00007f52098d87bb efl: 0000000000000246 cgf: 002b000000000033 erf: 0000000000000000
 trp: 0000000000000000 msk: 0000000000000000 cr2: 0000000000000000
[end of stack trace]
Calling _exit(1). Core file will not be generated.


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

- The above error occurs because it uses the **old version of Kernel** that **does not support the latest updates of web portals**. Make sure the kernel version is **4 and above** in the gateway server for the web portals to work. You can check the kernel version using the below command.

```
```

- You need to enable username spaces in the kernel. Run the following command in your Ezeelogin-installed server.

```
root@gateway:~#


root@gateway:~#
```

## 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
```

- If you're getting the above error, run the following command to fix the issue.

```
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: libdrm.so.2: cannot open shared object file: No such file or directory



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

- If you're getting the above error, run the following command to fix the issue.

```
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

- If you're getting the above error, run the following command to fix the issue.

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