

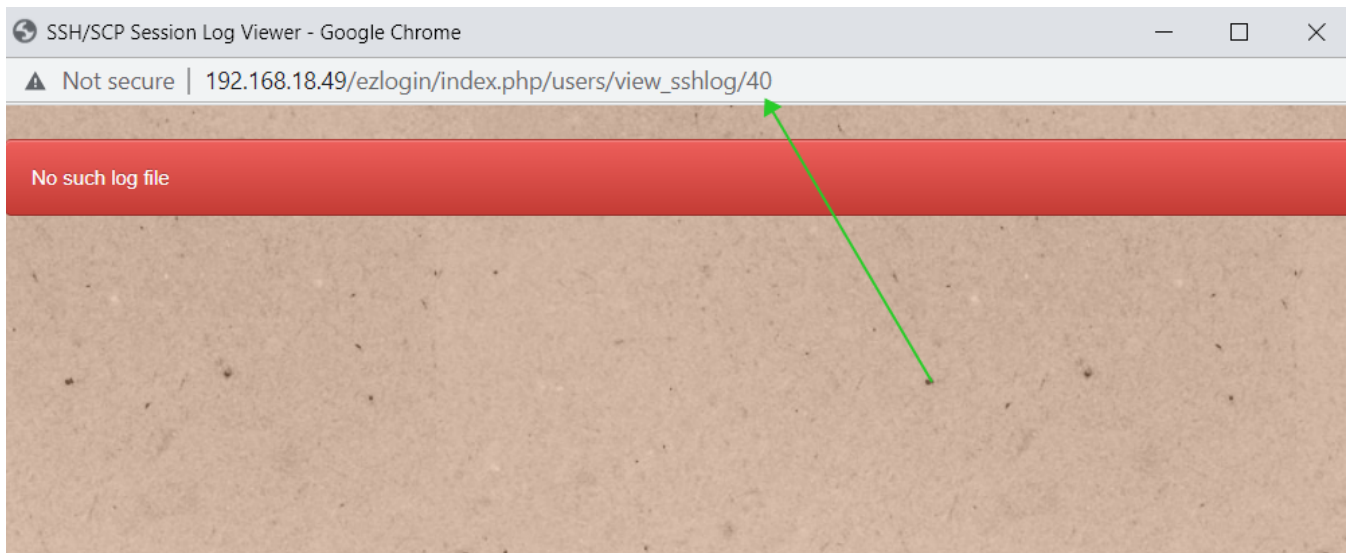
# Error: No such log file

491 Vishnupriya August 19, 2024 [Common Errors & Troubleshooting](#) 1953

## Error: "No such log file" while viewing the ssh log file from the Ezeelogin webpanel

**Overview:** Overview: This article provides a detailed guide on verifying the existence of SSH log files in Ezeelogin, ensuring proper permissions for log directories, confirming user access to servers, and enabling detailed logging for troubleshooting.

**Step 1.** Make sure that the ssh log file exists in /var/log/ezlogin/ directory for the id specified in the ssh log session. You can refer to the screenshot below to get the id of the ssh log session and follows the steps to find out the log location.



- Login to mysql and ensure that the ssh log file exist in /var/log/ezlogin/ for the specified id. In the above screenshot the id of the ssh log is "40".

```
:~ mysql -u root -p
mysql> use ezlogi_yly;
MariaDB [ezlogi_yly]> select * from rrbeyf_sshlogs where id=40G;
***** 1. row *****
id: 40
user_id: 1
server_id: 1
serveractivity_id: 94
ssh_user: root
```

```
type: input
status: begin
file: /var/log/ezlogin/input/ezadm158/root~blue.eznoc.com~Thu_Feb_24_21:37:59_2022
comments: NULL
encryption: 1
mexecid:
created: 2022-02-24 21:37:59
mtime: 2022-02-24 21:37:59
1 row in set (0.000 sec)

ERROR: No query specified
```

Replace the Id with the id of your ssh log session.

**Note:** You can get the Ezeelogin **database name** and **prefix** from the [/usr/local/etc/ezlogin/ez.conf file](#)

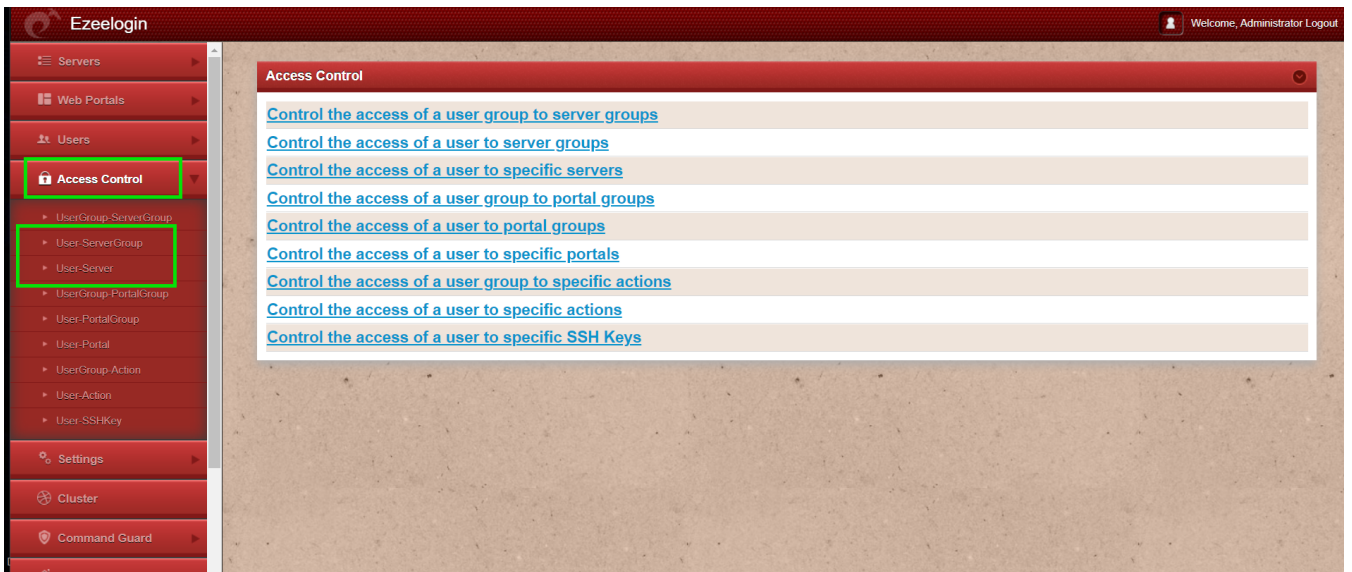
- Check if the log file exists under /var/log/ezlogin

```
~$ ls /var/log/ezlogin/input/ezadm158/root~blue.eznoc.com~Thu_Feb_24_21:37:59_2022
```

**Step 2.** Ensure that the log directories have the correct permission. Run the following command fix the permission.

```
~$ /usr/local/ezlogin/eztool.php -fix_log_permissions
```

**Step 3.** Make sure that the Ezeelogin user have the access to the servers to which the Ezeelogin user trying to view the log. You can confirm it from Ezeelogin gui -> Access control -> User to server or User to Server Group.



**Step 4.** Append " log\_level trace " to the Ezeelogin config file In order to get detailed error messages from Ezeelogin error logs.

```
:# vi /usr/local/etc/ezlogin/ez.conf
```

For example refer the following:

```
cver 2
system_folder /var/www/ezlogin/
www_folder /var/www/html/ezlogin/
uri_path /ezlogin/
force_https no
db_host localhost
```

```
db_port /var/lib/mysql/mysql.sock
db_name ezlogin_gxeqs
db_user ezlogin_rfv
db_pass TX/osUaN+eC9tGhEMLP4CkHJOeW6MTsItJtt8sqQftz5+rQpFaL4Di4Kyy1nY9s5crQFTd
01Q+twGy/UaWi4KFLVjtAKeAQzJfWzcbXN6aY=
db_prefix bepdc_
cookie_encryption_key PR7ywZcWe56jZUJsyrAdDCHYHPPgu1TP+r0Bdi+1KdnQfErjpmFRYINp
pccbK/Vu/HV5zBpgS1qfMae4Q71uxEad3QnV5hnntd5kgdUPE6o=
cookie_name yrpdwm
cookie_path /ezlogin/
admin_user admin
mysql_encrypt no
log_level trace
```

Check the application log file to find detailed logs. You can find the path by checking the `system_folder` in `/usr/local/etc/ezlogin/ez.conf` file as above. The path would be `{system folder}/applicaton/logs/`

---

#### Related Articles

[Access Control Explained](#)

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

[Basic MySQL commands for troubleshooting database related issues in Ezeelogin](#)

Online URL: <https://www.ezeelogin.com/kb/article/error-no-such-log-file-491.html>