

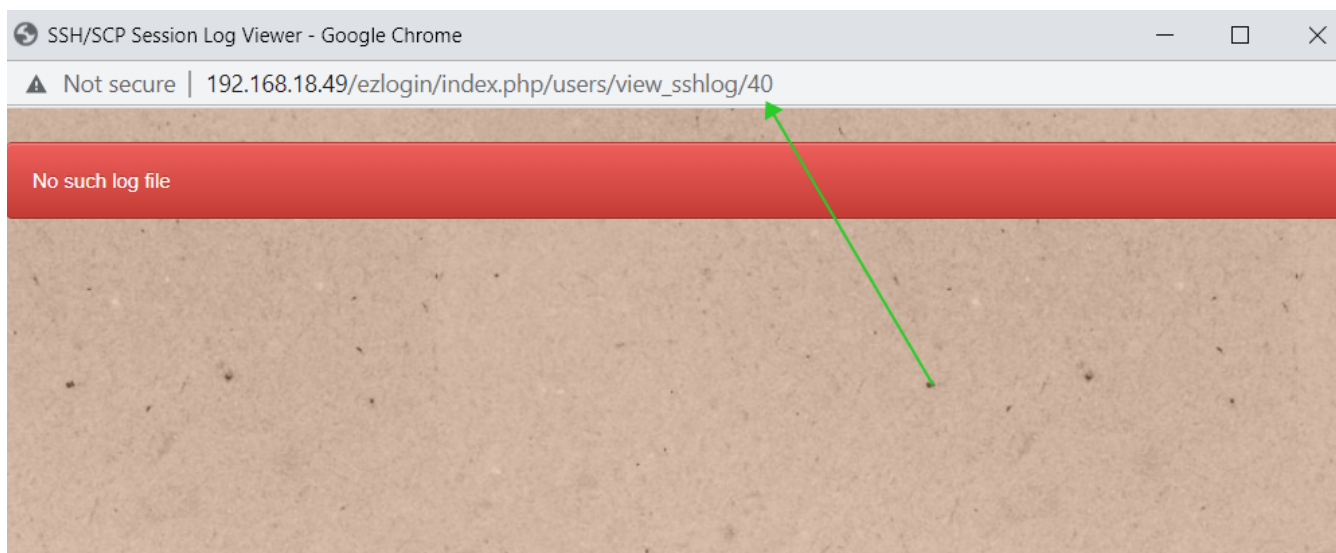
## Error: No such log file

491 Vishnupriya January 10, 2025 [Common Errors & Troubleshooting](#) 2161

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

**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 follow the steps to find out the log location.



- Log in to MySQL and ensure that the SSH log file exists in `/var/log/ezlogin/` for the specified ID. In the above screenshot, the ID of the SSH log is "40." Replace the ID with the ID of the corresponding SSH log session.

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

```
root@gateway:~# mysql -u root -p
mysql> use ezlogi_yly; #replace with correct db_name

mysql> select * from rrbeyf_sshlogs where id=40G; #replace prefix with the correct one.
***** 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
```

**Note:** You can get the Ezeelogin **database name** and **prefix** from the </usr/local/etc/ezlogin/ez.conf> file.

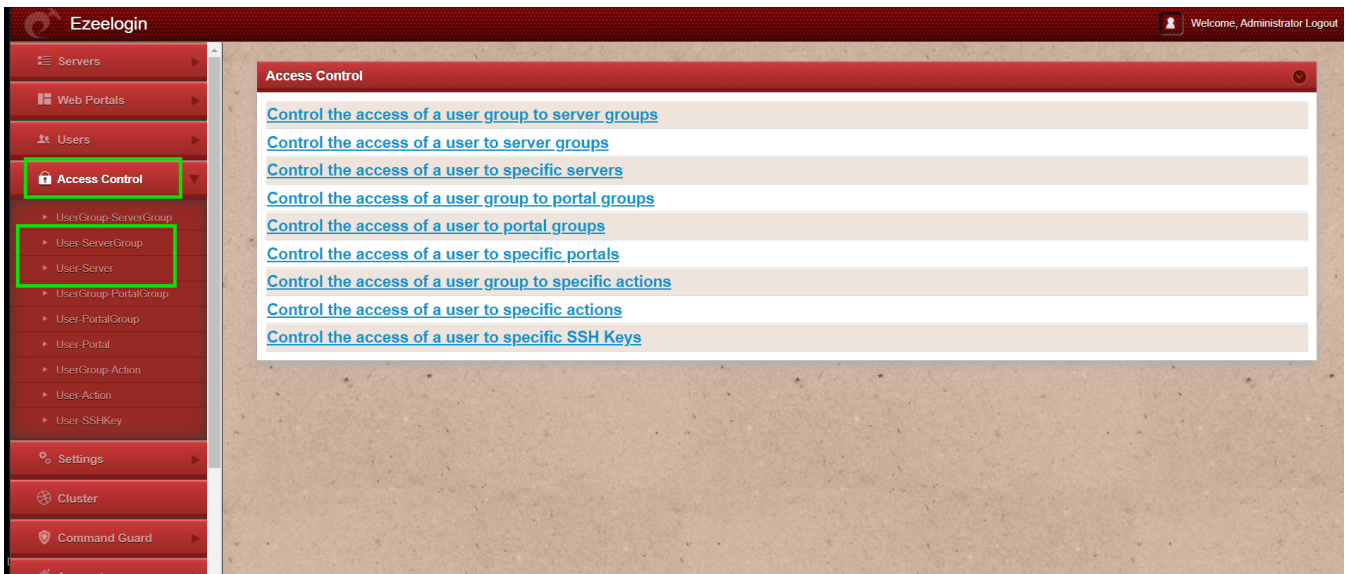
- Check if the log file exists under /var/log/ezlogin

```
root@gateway:~# 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.

```
root@gateway:~# /usr/local/ezlogin/eztool.php -fix_log_permissions
```

**Step 3:** Ensure that the gateway user has access to the servers they are attempting to view logs for. This can be verified in the Ezeelogin GUI under **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.](#)

```
root@gateway:~# 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. The path can be found by checking the system\_folder in the /usr/local/etc/ezlogin/ez.conf file. It will be /{system folder}/application/logs/.

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## 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>