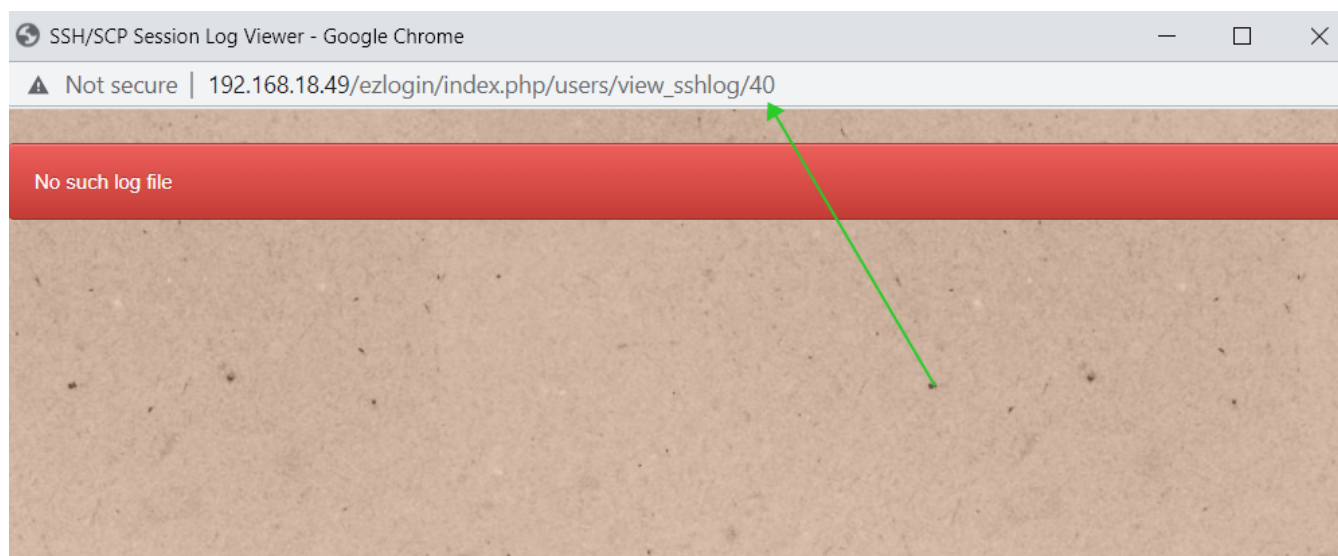


Error: No such log file

491 Vishnupriya March 3, 2022 [Common Errors & Troubleshooting](#) 1584

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

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".

```
root@jumpserver:~ mysql -u root -p
```

```
mysql> use ezlogi_yly;
```

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

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

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

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

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

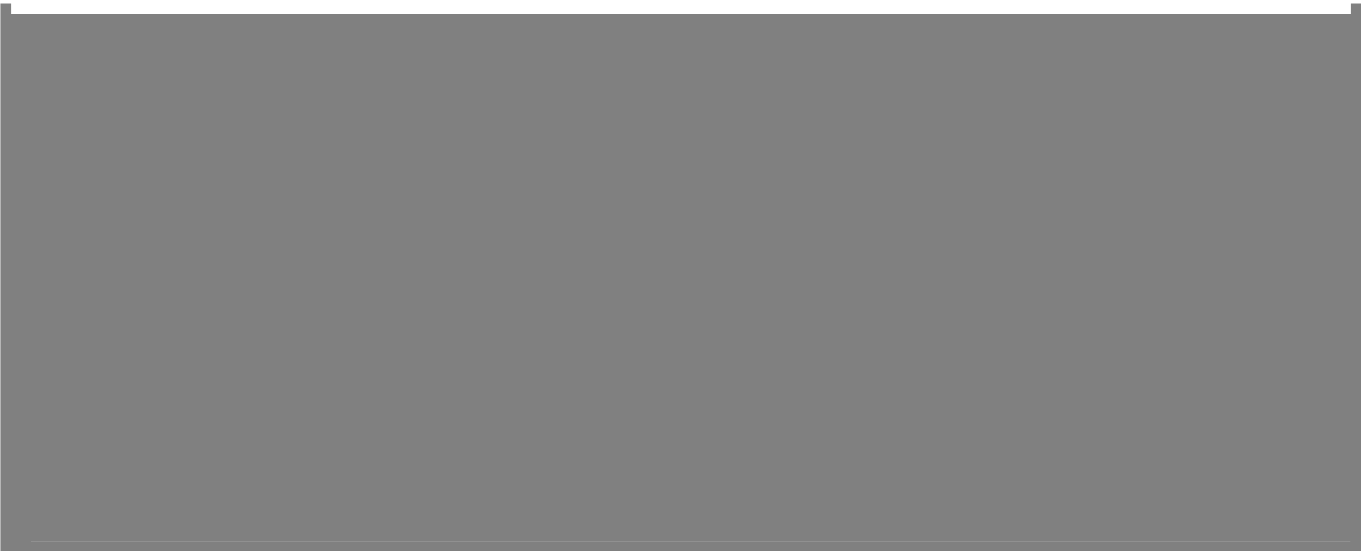
3. Make sure that the Ezeelogin user have the access to the servers to which the Ezeelogin user trying to view the log. You can confirm it from Ezeelogin gui > Access control > User to server or User to Server Group.

4. Append " log_level trace " to the Ezeelogin config file In order to

get detailed error messages from Ezeelogin error logs.

```
root@jumpserver: #
```

For example refer the following:



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/`

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