

ERROR 4192: key error

604 Nesvin KN April 19, 2023 [Common Errors & Troubleshooting](#) 1659

How to view the error message in the gateway shell and application log?

- Run the below command to view the Ezeelogin version and the error message in the gateway server shell.



- Tail the latest Ezeelogin application log and view the latest messages.

```
cd $(awk '/^system_folder/ {print $2}'  
/usr/local/e
```

This error usually happens because of the issue with **license migration from the old billing portal to the new billing portal**.

Contact Ezeelogin [24*6 Live Chat Support](#) / [Helpdesk](#) to resolve the issue.

Online URL: <https://www.ezeelogin.com/kb/article/error-4192-key-error-604.html>