Error log file and configuration file to troubleshoot

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Ezeelogin Troubleshooting: Error Logs and Configuration Files

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Overview: This article provides information about error log files for both backend operations and web interface(Webgui), along with instructions on monitoring console errors.

Location of configuration and log files for troubleshooting.

- The configuration file is located at **/usr/local/etc/ezlogin/ez.conf**
- Ezeelogin has two log files one for the **web interface** and one for the **backend ssh interface**.

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1. FRONTEND OR WEB INTERFACE LOGS { Application log }

- The front end or web interface runs on PHP; hence, we have a separate log file for it. The log files are stored in the **/{system folder specified at the installation time}**.
- If you experience any issues on the web interface or GUI, refer to this log file for details.

Run the following command to navigate to the log directory:

```
root@gateway:~# cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezlogin/ez.conf)/application/logs/
```

or

```
root@gateway:~# ( cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezlogin/ez.conf)/application/logs/ && tail -f $(ls -t log-*.php | head -n 1) )
```

- You can find the same path by checking the **system_folder in**

/usr/local/etc/ezlogin/ez.conf. The path would be **/{system folder}/application/logs/**. After changing to that directory, you can check the latest log. Refer to the below screenshot.

```
[root@localhost ~]# cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezlogin/ez.conf)/application/logs/
[root@localhost logs]# ls
index.html  log-2022-12-12.php  log-2022-12-13.php
[root@localhost logs]# tail -f log-2022-12-13.php
<?php defined('BASEPATH') OR exit('No direct script access allowed'); ?>

ERROR - 2022-12-13 00:44:47 --> Could not find the language line "Web Logout Shell"
|
```

2. BACKEND OR SSH LOGS

- The backend or SSH error logs for each Ezeelogin user are stored in the **/home/{username}/ezsh.log** file. Replace {username} with the user who is facing the issue.
- If you are having any issues with the SSH logins, this is the log file to look at.

```
[root@localhost ~]# tail -f  /home/mike/ezsh.log
New session started from 192.168.1.2:59302 to 192.168.1.8:22 on Mon Dec 12 23:22:19 2022
ERROR: User has not set a security code
Two factor authentication forced, but none available
|
```
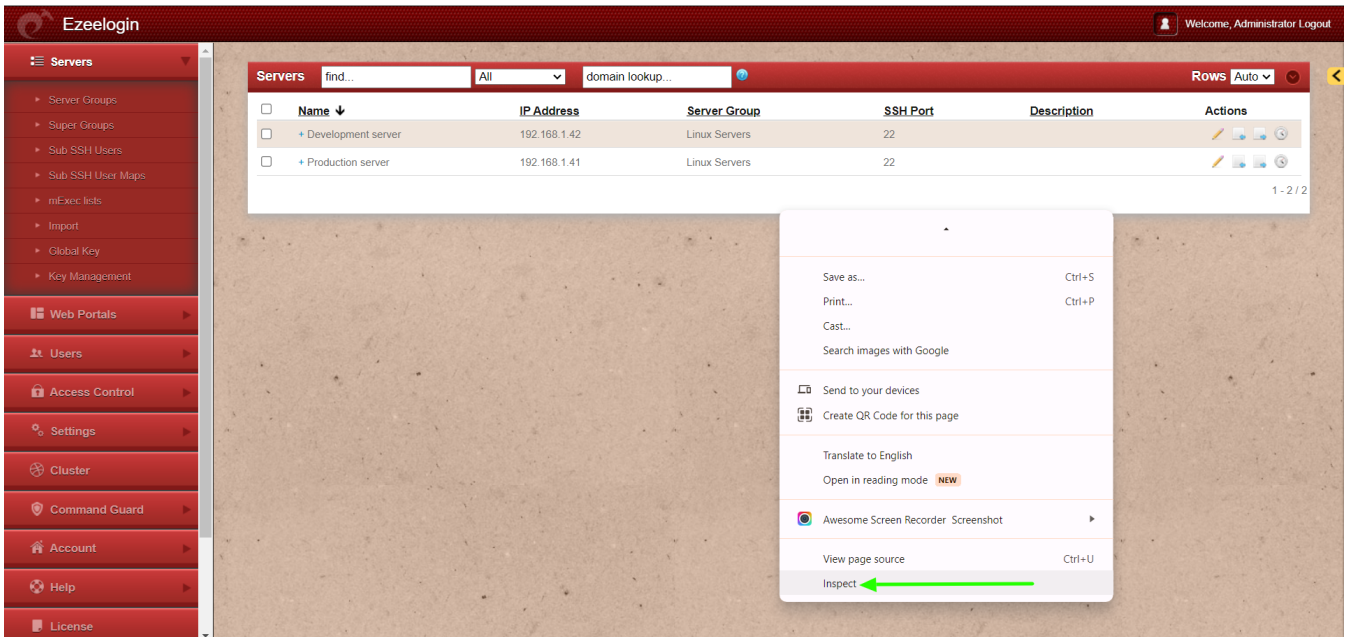
For a detailed debug log for troubleshooting, do append the parameter **log_level trace** in ez.conf

```
root@gateway:~# vi /usr/local/etc/ezlogin/ez.conf


log_level trace
```
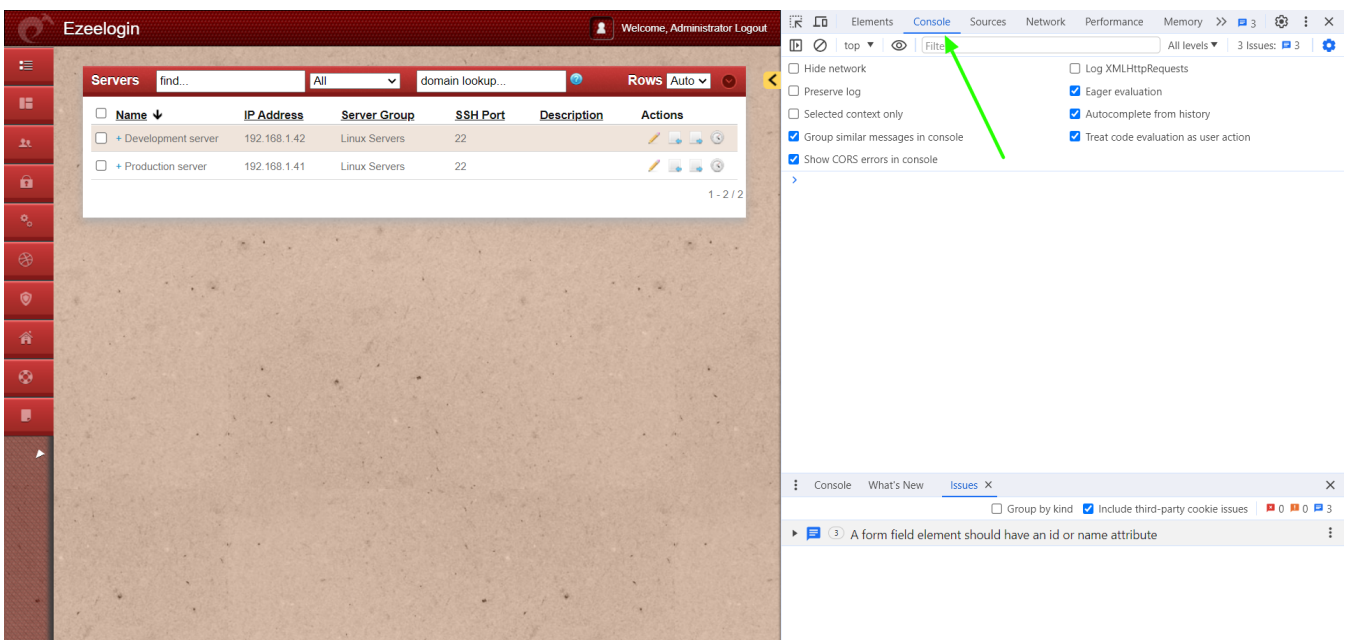
3. How to check errors from the browser console?

- Open the web page where you encountered errors.
- Right-click on the page and select "Inspect" from the menu. This will open the Chrome DevTools.

- In the DevTools window, navigate to the "Console" tab.

- Any errors, warnings, or logs will be displayed in the console.

"**log_level trace** parameter will only work from Ezeelogin version *7.23.0".*

Contact our support department if you face any further difficulties.

Related Articles:

How do I get detailed logs from Ezeelogin error logs?

[Issue with Log Retain Duration.](#)

[How to truncate the SSH session logs recorded.](#)