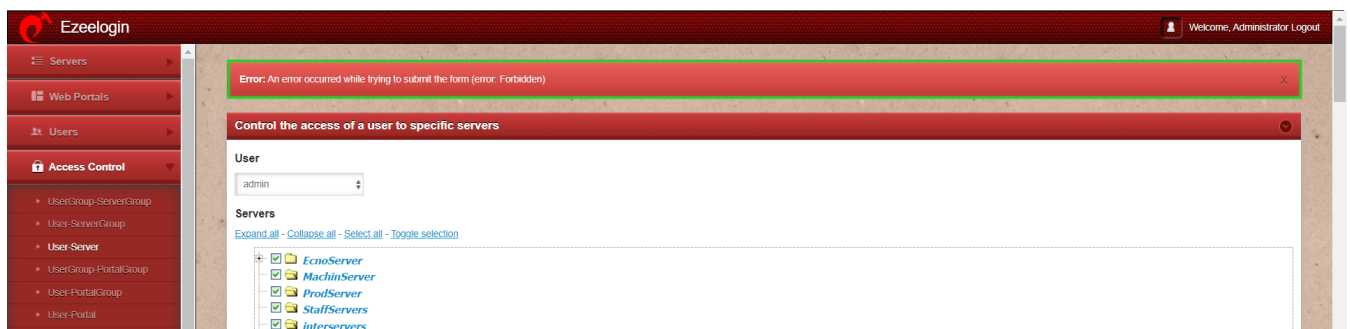


# Error: An error occurred while trying to submit the form (error: Forbidden)

659 Rakhi April 17, 2025 [Common Errors & Troubleshooting](#) 1187

## Error: An error occurred while trying to submit the form (error: Forbidden)

**Overview:** This article helps to resolve an error that occurs while modifying the **User-Server** group in [Access Control](#) while handling a large volume of data, highlighting the need to adjust certain PHP configuration settings.



This error occurs when you try to modify the **User-Server** group in [Access Control](#) while handling a large amount of data.

To fix the error mentioned above, follow these steps:

1. Review the application logs by setting the **log\_level\_trace** in the [ez.conf file](#).
2. Adjust the following values in the php.ini file:  
Increase max\_input\_vars, max\_execution\_time, memory\_limit,  
post\_max\_size,upload\_max\_filesize
3. Test the scenario in a different browser.

**Step 1:** Append the parameter **log\_level\_trace** in ez.conf to get [detailed error log](#).

```
root@gateway:~# echo "log_level_trace" | sudo tee -a /usr/local/etc/ezlogin/ez.conf
```

**Step 1(A):** Run the following command to navigate to the log directory and tail the latest logs:

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

```
root@gateway:/var/www/ezlogin/application/logs# tail -f <the latest log file>
```

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, check the latest log.

## Step 2: Adjust the following values in the **php.ini** file for apache web server and CLI:

Edit the **php.ini** file and increase the values for **max\_input\_vars**, **max\_execution\_time**, **memory\_limit**, **post\_max\_size**, and **upload\_max\_filesize**.

For Ubuntu 22,

```
root@gateway:~# php -i | grep -i "max_execution_time|max_input_vars|memory_limit|post_max_size|upload_max_filesize"

max_execution_time = 300
max_input_vars = 1000
memory_limit = 512M
post_max_size = 512M
upload_max_filesize = 512M
```

### Step 2(A): And restart the Apache web service.

```
root@gateway:~# systemctl restart apache2
```

**Step 2(B):** Restart the service if you are using the PHP-FPM process by running the following command.(Replace x.x with the installed php version.)

```
root@gateway:~# systemctl restart phpx.x-fpm
```

### Step 3: Test the same scenario in different browser.

For CentOS 7 systems, modify the **/etc/php.ini** file to increase the necessary values. After making the changes, use the following commands to verify the configuration and restart the web server.

```
root@gateway:~# php -i | grep -i "max_execution_time|max_input_vars|memory_limit|post_max_size|upload_max_filesize"
```

```
root@gateway :~# httpd -t  
root@gateway:~# systemctl restart httpd
```

**Step 4:** If the error persists contact [support](#) with any [error messages](#) you may have.

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#### Related Articles:

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

Online URL:

<https://www.ezeelogin.com/kb/article/error-an-error-occurred-while-trying-to-submit-the-form-40;error-forbidden-41;-659.html>