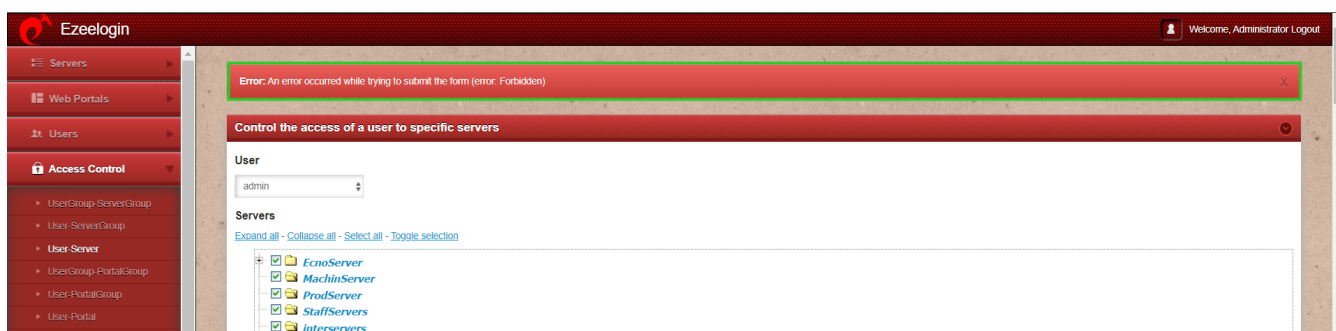


Error: An error occurred while trying to submit the form (error: Forbidden)

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

Overview: This article describes an error that arises when 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 attempt 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.

Make sure to modify these values accordingly to resolve the issue.

Step 1: Append the parameter `log_level_trace` in `ez.conf`

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

1.(A): 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/
```

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

Increase the values for **max_input_vars**, **max_execution_time**, **memory_limit**, **post_max_size**, and **upload_max_filesize** in the php.ini file by editing. Refer to the below step.

For **Ubuntu 22**,

```
root@gateway:~# php -i | grep -i "max_execution_time|max_input_vars|m  
emory_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
```

And restart the Apache web service.

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

Restart the service if you're 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.

In case you are using **CentOS 7**, Edit **vi /etc/php.ini** and follow these commands to check the config file and then restart the web service.

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

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

To check php.ini file:

```
root@gateway:~# php -i | grep -i  
"max_execution_timemax_input_varsmemory_limitpost_max_sizelupload_max_filesize"
```

Contact [support](#) with any [error messages](#) you may have.

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>