

Error: An error occurred while communicating with the server (error: Unknown)

667 Lekshmi February 8, 2024 [Common Errors & Troubleshooting](#) 513

Error: An error occurred while communicating with the server (error: Unknown)

Ezeelogin Welcome, Administrator Logout

Servers
Web Portals
Users

- User Groups
- SSH Log
- RDP Recording
- SCP Log
- Web Proxy Log

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Users All Rows Auto

<input type="checkbox"/>	Username ↓	First Name	Last Name	Email	Status	Expiry	User Group	Actions
<input type="checkbox"/>	ezadmin	Administrator			Active		Admins	

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https://ezeelogin /ezlogin/index.php/base#users/proxylog

Console

```
POST https://ezeelogin /ezlogin/index.php/users/edit/249 net::ERR_CERT_AUTHORITY_INVALID
send @ jquery.min.js:2
ajax @ jquery.min.js:2
call @ ez.js:169
go @ ez.js:229
$.history.init.unescape @ ez.js:1074
check @ jquery.history.js:175
dispatch @ jquery.min.js:2
v.handle @ jquery.min.js:2

GET https://ezeelogin /ezlogin/themes/core/default/img/favicon.ico net::ERR_CERT_AUTHORITY_INVALID
/ezeelogin/themes/core-t/img/favicon.ico:1
```

If there any errors on the GUI, they will be displayed in the console with detailed information about the error type.

To open the web console and gather information about the error, follow any of these steps.

1.Right-click on the GUI, select "**Inspect**", and then navigate to the "**Console**" tab on the opened page.

or

2.Click "**Fn + F12**" to access the console of the GUI.

If encounter an error **ERR_CERT_AUTHORITY_INVALID** while attempting to perform the edit action in the Ezeelogin GUI, try the scenarios mentioned below to resolve the error.

- Open the Ezconf file and **append " csp_enable = no "**

```
root@gateway:~# vim /usr/local/etc/ezlogin/ez.conf  
  
csp_enable = no
```

OR

- This issue is occurring because the SSL certificate is not valid. **Use a valid SSL certificate** to access the Ezeelogin GUI.

[How to install free SSL with Let's Encrypt?](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-an-error-occurred-while-communicating-with-the-server-40:error-unknown-41:-667.html>