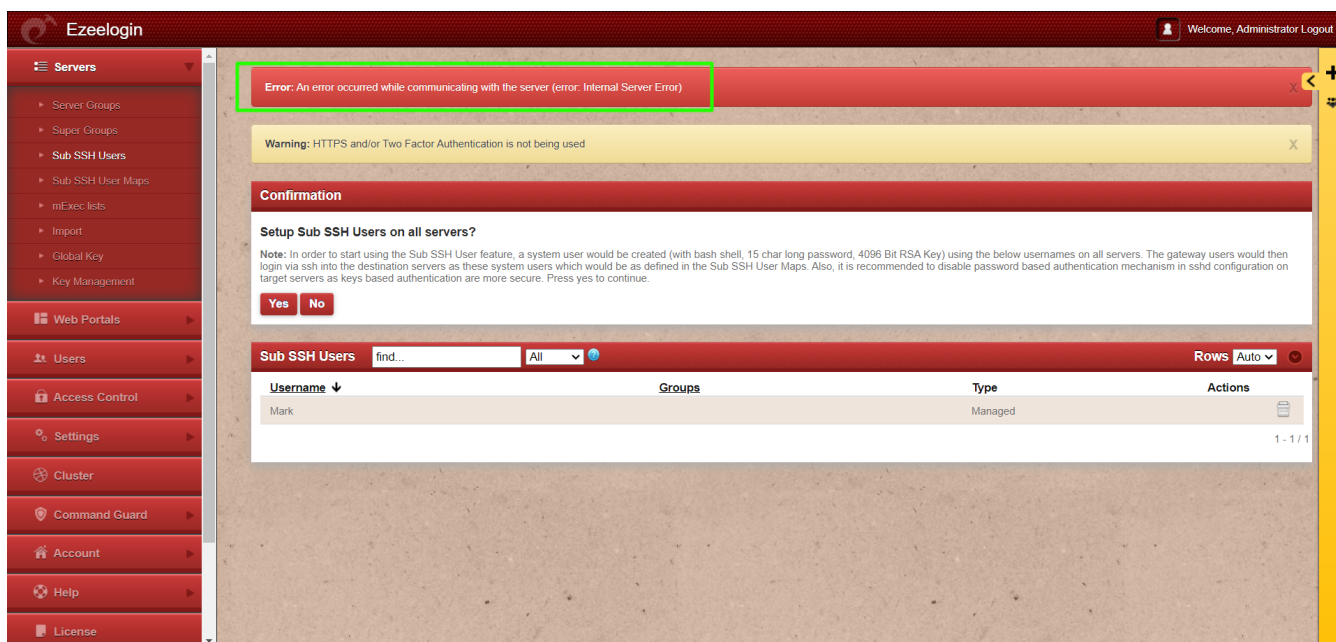


# Internal server error

689 Jisna Joseph March 26, 2024 [Common Errors & Troubleshooting](#) 736

## How to solve error Error: An error occurred while communicating with the server (error: Internal Server Error)



This error usually occurs because the maximum execution time for PHP scripts has been exceeded. By default, PHP scripts are allowed to run for a certain amount of time.

Follow the below steps to resolve the issue

1. Check the latest [application logs](#) for the errors

Run the following command to navigate to the log directory and tail the latest logs.

```
root@jumpserver:~# cd $(awk '/^system_folder/{print $2}' /usr/local/etc/ezlogin/ez.conf)/application/logs/  
root@jumpserver:/var/www/ezlogin/application/logs# tail -f <the latest log file>
```

**For Example**

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

```
root@jumpserver:/var/www/ezlogin/application/logs# tail log-2024-03-23.php -f
```

Since the **maximum execution time** of 30 seconds has been exceeded in this case, the issue can be resolved by increasing the **max\_execution\_time** limit.

## 2. Increase PHP Execution Time

Increase the maximum execution time for PHP scripts by modifying the **max\_execution\_time** limit in your **php.ini** file.

```
root@jumpserver:~# nano /etc/php/8.1/apache2/php.ini ---> (change into corresponding PHP version)
```

## 3. After making the changes restart Apache web service.

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

## 4. To confirm check the **php.ini** file

```
root@jumpserver:~# grep -v '^s*#' /etc/php/8.1/apache2/php.ini | grep -i max_execution_time  
max_execution_time = 300
```

Online URL: <https://www.ezeelogin.com/kb/article/internal-server-error-689.html>