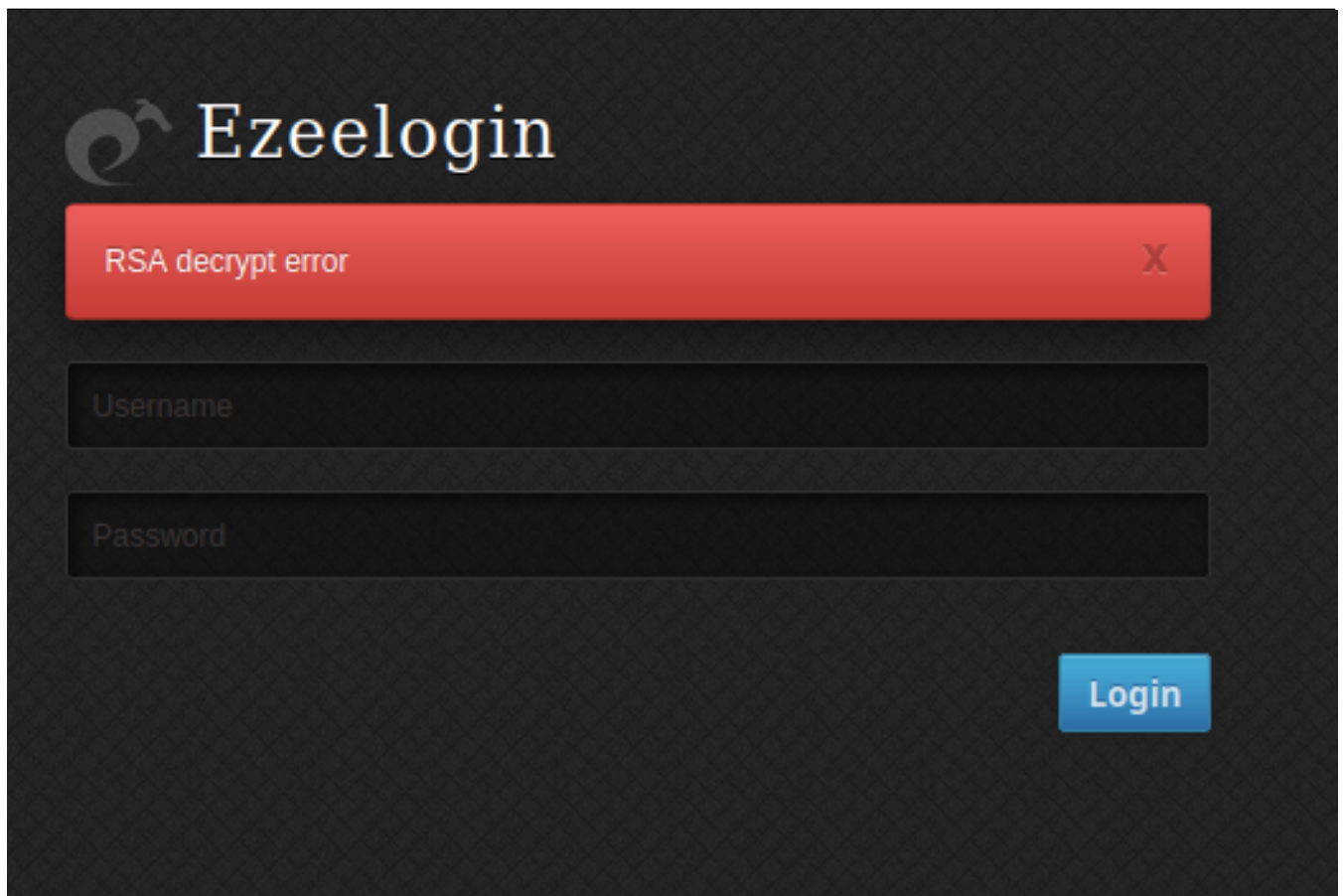


# RSA decrypt error

750 Jisna Joseph October 23, 2024 [Common Errors & Troubleshooting](#) 489

## How to solve RSA decrypt error?

**Overview:** This article helps in resolving the "RSA decrypt error" encountered while logging into the Ezeelogin GUI after an Ezeelogin upgrade. This error can be fixed by clearing the browser's cache, using an incognito window, or trying a different browser.



**Step 1:** Check for the latest messages in the [Ezeelogin error log file](#). Run the following command on the gateway server to navigate to the log directory and tail the latest logs.

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

Example:

```
root@gateway_server:/var/www/ezlogin/application/logs# tail -f  
log-2024-10-21.php
```

```
`ERROR - 2024-10-21 04:49:20 --> RSA decrypt error:  
error:0200009F:rsa routines::pkcs decoding error`
```

**Step 2:** To resolve the error, clear the full browser cache, try using an incognito window, or switch to a different browser.

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## Related Articles:

[Upgrade Ezeelogin](#)

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

Online URL: <https://www.ezeelogin.com/kb/article/rsa-decrypt-error-750.html>