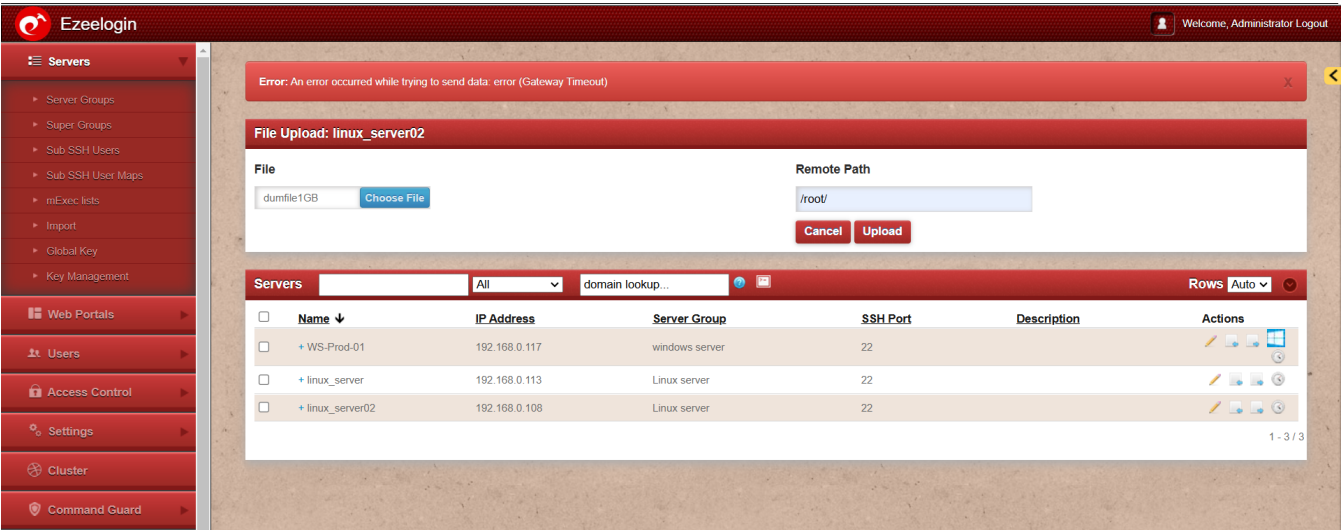


# Error: An error occurred while trying to send data: error (Gateway Timeout)

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## Error: An error occurred while trying to send data: error (Gateway Timeout)

**Overview:** This article describes how to resolve the *Error: An error occurred while trying to send data: error (Gateway Timeout)* while uploading files from desktop machine to remote server.



The screenshot shows the Ezeelogin web interface. At the top, there is a red error banner that reads: "Error: An error occurred while trying to send data: error (Gateway Timeout)". Below this, there is a "File Upload" section for "linux\_server02". It includes a "File" input field with the text "dumfile1GB" and a "Choose File" button, and a "Remote Path" input field with the text "/root/" and "Cancel" and "Upload" buttons. Below the upload section is a table of servers. The table has columns for Name, IP Address, Server Group, SSH Port, Description, and Actions. The table contains three rows of server information.

Name	IP Address	Server Group	SSH Port	Description	Actions
+ WS-Prod-01	192.168.0.117	windows server	22		
+ linux_server	192.168.0.113	Linux server	22		
+ linux_server02	192.168.0.108	Linux server	22		

The Timeout parameter sets the maximum time in seconds that Apache will wait for certain events, such as receiving a request, sending a response, or waiting for a connection. The default value for this is typically 300 seconds (5 minutes); which is by default set in debian-based linux servers(ubuntu & debian).

In RHEL-based O.S,(Almalinux, Rocky linux etc.):

**Step 1:** To resolve the above error, add the Timeout parameter in the apache configuration file. Refer to the steps below.

```
root@gateway :~# echo "Timeout 600" | sudo tee -a /etc/httpd/conf/httpd.conf > /dev/null
```

```
root@gateway :~# grep -v '^s*#' /etc/httpd/conf/httpd.conf | grep -i 'Timeout'
```

```
Timeout 600
```

**Step 2:** Restart the webserver and access Ezeelogin GUI.

```
root@gateway :~# systemctl restart php-fpm httpd
```

## Related Articles:

[Transfer file from remote desktop to remote server.](#)

[Transfer file from local desktop to gateway server.](#)

[How to copy/delete a file in jumpserver users home directory.](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-an-error-occured-while-trying-to-send-data-error-40;gateway-timeout-41;-767.html>