Blank page when accessing Ezeelogin web panel or GUI

22 admin September 2, 2024 Common Errors & Troubleshooting 10004

Unable to Access Ezeelogin Webpanel: Blank Page Issue

Overview: This article provides a checklist for verifying PHP, Ioncube, SELinux status, server time, IP licensing, and SSL settings for a successful Ezeelogin installation.

Step 1: Make sure PHP is running on the server.

```
root@gateway:~# php -v
```

Step 2: Make sure **Ioncube** is loaded in PHP.

```
root@gateway:~# php -v

PHP 8.2.19 (cli) (built: May 13 2024 18:20:15) (NTS)
Copyright (c) The PHP Group
Zend Engine v4.2.19, Copyright (c) Zend Technologies
with the ionCube PHP Loader v13.0.2, Copyright (c) 2002-2023, by ionCube Ltd.
with Zend OPcache v8.2.19, Copyright (c), by Zend Technologies
```

Step 3: Ensure that all PHP modules such as **php-mysql**, **php-json**, **php-gd**, **php-ldap**, **openssl**, **ioncube** etc are loaded. PHP version 5.2 and 5.3 are supported while php 5.4 is not supported.

Step 3(A): Create a **phpinfo page** on your server and view it in a browser. This will display all the currently loaded PHP modules. You can access it by visiting: http://your-server-ip/phpinfo.php. It should show the ionCube module along with other PHP modules.

```
root@gateway:~# echo "<?php phpinfo()?>" >> /var/www/html/phpinfo.php

                        OR

root@gateway:~# php -m    #This will list the PHP modules in alphabetical order
```

PHP Version 8.2.22

System	Linux gateway.com 5.15.0-118-generic #128-Ubuntu SMP Fri Jul 5 09:28:59 UTC 2024 x86_64
Build Date	Aug 2 2024 15:36:02
Build System	Linux
Server API	Apache 2.0 Handler
Virtual Directory Support	disabled
Configuration File (php.ini) Path	/etc/php/8.2/apache2
Loaded Configuration File	/etc/php/8.2/apache2/php.ini
Scan this dir for additional .ini files	/etc/php/8.2/apache2/conf.d
Additional .ini files parsed	/etc/php/8.2/apache2/conf.d/10-mysqlnd.ini, /etc/php/8.2/apache2/conf.d/10-opcache.ini, /etc/php/8.2/apache2/conf.d/10-pdo.ini, /etc/php/8.2/apache2/conf.d/15-xml.ini, /etc/php/8.2/apache2/conf.d/20-calendar.ini, /etc/php/8.2/apache2/conf.d/20-ctype.ini, /etc/php/8.2/apache2/conf.d/20-curl.ini, /etc/php/8.2/apache2/conf.d/20-dom.ini, /etc/php/8.2/apache2/conf.d/20-exif.ini, /etc/php/8.2/apache2/conf.d/20-ffi.ini, /etc/php/8.2/apache2/conf.d/20-fileinfo.ini, /etc/php/8.2/apache2/conf.d/20-ftp.ini, /etc/php/8.2/apache2/conf.d/20-gettext.ini, /etc/php/8.2/apache2/conf.d/20-iconv.ini, /etc/php/8.2/apache2/conf.d/20-ldap.ini, /etc/php/8.2/apache2/conf.d/20-mysqli.ini, /etc/php/8.2/apache2/conf.d/20-pdo_mysql.ini, /etc/php/8.2/apache2/conf.d/20-phar.ini, /etc/php/8.2/apache2/conf.d/20-posix.ini, /etc/php/8.2/apache2/conf.d/20-readline.ini, /etc/php/8.2/apache2/conf.d/20-shmop.ini, /etc/php/8.2/apache2/conf.d/20-simplexml.ini, /etc/php/8.2/apache2/conf.d/20-sockets.ini, /etc/php/8.2/apache2/conf.d/20-sysvmsg.ini, /etc/php/8.2/apache2/conf.d/20-sysvsem.ini, /etc/php/8.2/apache2/conf.d/20-sysvshm.ini, /etc/php/8.2/apache2/conf.d/20-tokenizer.ini, /etc/php/8.2/apache2/conf.d/20-xmlreader.ini, /etc/php/8.2/apache2/conf.d/20-xmlwriter.ini, /etc/php/8.2/apache2/conf.d/20-xsl.ini
PHP API	20220829
PHP Extension	20220829
Zend Extension	420220829
Zend Extension Build	API420220829,NTS
PHP Extension Build	API20220829,NTS
Debug Build	no
Thread Safety	disabled
Zend Signal Handling	enabled
Zend Memory Manager	enabled
Zend Multibyte Support	disabled
Zend Max Execution Timers	disabled
IPv6 Support	enabled
DTrace Support	available, disabled
Registered PHP Streams	https, ftps, compress.zlib, php, file, glob, data, http, ftp, phar
Registered Stream Socket Transports	tcp, udp, unix, udg, ssl, tls, tlsv1.0, tlsv1.1, tlsv1.2, tlsv1.3
Registered Stream Filters	zlib.*, string.rot13, string.toupper, string.tolower, convert.*, consumed, dechunk, convert.iconv.*

This program makes use of the Zend Scripting Language Engine:
Zend Engine v4.2.22, Copyright (c) Zend Technologies
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with Zend OPcache v8.2.22, Copyright (c), by Zend Technologies

Step 4: Ensure that **SELinux** is disabled. You can check its status by running the following command on the gateway server:

```
root@gateway:~# sestatus
```

Step 4(A): If SELinux is **enabled**, disable it by editing the configuration file with the following steps:

```
root@gateway:~# vi /etc/selinux/config

SELINUX=disabled
```

Step 4(B): After editing the configuration file reboot the server and check status again.

```
root@gateway:~# sestatus
```

Step 5: Make sure the **server time** is correct. Use the command ntpdate to set the server time correctly.

```
root@gateway:~# ntpdate pool.ntp.org
```

Step 6: Ensure that the licensed IP matches the main server IP where you are installing Ezeelogin. Run the following command on the gateway server to check the IP address:

```
root@gateway:~# wget -qO- http://ezeelogin.com/myip
```

The displayed IP should match the one for which the license was issued.

Step 7: You should be able to manually execute the webpanel files using the following command.

```
root@gateway:~# /usr/bin/php /path/to/www_folder/index.php
```

To find the correct path, check the www_folder variable in the configuration file located at **/usr/local/etc/ezlogin/ez.conf** (**/usr/local/etc/ezlogin/ezlogin.conf** in **older** Ezeelogin versions).

```
root@gateway:~# cat /usr/local/etc/ezlogin/ez.conf
cver 2
system_folder /var/www/ezlogin/
www_folder /var/www/html/ezlogin/
uri_path /ezlogin/
force_https yes
db_host localhost
db_port /var/run/mysqld/mysqld.sock
db_name ezlogin_wqiz
db_user ezlogin_zujelo
db_pass
C8v+o6OBHrUhl4cu37B275ZkBo2Lo+nhmFFCNZzuVoABh+CHXhyHkCW6MqpH3ZJt6UD1uNdylz6/TgBhokiHHg+tB1bNFUmIFU84RG0Mx4c=
db_prefix ylfue_
cookie_encryption_key
PWO1JYySw6Pi2nM0AgVv3sMm51LyzHu79sTyyr/FszV6URGiRd3GHf20jGVlsdtm+mkDxMNuU869LYjEU7mol8sz1Bop8IE+drXlh2S67/Y=
cookie_name leo
cookie_path /ezlogin/
admin_user admin
mysql_encrypt no
```

Step 8: Check for latest messages in the **Ezeelogin error log file**. Run the following command on the Ezeelogin gateway server to navigate to the log directory and tail the latest logs. :

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

root@gateway:/var/www/ezlogin/application/logs# tail -f <the latest log file>
```

Step 9: Check the web server error log for any errors.

For Ubuntu:

```
root@gateway:~# tail -f /var/log/apache2/error.log
```

For CentOS,RHEL

```
root@gateway:~# tail -f /var/log/httpd/error_log
```

Step 10: If you have enforced **SSL**, make sure that your web server is listening on port 443.

```
root@gateway:~# netstat -nltp | grep :443
```

Step 10(A): To disable force SSL, edit the **Ezeelogin configuration file** located at **/usr/local/etc/ezlogin/ez.conf** and set the variable **force_https** to **no.**

```
root@gateway:~# vi /usr/local/etc/ezlogin/ezlogin.conf

force_https no
```

Contact **support** if the error persists after trying the above troubleshooting steps with any error messages you may have.

Related Articles:

How to install and switch different versions of PHP in Ubuntu?
How to install SSL certs in jump server [secure connection]?
How to install Ioncube on the jump server?
Change the web URL / URI of Ezeelogin Installation

Redirect IP to Domain Name in Linux

Online URL: https://www.ezeelogin.com/kb/article/blank-page-when-accessing-ezeelogin-web-panel-or-gui-22.html