Getting "Could not load configuration" or 500 error on login page

30 admin August 11, 2025 Common Errors & Troubleshooting 9344

Solve Error: Could not load configuration or 500 error on the login page

Overview: This article provides step-by-step instructions to troubleshoot and resolve errors that occurred on the login page.

Step 1: Make sure **SELinux** is **disabled** on the server.

```
root@gateway:~# sestatus

SELinux status: disabled
```

Step 2: Make sure that **Ioncube** is loaded in PHP. You can put up a phpinfo page and view them via browser to make sure that Ioncube is indeed loaded.

Step 3: The "Could not load configuration error" occurs normally on CPanel servers where open_base directory protection is enabled. In such a case, you would need to add the **Ezeelogin system directory** as well as the **Ezeelogin web directory** into the path as well.

```
www_folder /home/matt/public_html/ezeelogin/

system_folder /home/matt/ezeelogin_system_files/
```

Step 3(A): You can find the paths to these directories from the configuration file "**/usr/local/etc/ezlogin/ez.conf**"

```
root@gateway:~# cat /usr/local/etc/ezlogin/ez.conf
system_folder /home/matt/ezeelogin_system_files/
force_https no
uri_path /ezeelogin/
db_host localhost
db_port 3306
db_name ezeelogin_matt233
db_user ezeelogin_matt122
db_pass 34sdf34aed
db_prefix 2t3edd
cookie_encryption_key 234234
cookie_name asdfsdf
cookie_path /ezeelogin/
www_folder /home/matt/public_html/ezeelogin/
admin_user ezadminXXX
```

Step 4: Check the **permission** of the **configuration file**.

```
root@gateway:~# ls -la /usr/local/etc/ezlogin/ez.conf

-rw-r--r-- 1 root root 337 Aug  9 15:13 /usr/local/etc/ezlogin/ez.conf
```

Step 4(A): If sufficient permissions are not granted to the ez.conf file, use the following command.

```
root@gateway:~# chmod 644 /usr/local/etc/ezlogin/ez.conf
```

Step 5: Open the Apache configuration file "/usr/local/apache/conf/httpd.conf" and locate the following entry within the virtual host where Ezeelogin is installed.

```
<IfModule mod_php5.c>
php_admin_value open_basedir
"/home/matt/public_html:/usr/lib/php:/usr/local/lib/php:/tmp:/usr/local/etc/ezeelogin:/home/matt/ezeelogin_sys"
</IfModule>
```

Step 6: If you continue to receive 500 errors, ensure that the **www_folder** permissions are set to the **user** who owns it.

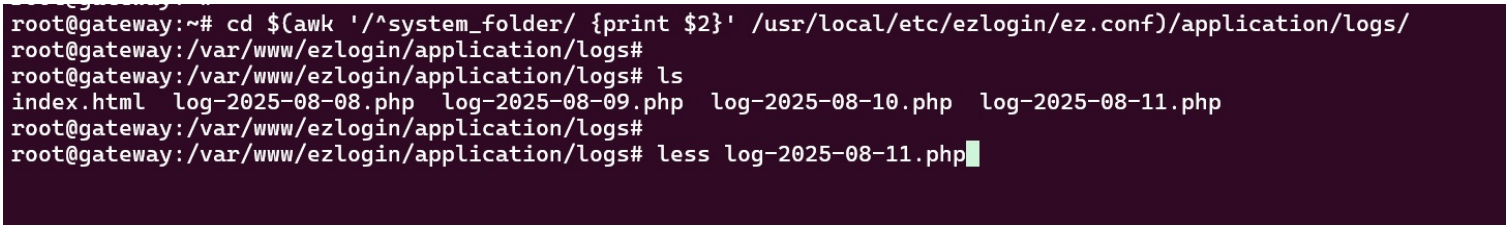
Step 7: Review the application log file to get the error details. The path is based on the system_folder value in /usr/local/etc/ezlogin/ez.conf and will be /{system_folder}/application/logs/. After navigating to that directory, check the latest log file.

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

                                        or

root@gateway:~# ( cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezlogin/ez.conf)/application/logs/ && tail -f $(ls -t log-*.php | head -n 1) )
```

Refer the below screenshot:



If you still continue to get errors, contact Ezeelogin support using the following logs.

root@gateway:~# tail -f /usr/local/apache/logs/error_log

root@gateway:~# tail -f /home/matt/ezeelogin_sys/logs/log-2024-**xx-xx.**php

Contact **support** with any error messages you may have.

Related Articles:

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Online URL: https://www.ezeelogin.com/kb/article/getting-could-not-load-configuration-or-500-error-on-login-page-30.html