

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

30 admin April 3, 2021 [Common Errors & Troubleshooting](#) 6436

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

1. Make sure SELinux is disabled on the server.



2. Also, 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.

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



You can find the paths to these directories from the configuration file `"/usr/local/etc/ezlogin/ez.conf"`

```
root@serv2:~# 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 adminmatt
```

4. Check the permission of configuration file.

If not give sufficient permission for ez.conf file by the following command.

```
root@serv2:~# chmod 644 /usr/local/etc/ezlogin/ez.conf
```

5. Open the apache configuration file **"/usr/local/apache/conf/httpd.conf"** and look for the following entry in the virtual host that you have installed Ezeelogin in.

```
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>
```

6. If you continue to get 500 errors, make sure the permission of the www_folder is set to that of the user owning it.

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

```
root@serv2:~#
```

```
root@serv2:~#
```

Online URL:

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