# Backup/restore crashes abruptly without any error

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## Ezeelogin restore/backup crashes abruptly without any error.

**Overview**: This article describes finding and interpreting backup and restore logs under /var/log/, and recommends increasing the PHP memory limit in /etc/php.ini if logs indicate memory errors.

1. Find the restore backup logs under the /var/log/ directory.

If the restore or backup logs contain similar content as given below increase the PHP limit in the php.ini file of the gateway server.

**root@jumpserver:~# tail /var/log/ezlogin_restore.log**

Environment: Linux (x86_64) - PHP 5.3.3 (memory limit: 128M MB)
ezeelogin v6.1.0 ...
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**root@jumpserver:~# tail /var/log/ezlogin_backup.log**

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2. Increase the PHP limit.

To fix the above error, you need to Increase the memory limit in the /etc/php.ini file ( Increase the memory limit up to 1Gb or more.)

root@jumpserver:~# nano /etc/php.ini
memory_limit=**1024M**

**Related Articles:**

Error log and configuration file to troubleshoot.

Increase Script execution time.

Online URL: https://www.ezeelogin.com/kb/article/backup-restore-crashes-abruptly-without-any-error-328.html