Backup Ezeelogin failed during Ezeelogin version upgrade

334 admin December 14, 2023 Common Errors & Troubleshooting, Migration & Maintenance 3514

Backup Ezeelogin failed during Ezeelogin version upgrade when the php version on the server is upgraded to install the newer version of Ezeelogin. The backup script fails because it was encoded with a different version of Ioncube. Always run the backup script `/usr/local/sbin/backup_ezlogin.php` manually first before you upgrade php so that a working backup can be generated before the upgrade. Refer the following article to upgrade php with Ezeelogin.

```
PHP Fatal error: The file /usr/local/sbin/backup_ezlogin.php was
encoded by the ionCube Encoder for PHP 5.3 and cannot run under PHP
7.1 or later.
Please ask the provider of the script to provide a version encoded
with the ionCube Encoder for PHP 7.1. in Unknown on line 0

Backup Ezeelogin failed

Please contact support@ezeelogin.com
```

```
PHP Fatal error: The file /usr/local/sbin/backup_ezlogin.php encoded as type [1/71] cannot be decoded by this version of the ionCube Loader.
in Unknown on line 0
```

To overcome the error, use the -skipbackup during the upgrade

Online URL:
https://www.ezeelogin.com/kb/article/backup-ezeelogin-failed-during-ezeelogin-version-upgrade-334.html