# Backup Ezeelogin failed during Ezeelogin version upgrade

334 admin July 24, 2024 Common Errors & Troubleshooting, Migration & Maintenance 7636

## Resolving backup issues during ezeelogin version upgrade

**Overview:** This article addresses resolving backup issues during an Ezeelogin version upgrade caused by PHP version changes and Ioncube encoding incompatibilities. It recommends running the backup script manually before upgrading PHP and using the -skipbackup option if needed.

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 (upgrade php with ezeelogin) so that a working backup can be generated before the upgrade.

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

OR

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

```
root@gateway:~# sh ezlogin_7.x.x_phpxx.bin -- -update -skipbackup
```

Example:

```
root@gateway:~# sh ezlogin_7.37.11_php82.bin -- -update -skipbackup
```

Related Articles

Extract Ezeelogin backup file

How to change the default backup directory of Ezeelogin installation ?

How to install and switch different versions of PHP in Ubuntu?

Upgrade Ezeelogin Jump server to the latest version

How can we upgrade PHP in an Ezeelogin installed server ?