Internal browser error: Failed to launch the browser process!

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How to solve ’Internal browser error: Failed to launch the browser process!’ error while accessing web portal proxy?

Overview: This article helps Ezeelogin gateway users to solve the 'Internal browser error: Failed to launch the browser process!' error encountered while accessing web portal proxy.

1. "Internal browser error: Failed to launch the browser process!" on accessing web portal proxy due to old version of Kernel

```
Internal browser error: Failed to launch the browser process!
[0113/165322.629994:FATAL:zygote_host_impl_linux.cc(127)] No usable sandbox! Update your kernel or see
https://chromium.googlesource.com/chromium/src/ /main/docs/linux/suid_sandbox_development.md for more
information on developing with the SUID sandbox. If you want to live dangerously and need an immediate
workaround, you can try using --no-sandbox.
#0 0x5613f00b8382 base::debug::CollectStackTrace()
#1 0x5613f0025f23 base::debug::StackTrace::StackTrace()
#2 0x5613f0022f9f logging::LogMessage::~LogMessage()
#3 0x5613ee8bc3f6 content::ZygoteHostImpl::Init()
#4 0x5613efb65206 content::ContentMainRunnerImpl::Initialize()
#5 0x5613efb629ec content::RunContentProcess()
#6 0x5613efb62d9f content::ContentMain()
#7 0x5613efbb4a39 headless::(anonymous namespace)::RunContentMain()
#8 0x5613efbb46b5 headless::HeadlessShellMain()
#9 0x5613ebf4f1dc ChromeMain
#10 0x7f688d82b555 __libc_start_main
#11 0x5613ebf4f02a _start



TROUBLESHOOTING: https://github.com/puppeteer/puppeteer/blob/main/docs/troubleshooting.md
```

```
Internal browser error: Failed to launch the browser process!
[1111/202032.195040:FATAL:zygote_host_impl_linux.cc(116)] No usable sandbox! Update your kernel or see
https://chromium.googlesource.com/chromium/src/+/master/docs/linux/suid_sandbox_development.md for more information on developing
with the SUID sandbox. If you want to live dangerously and need an immediate workaround, you can try using --no-sandbox.
#0 0x55a09d42b399 base::debug::CollectStackTrace()
#1 0x55a09d38c2a3 base::debug::StackTrace::StackTrace()
#2 0x55a09d39dc95 logging::LogMessage::~LogMessage()
#3 0x55a09ec7a40e service_manager::ZygoteHostImpl::Init()
#4 0x55a09cf56060 content::ContentMainRunnerImpl::Initialize()
#5 0x55a09cfb75e7 service_manager::Main()
#6 0x55a09cf54631 content::ContentMain()
#7 0x55a09cfb680d headless::(anonymous namespace)::RunContentMain()
#8 0x55a09cfb650c headless::HeadlessShellMain()
#9 0x55a09a9aa5a7 ChromeMain
#10 0x7f52098c509b __libc_start_main
#11 0x55a09a9aa3ea _start

Received signal 6
#0 0x55a09d42b399 base::debug::CollectStackTrace()
#1 0x55a09d38c2a3 base::debug::StackTrace::StackTrace()
#2 0x55a09d42af35 base::debug::(anonymous namespace)::StackDumpSignalHandler()
#3 0x7f520bd83730 (/usr/lib/x86_64-linux-gnu/libpthread-2.28.so+0x1272f)
#4 0x7f52098d87bb gsignal
#5 0x7f52098c3535 abort
#6 0x55a09d429e95 base::debug::BreakDebugger()
#7 0x55a09d39e132 logging::LogMessage::~LogMessage()
#8 0x55a09ec7a40e service_manager::ZygoteHostImpl::Init()
#9 0x55a09cf56060 content::ContentMainRunnerImpl::Initialize()
#10 0x55a09cfb75e7 service_manager::Main()
#11 0x55a09cf54631 content::ContentMain()
#12 0x55a09cfb680d headless::(anonymous namespace)::RunContentMain()
#13 0x55a09cfb650c headless::HeadlessShellMain()
#14 0x55a09a9aa5a7 ChromeMain
#15 0x7f52098c509b __libc_start_main
#16 0x55a09a9aa3ea _start
  r8: 0000000000000000  r9: 00007fff0459db80 r10: 0000000000000008 r11: 0000000000000246
 r12: 00007fff0459ee48 r13: 00007fff0459de20 r14: 00007fff0459ee50 r15: aaaaaaaaaaaaaaaa
  di: 0000000000000002  si: 00007fff0459db80  bp: 00007fff0459ddd0  bx: 0000000000000006
  dx: 0000000000000000  ax: 0000000000000000  cx: 00007f52098d87bb  sp: 00007fff0459db80
  ip: 00007f52098d87bb efl: 0000000000000246 cgf: 002b000000000033 erf: 0000000000000000
 trp: 0000000000000000 msk: 0000000000000000 cr2: 0000000000000000
[end of stack trace]
Calling _exit(1). Core file will not be generated.


TROUBLESHOOTING: https://github.com/puppeteer/puppeteer/blob/master/docs/troubleshooting.md
```

The above error occurs because it uses the **old version of Kernel** that **does not support the latest updates of web portals**.

Step 1(A): Make sure the kernel version is **4 and above** in the gateway server for the web portals to work. Check the kernel version using the below command.

```
root@gateway:# uname -r
```

Step 1(B): Enable username spaces in the kernel. Run the following command in your Ezeelogin-installed server.

```
root@gateway:# echo 'kernel.unprivileged_userns_clone=1' > /etc/sysctl.d/00-local-userns.conf

root@gateway:~# service procps restart
```

2. "Internal browser error: Failed to launch the browser process! on accessing web portal proxy due to missing Libraries"

```
Internal browser error: Failed to launch the browser process!
/var/www/ezlogin/application/external/ezproxy/node_modules/puppeteer/.local-chromium/linux-756035/chrome-linux/chrome: error while loading shared libraries: libnss3.so: cannot open shared object file: No such file or directory


TROUBLESHOOTING: https://github.com/puppeteer/puppeteer/blob/master/docs/troubleshooting.md
```

Step 2(A): Run the following command on the gateway server to fix the issue.

```
root@gateway:# yum install nss -y
```

3. "Internal browser error: Failed to launch the browser process!" on accessing web portal proxy due to a missing shared library, libdrm.so.2

```
Internal browser error: Failed to launch the browser process!
/var/www/ezlogin/application/external/ezproxy/node_modules/puppeteer/.local-chromium/linux-756035/chrome-linux/chrome: error while loading shared libraries: libdrm.so.2: cannot open shared object file: No such file or directory


TROUBLESHOOTING: https://github.com/puppeteer/puppeteer/blob/master/docs/troubleshooting.md
```

Step 3(A): Run the following command on the Ezeelogin gateway server to fix the issue.

```
root@gateway:# yum install libdrm -y
```

4. "Internal browser error: Failed to launch the browser process!" on accessing web portal due to a missing library, libgbm

```
Internal browser error: Failed to launch the browser process!
/var/www/ezlogin/application/external/ezproxy/node_modules/puppeteer/.local-chromium/linux-756035/chrome-linux/chrome: error while loading shared libraries: libgbm.so.2: cannot open shared object file: No such file or directory


TROUBLESHOOTING: https://github.com/puppeteer/puppeteer/blob/master/docs/troubleshooting.md
```

Step 4(A): Run the following command on the gateway server to fix the issue.

```
root@gateway:# yum install libgbm -y
```

5. "Internal browser error: Failed to launch the browser process: Code: null" on accessing web portal proxy due to AppArmor restrictions

```
Internal browser error: Failed to launch the browser process: Code: null
stderr:
[29514:29514:1010/101837.113687:FATAL:sandbox/linux/services/credentials.cc:131] Check failed: . : Permission denied (13)
[1010/101837.121267:ERROR:third_party/crashpad/crashpad/util/file/file_io_posix.cc:145] open /sys/devices/system/cpu/cpu0/cpufreq/scaling_cur_freq: No such file or directory (2)
[1010/101837.121489:ERROR:third_party/crashpad/crashpad/util/file/file_io_posix.cc:145] open /sys/devices/system/cpu/cpu0/cpufreq/scaling_max_freq: No such file or directory (2)
Received signal 6
#0 0x5aa01f92e34a (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0x5396349)
#1 0x5aa025335254 (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0xad9d253)
#2 0x7825ae645330 (/usr/lib/x86_64-linux-gnu/libc.so.6+0x4532f)
#3 0x7825ae64527e (/usr/lib/x86_64-linux-gnu/libc.so.6+0x4527d)
#4 0x7825ae6288ff (/usr/lib/x86_64-linux-gnu/libc.so.6+0x288fe)
#5 0x5aa02532cad5 (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0xad94ad4)
#6 0x5aa0252f555d (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0xad5d55c)
#7 0x5aa0252f54b6 (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0xad5d4b5)
#8 0x5aa01e99af69 (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0x4402f68)
#9 0x5aa01e99a819 (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0x4402818)
#10 0x5aa0252f5680 (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0xad5d67f)
#11 0x5aa01f465479 (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0x4ecd478)
#12 0x5aa02668184f (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0xc0e984e)
#13 0x5aa01f284e05 (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0x4cece04)
```

#14 0x5aa01f284c1b (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0x4cecc1a)
#15 0x5aa02477867c (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0xa1e067b)
#16 0x5aa01d9029b1 (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0x336a9b0)
#17 0x5aa01d90375f (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0x336b75e)
#18 0x7825ae62a1ca (/usr/lib/x86_64-linux-gnu/libc.so.6+0x2a1c9)
#19 0x7825ae62a28b (/usr/lib/x86_64-linux-gnu/libc.so.6+0x2a28a)
#20 0x5aa0218a8c9a (/usr/local/ezlogin/chrome/linux-141.0.7390.54/chrome-linux64/chrome+0x7310c99)
r8: 0000142000050379 r9: 0000000000000001 r10: 0000000000000008 r11: 0000000000000246
r12: 0000000000000006 r13: 000000000000007a r14: 0000000000000016 r15: 00001420000b43c0
di: 000000000000734a si: 000000000000734a bp: 00007fff437db890 bx: 000000000000734a
dx: 0000000000000006 ax: 0000000000000000 cx: 00007825ae69eb2c sp: 00007fff437db850
ip: 00007825ae69eb2c efl: 0000000000000246 cgf: 002b000000000033 erf: 0000000000000000
trp: 0000000000000000 msk: 0000000000000000 cr2: 0000000000000000
[end of stack trace]
TROUBLESHOOTING: https://pptr.dev/troubleshooting

Step 5(A): Run the following command on the gateway server to fix the issue.

```
root@gateway:# sysctl -w kernel.apparmor_restrict_unprivileged_userns=0
```

6. "Error: Internal Browser Error – Could Not Find Chrome (ver. xx.xx.xx.xx)" on accessing web portal proxy due to missing or uninstalled Chrome binary

Error: Internal Browser Error – Could Not Find Chrome (ver. x.x.x.x)
This can occur if either:
1. you did not perform an installation before running the script (e.g. `npx puppeteer browsers install chrome`), or
2. your cache path is incorrectly configured (which is: /usr/local/ezlogin).
For (2), check out our guide on configuring Puppeteer at https://pptr.dev/guides/configuration.

Example:

Error: Internal Browser Error – Could Not Find Chrome (ver. **141.0.7390.54**)

This error occurs when the required Chrome version (x.x.x.x) used by Puppeteer for the internal browser is not installed or missing from the cache directory (/usr/local/ezlogin). Run the following command to install the missing Chrome version for Puppeteer:

```
root@gateway:# PUPPETEER_CACHE_DIR=/usr/local/ezlogin npx puppeteer browsers install chrome@x.x.x.x
```

Replace x.x.x.x with the Chrome version mentioned in the error message.

Example:

```
root@gateway:# PUPPETEER_CACHE_DIR=/usr/local/ezlogin npx puppeteer browsers install chrome@141.0.7390.54
```

Related Articles:

How to use web portal proxy in ezeelogin ?

Webproxy, Webpanel, Webportal, Controlpanel

UnAuthorized IP Address when using proxy