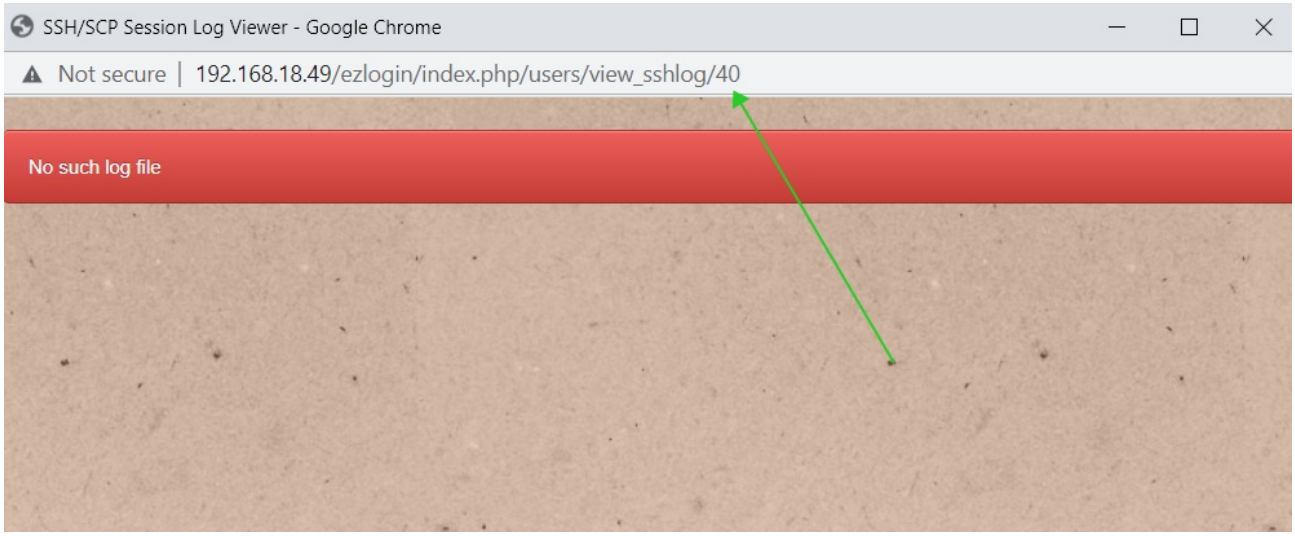
Error: No such log file

491 Vishnupriya May 27, 2025 Common Errors & Troubleshooting 5597

Error: "**No such log file**" while viewing the ssh log file from the Ezeelogin webpanel

Overview: This article provides a detailed guide on verifying the existence of SSH log files in Ezeelogin, ensuring proper permissions for log directories, confirming user access to servers, and enabling detailed logging for troubleshooting.

Step 1: Make sure that the ssh log file exists in /var/log/ezlogin/ directory for the id specified in the ssh log session. You can refer to the screenshot below to get the id of the ssh log session and follow the steps to find out the log location.



Log in to MySQL and ensure that the SSH log file exists in /var/log/ezlogin/ for the specified ID. In the above screenshot, the ID of the SSH log is "40." Replace the ID with the ID of the corresponding SSH log session.

Note: You can get the Ezeelogin **database name** and **prefix** from the **/usr/local/etc/ezlogin/ez.conf file**

```
root@gateway:~# mysql -u root -p

mysql> use ezlogi_yly;  #replace with correct db_name
```

```
mysql> select * from rrbeyf_sshlogs where id=40\G;   #replace prefix with the correct one.
*************************** 1. row ***************************
id: 40
user_id: 1
server_id: 1
serveractivity_id: 94
ssh_user: root
type: input
status: begin
file: /var/log/ezlogin/input/ezadm158/root~blue.eznoc.com~Thu_Feb_24_21:37:59_2022
comments: NULL
encryption: 1
mexecid:
created: 2022-02-24 21:37:59
mtime: 2022-02-24 21:37:59
1 row in set (0.000 sec)

ERROR: No query specified
```

Note: You can get the Ezeelogin **database name** and **prefix** from the **/usr/local/etc/ezlogin/ez.conf file.**

Check if the log file exists under /var/log/ezlogin

```
root@gateway:~# ls /var/log/ezlogin/input/ezadm158/root~blue.eznoc.com~Thu_Feb_24_21:37:59_2022
```

Step 2: Ensure that the log directories have the correct permission. Run the following command fix the persmission.

```
root@gateway:~# /usr/local/ezlogin/eztool.php -fix_log_permissions
```

Step 3: Ensure that the gateway user has access to the servers they are attempting to view logs for. This can be verified in the Ezeelogin GUI under **Access Control -> User to Server or User to Server Group.**



Step 4: Append **"log_level trace"** to the Ezeelogin config file In order to get detailed error messages from **Ezeelogin error logs.**

```
root@gateway:~#  vi /usr/local/etc/ezlogin/ez.conf
```

For example refer the following:

```
cver 2
system_folder /var/www/ezlogin/
www_folder /var/www/html/ezlogin/
uri_path /ezlogin/
force_https no
db_host localhost
db_port /var/lib/mysql/mysql.sock
db_name ezlogin_gxeqs
db_user ezlogin_rfv
db_pass
TX/osUaN+eC9tGhEMLP4CkHJOeW6MTsItJtt8sqQftz5+rQpFaL4Di4Kyy1nY9s5crQFTd01Q+twGy/UaWi4KFLVjtAKeAQzJfWzcbXN6aY=
db_prefix bepdc_
cookie_encryption_key
PR7ywZcWe56jZUJsyrAdDCHYHPPgu1TP+r0Bdi+1KdnQfErjpmFRYlNppccbK/Vu/HV5zBpgS1qfMae4Q71uxEad3QnV5hnntd5kgdUPe6o=
cookie_name yrpdwm
cookie_path /ezlogin/
admin_user admin
mysql_encrypt no
log_level trace
```

Check the application log file to find detailed logs. The path can be found by checking the system_folder in the /usr/local/etc/ezlogin/ez.conf file. It will be /{system folder}/application/logs/.

FAQ

1. Why are SSH log files (**Users → SSH Logs** in the Ezeelogin GUI) still present after deletion from the web interface?

Deleting log entries from the Ezeelogin web interface only removes the metadata from the database. The actual log files stored on the filesystem under /var/log/ezlogin/ are not deleted.

To restore the metadata for these logs back into the web interface, use the following command:

```
root@gateway:/usr/local/ezlogin/eztool.php -reimport_logs
```

This command re-imports the log metadata from the log files that still exist on disk.

2. Is there any impact if the logs in /var/log/ezlogin/ are deleted?

No, the logs in /var/log/ezlogin/ can be safely deleted without affecting system functionality. However, once deleted, these logs cannot be recovered.

Related Articles:

Access Control Explained

Error log file and configuration file to troubleshoot

Basic MySQL commands for troubleshooting database related issues in Ezeelogin

Online URL: https://www.ezeelogin.com/kb/article/error-no-such-log-file-491.html