

# An error occurred while trying to submit the form [error: Internal Server Error]

556 Rakhi March 20, 2025 [Common Errors & Troubleshooting](#) 1817

## How to solve "An error occurred while trying to submit the form [error: Internal Server Error]" ?

**Overview:** This article helps to resolve the error "An error occurred while trying to submit the form [error: Internal Server Error]" encountered when adding a new server.

Error: An error occurred while trying to submit the form (error: Internal Server Error)

**Step 1:** This error could mainly occur due to **session timeout**. Try to re-login to the web GUI and then try adding the server again.

**Step 2(A):** If the error still persists, check the application log. Append "[log level trace](#)" to the Ezeelogin config file in order to get [detailed error messages](#) from error logs.

```
root@gateway:~# vi /usr/local/etc/ezeelogin/eze.conf

cver 2
system_folder /var/www/ezeelogin/
www_folder /var/www/html/ezeelogin/
uri_path /ezeelogin/
force_https no
db_host localhost
db_port /var/lib/mysql/mysql.sock
db_name ezeelogin_gxeqs
db_user ezeelogin_rfv
db_pass TX/osUaN+eC9tGhEMLP4CkHJOeW6MTsItJtt8sqQftz5+rQpFaL4Di4KyylnY
9s5crQFTd0lQ+twGy/UaWi4KFLVjtAKeAQzJfWzcbXN6aY=
db_prefix bepdc_
cookie_encryption_key PR7ywZcWe56jZUJsyrAdDCHYHPPgu1TP+r0Bdi+1KdnQfEr
jpmFRYlNppccbK/Vu/HV5zBpgSlqfMae4Q7luxEad3QnV5hnntd5kgdUPe6o=
cookie_name yrpdwm
cookie_path /ezeelogin/
admin_user admin
mysql_encrypt no
log_level trace
```

**Step 2(B):** Run the following command to navigate to the log directory and tail the latest logs:

```
root@gateway:~# cd $(awk '/^system_folder/ {print $2}'  
/usr/local/etc/ezlogin/ez.conf)/application/logs/  
  
root@gateway:/var/www/ezlogin/application/logs# tail  
-f <the latest log file>
```

### Related articles:

[How to get detailed logs from Ezeelogin error logs?](#)

[Error log file and configuration file to troubleshoot](#)

[Internal server error](#)

[Error: An error occurred while trying to submit the form \(error: Internal Server Error\)](#)

Online URL:

<https://www.ezeelogin.com/kb/article/an-error-occurred-while-trying-to-submit-the-form-error-internal-server-error-556.html>