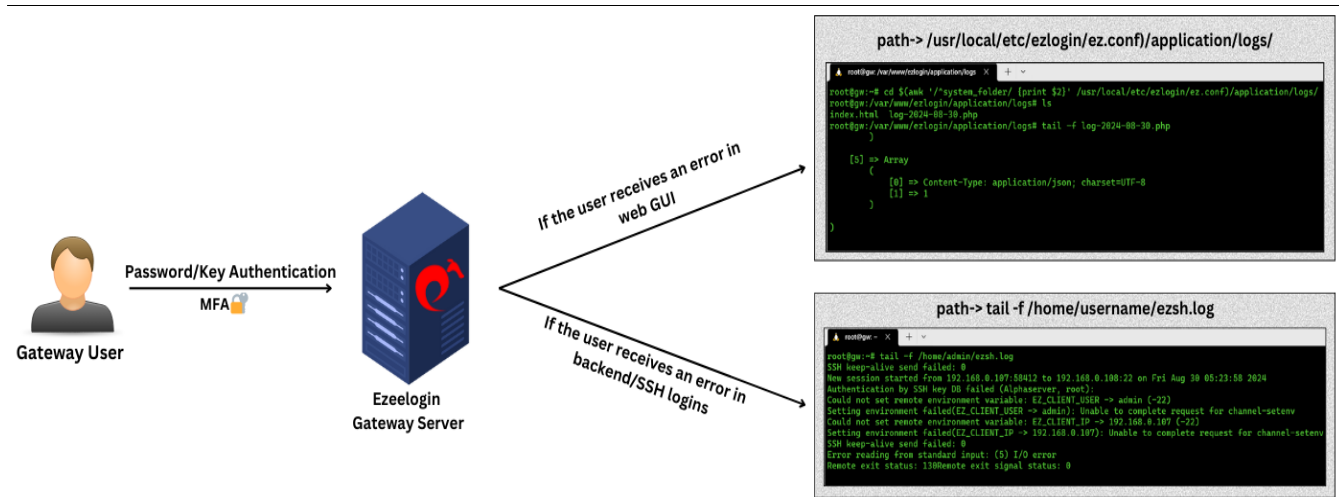


# Error log file and configuration file to troubleshoot

62 admin May 29, 2025 [Common Errors & Troubleshooting](#) 7503

## Ezeelogin Troubleshooting: Error Logs and Configuration Files

**Overview:** This article provides information about error log files for both backend operations and web interface(Webgui), along with instructions on monitoring console errors.



Location of configuration and log files for troubleshooting.

- The configuration file is located at `/usr/local/etc/ezeelogin/eze.conf`
- Ezeelogin has two log files one for the **web interface** and one for the **backend ssh interface**.

### 1. FRONTEND OR WEB INTERFACE LOGS { Application log }

- The front end or web interface runs on PHP; hence, we have a separate log file for it. The log files are stored in the `{system folder specified at the installation time}`.
- If you experience any issues on the web interface or GUI, refer to this log file for details.

Run the following command to navigate to the log directory:

```
root@gateway:~# cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezeelogin/eze.conf)/application/logs/
```

or

```
root@gateway:~# ( cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezeelogin/eze.conf)/application/logs/ && tail -f $(ls -t log-*.php | head -n 1) )
```

- You can find the same path by checking the **system\_folder** in

**/usr/local/etc/ezlogin/ez.conf**. The path would be **{system folder}/application/logs/**. After changing to that directory, you can check the latest log. Refer to the below screenshot.

```
[root@localhost ~]# cd $(awk '/^system_folder/ {print $2}' /usr/local/etc/ezlogin/ez.conf)/application/logs/
[root@localhost logs]# ls
index.html  log-2022-12-12.php  log-2022-12-13.php
[root@localhost logs]# tail -f log-2022-12-13.php
<?php defined('BASEPATH') OR exit('No direct script access allowed'); ?>

ERROR - 2022-12-13 00:44:47 --> Could not find the language line "Web Logout Shell"
```

## 2. BACKEND OR SSH LOGS

- The backend or SSH error logs for each Ezeelogin user are stored in the **/home/{username}/ezsh.log** file. Replace {username} with the user who is facing the issue.
- If you are having any issues with the SSH logins, this is the log file to look at.

```
[root@localhost ~]# tail -f /home/mike/ezsh.log
New session started from 192.168.1.2:59302 to 192.168.1.8:22 on Mon Dec 12 23:22:19 2022
ERROR: User has not set a security code
Two factor authentication forced, but none available
```

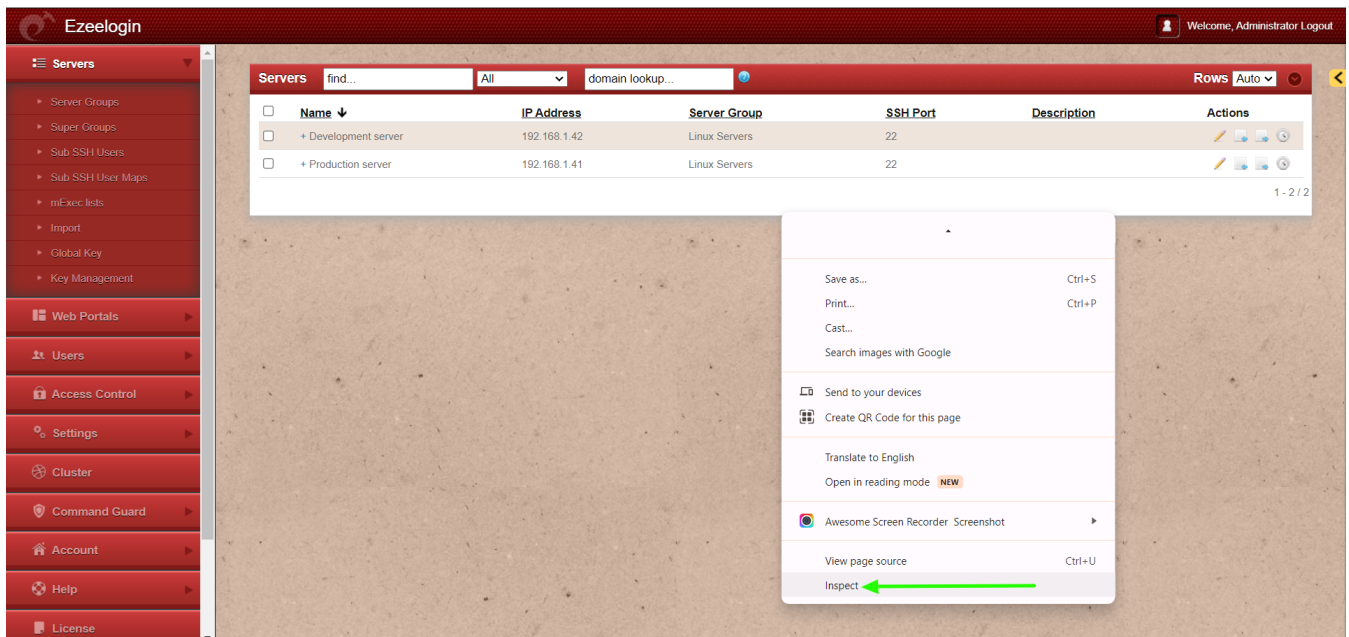
For a detailed debug log for troubleshooting, do append the parameter **log\_level trace** in **ez.conf**

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

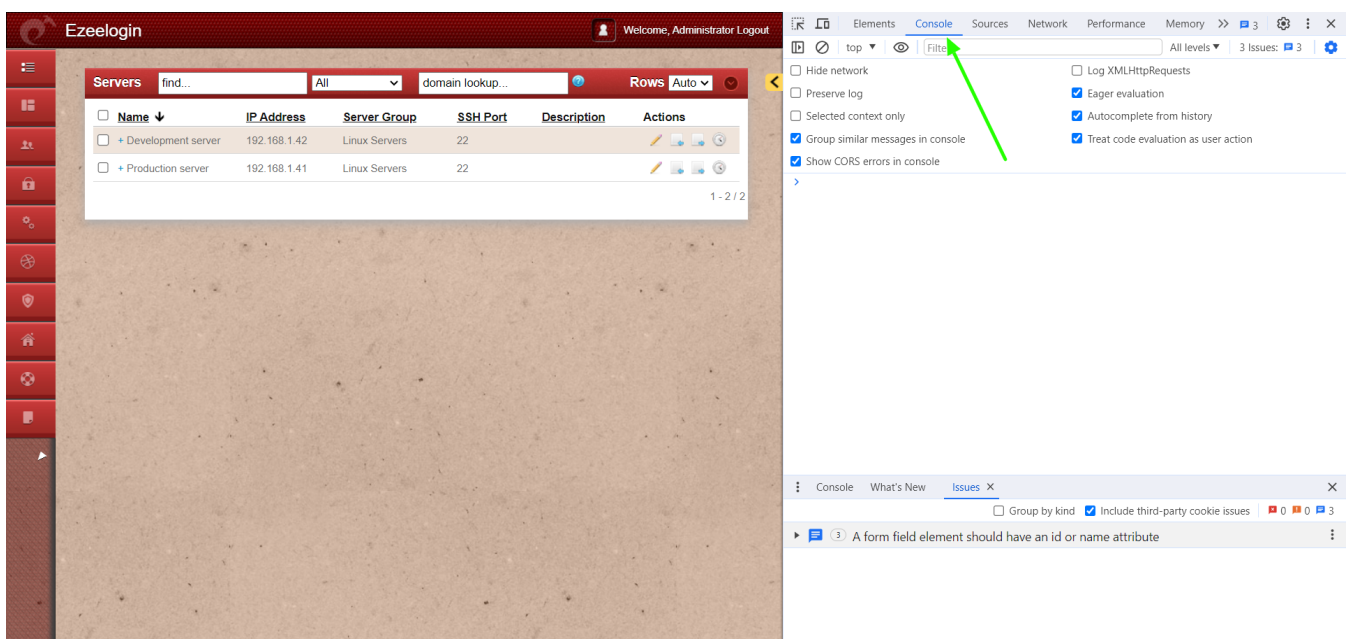
```
log_level trace
```

## 3. How to check errors from the browser console?

- Open the web page where you encountered errors.
- Right-click on the page and select "Inspect" from the menu. This will open the Chrome DevTools.



- In the DevTools window, navigate to the "Console" tab.



- Any errors, warnings, or logs will be displayed in the console.

## 4. Web proxy logs

Run the below command to get the web portal start command from the latest log file, and then append **DEBUG=\*** at the beginning of the command you get:

```
root@gateway:~# ( cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/ && less $(ls -t
log-*.php | head -n 1) ) | grep -i 'Web Proxy node: PORT'
```

```
DEBUG - 2025-05-27 10:19:43 --> start Web Proxy node: PORT=52666
XFWD=1 WS=1 SESSION_TIMEOUT=300000 REQUEST_TIMEOUT=120000
DBP='s}T@2WrBu(33Ab@@*6Z.m9D@!7'
PUPPETEER_CACHE_DIR=/usr/local/ezlogin /usr/local/bin/node
/var/www/ezlogin/application/external/ezproxy/index.js >/dev/null
2>&1 &, 0, Array
```

For example:

```
root@gateway:~# DEBUG=* PORT=52666 XFWD=1 WS=1 SESSION_TIMEOUT=300000
REQUEST_TIMEOUT=120000 DBP='s}T@2WrBu(33Ab@@*6Z.m9D@!7'
PUPPETEER_CACHE_DIR=/usr/local/ezlogin /usr/local/bin/node
/var/www/ezlogin/application/external/ezproxy/index.js
```

## 5. RDP logs

Run the below command to get the web RDP start command from the latest log file, and then append `DEBUG=*` at the beginning of the command you get:

```
root@gateway:~# ( cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/ && less $(ls -t
log-*.php | head -n 1) ) | grep -i 'RDP node: PORT'

DEBUG - 2025-05-27 14:40:47 --> start RDP node: PORT=22555
DBP='s}T@2WrBu(33Ab@@*6Z.m9D@!7' /usr/local/bin/node
/var/www/ezlogin/application/external/mstsc/server.js >/dev/null 2>&1
&, 0, Array
```

For example:

```
root@gateway:~# DEBUG=* PORT=22555 DBP='s}T@2WrBu(33Ab@@*6Z.m9D@!7'
/usr/local/bin/node
/var/www/ezlogin/application/external/mstsc/server.js
```

"[log\\_level trace](#) parameter will only work from Ezeelogin version 7.23.0".

Contact our [support department](#) if you face any further difficulties.

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## Related Articles:

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

[Issue with Log Retain Duration.](#)

[How to truncate the SSH session logs recorded.](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-log-file-and-configuration-file-to-troubleshoot-62.html>