

Error: An error occurred while communicating with the server (error: Unknown)

667 Lekshmi April 18, 2025 [Common Errors & Troubleshooting](#) 938

Error: An error occurred while communicating with the server (error: Unknown)

Overview: This article explains how to troubleshoot GUI communication errors and SSL-related issues in the Ezeelogin web interface.

Ezeelogin

Welcome, Administrator Logout

Servers

Web Portals

Users

User Groups

SSH Log

RDP Recording

SCP Log

Web Proxy Log

Error: An error occurred while communicating with the server (error: Unknown)

Users All

Rows Auto

☐

Username

First Name

Last Name

Email

Status

Expiry

User Group

Actions

☐

ezadmin

Administrator

Active

Admins

1 - 1 / 1

https://ezeelogin

/ezlogin/index.php/base#users/proxylog

Console

94

net::ERR_CERT_AUTHORITY_INVALID

jquery.min.js:2

POST https://ezeelogin /ezlogin/index.php/users/edit/249 net::ERR_CERT_AUTHORITY_INVALID

send @ jquery.min.js:2

ajax @ jquery.min.js:2

call @ ez.js:169

go @ ez.js:298

\$.history.init.unescape @ ez.js:1074

check @ jquery.history.js:175

dispatch @ jquery.min.js:2

v.handle @ jquery.min.js:2

GET https://ezeelogin /ezlogin/themes/core/default/img/favicon.ico net::ERR_CERT_AUTHORITY_INVALID

/ezlogin/themes/core-t/img/favicon.ico:1

If there are any errors on the GUI, they will be displayed in the console with detailed information about the error type.

To open the web console and gather information about the error, follow any of these steps.

1. Right-click on the GUI, select "**Inspect**", and then navigate to the "**Console**" tab on the opened page.
or
2. Click "**Fn + F12**" to access the console of the GUI.

If you encounter an error **ERR_CERT_AUTHORITY_INVALID** while attempting to perform the edit action in the Ezeelogin GUI, try the scenarios mentioned below to resolve the error.

- Open the Ezconf file and **append " csp_enable = no "**

```
root@gateway:~# vim /usr/local/etc/ezlogin/ez.conf  
  
csp_enable = no
```

OR

- This issue is occurring because the SSL certificate is not valid. **Use a valid SSL certificate** to access the Ezeelogin GUI.

[How to install free SSL with Let's Encrypt?](#)

Related Articles:

[Internal server error](#)

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

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

[Unable to access Control Panel Error: Error occurred while communicating with the server](#)

[Error occurred. Please contact the administrator - Permission Denied - creation failed](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-an-error-occurred-while-communicating-with-the-server-40;error-unknown-41;-667.html>