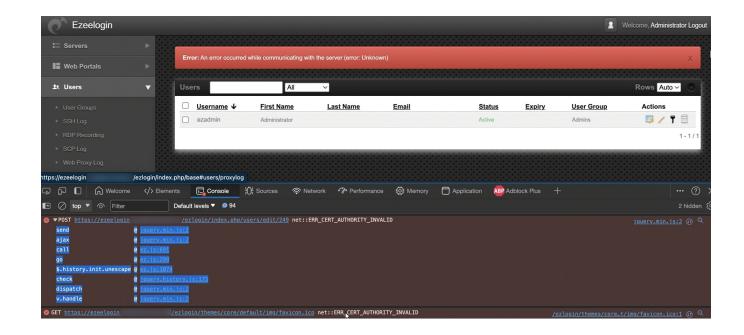
Error: An error occurred while communicating with the server (error: Unknown)

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.



If there 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 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 occured. 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