

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

667 Lekshmi February 8, 2024 [Common Errors & Troubleshooting](#) 227

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

Ezeelogin

Welcome, Administrator Logout

Servers

Web Portals

Users

User Groups

SSH Log

RDP Recording

SCP Log

Web Proxy Log

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Users All

Rows Auto

<input type="checkbox"/>	Username	First Name	Last Name	Email	Status	Expiry	User Group	Actions
<input type="checkbox"/>	ezadmin		Administrator		Active		Admins	<div></div>

1 - 1 / 1

https://ezeelogin

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

Console

94

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:176

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

jquery.min.js:2

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 "**

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?](#)

Online URL:

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