## Internal server error

689 Jisna Joseph April 24, 2025 Common Errors & Troubleshooting 1228

## How to solve error Error: An error occurred while communicating with the server (error: Internal Server Error)?

**Overview:** This article describes how to resolve an "Internal Server Error" caused by PHP script timeout.

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<ul> <li>Server Groups</li> </ul>	Error: An error occurred while communicating	with the server (error: internal Server Error)		<del>•</del> •
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<ul> <li>Sub SSH Users</li> </ul>	Thing THT 5 and The Full Automatication in Congress A			
<ul> <li>Sub SSH User Maps</li> </ul>				
<ul> <li>mExec lists</li> </ul>	Confirmation			
► Import	Setup Sub SSH Users on all servers?			
▶ Global Key	Note: In order to start using the Sub SSH User feature, a system user would be created (with bash shell, 15 char long password, 4096 Bit RSA Key) using the below usernames on all servers. The gateway users would then login via ssh into the destination servers as these system users which would be as defined in the Sub SSH User Maps. Also, it is recommended to disable password based authentication mechanism in sshd configuration on			
<ul> <li>Key Management</li> </ul>	by his service behavior behavi			
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This error usually occurs because the maximum execution time for PHP scripts has been exceeded. By default, PHP scripts are allowed to run for a certain amount of time.

Follow the below steps to resolve the issue:

Step 1: Check the latest application logs for the errors

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>
For Example:
```

```
root@gateway:~# cd $(awk '/^system_folder/ {print
$2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/
root@gateway:/var/www/ezlogin/application/logs# tail
log-2024-03-23.php -f
ERROR - 2024-03-25 11:28:54 --> Severity: Error --> Maximum execution
time of 30 seconds exceeded /var/www/ezlogin/application/third_party/
vendor/phpseclib/phpseclib/phpseclib/Math/BigInteger/Engines/PHP.php
2097941
```

Since the **maximum execution time** of 30 seconds has been exceeded in this case, the issue can be resolved by increasing the **max\_execution\_time** limit.

Step 2: Increase PHP Execution Time

Increase the maximum execution time for PHP scripts by modifying the **max\_execution\_time** limit in your **php.ini** file.

root@jumpserver:~# nano /etc/php/8.1/apache2/php.ini ---> (change into corresponding PHP version) max\_execution\_time = 300

Step 3: After making the changes restart Apache web service.

root@jumpserver:~# systemctl restart apache2

Step 4: To confirm check the php.ini file

```
root@jumpserver:~# grep -v '^s*#'
/etc/php/8.1/apache2/php.ini | grep -i
max_execution_time
max_execution_time = 300
```

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