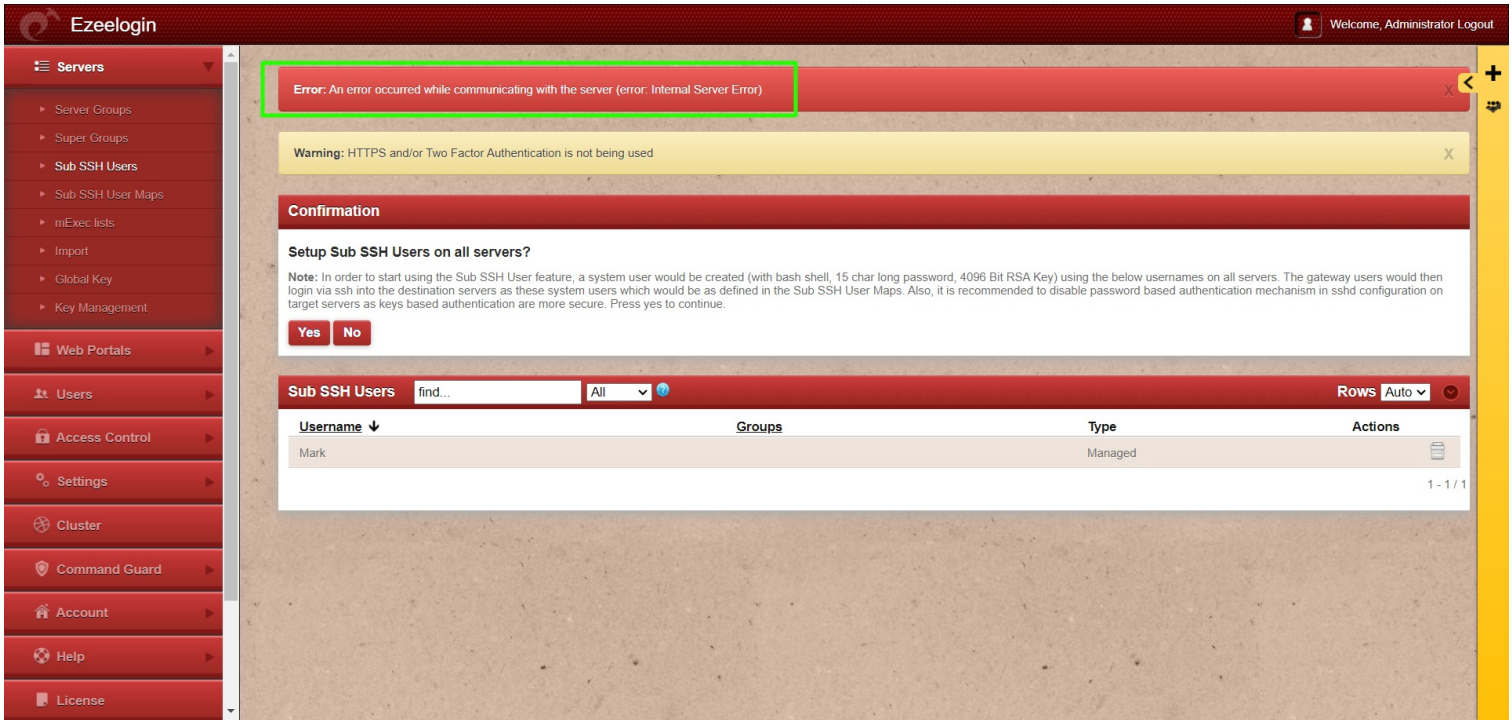
Internal server error

689 Jisna Joseph April 24, 2025 Common Errors & Troubleshooting 3339

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.



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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