

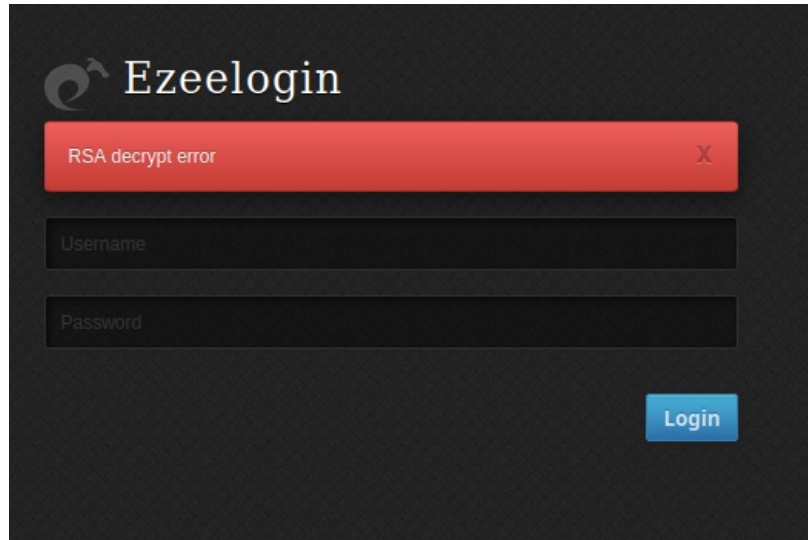
RSA decrypt error

750 Jisna Joseph May 7, 2025 Common Errors & Troubleshooting

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How to solve RSA decrypt error?

Overview: This article helps in resolving the "**RSA decrypt error**" encountered while logging into the Ezeelogin GUI after an Ezeelogin upgrade. This error can be fixed by clearing the browser's cache, using an incognito window, or trying a different browser.



Step 1: Check for the latest messages in the [Ezeelogin error log file](#). Run the following command on the gateway server 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>

Example:

root@gateway:/var/www/ezlogin/application/logs# tail -f log-2024-10-21.php

`ERROR - 2024-10-21 04:49:20 --> RSA decrypt error: error:0200009F:rsa routines::pkcs decoding
error`
```

Step 2: To resolve the error, clear the full browser cache, try using an incognito window, or switch to a different browser.

Related Articles:

[Upgrade Ezeelogin](#)

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

Online URL: <https://www.ezeelogin.com/kb/article/rsa-decrypt-error-750.html>