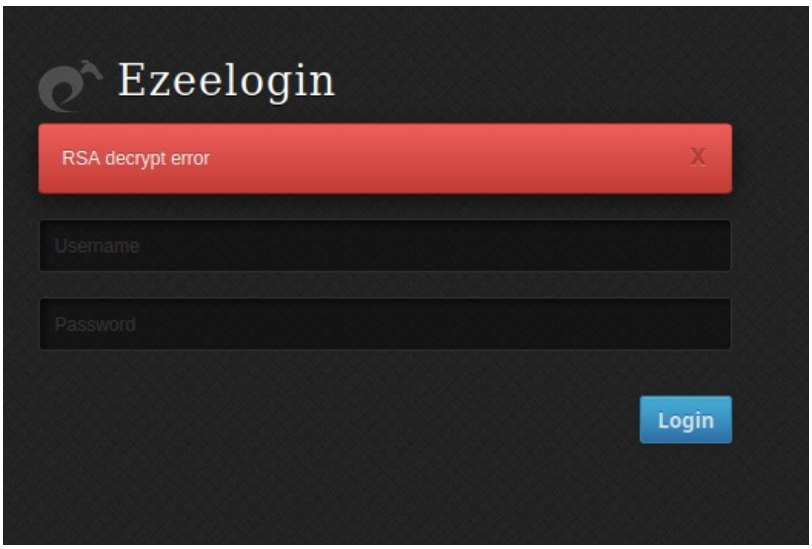
RSA decrypt error

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How to solve RSA decrypt error?

Overview: This artilce 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