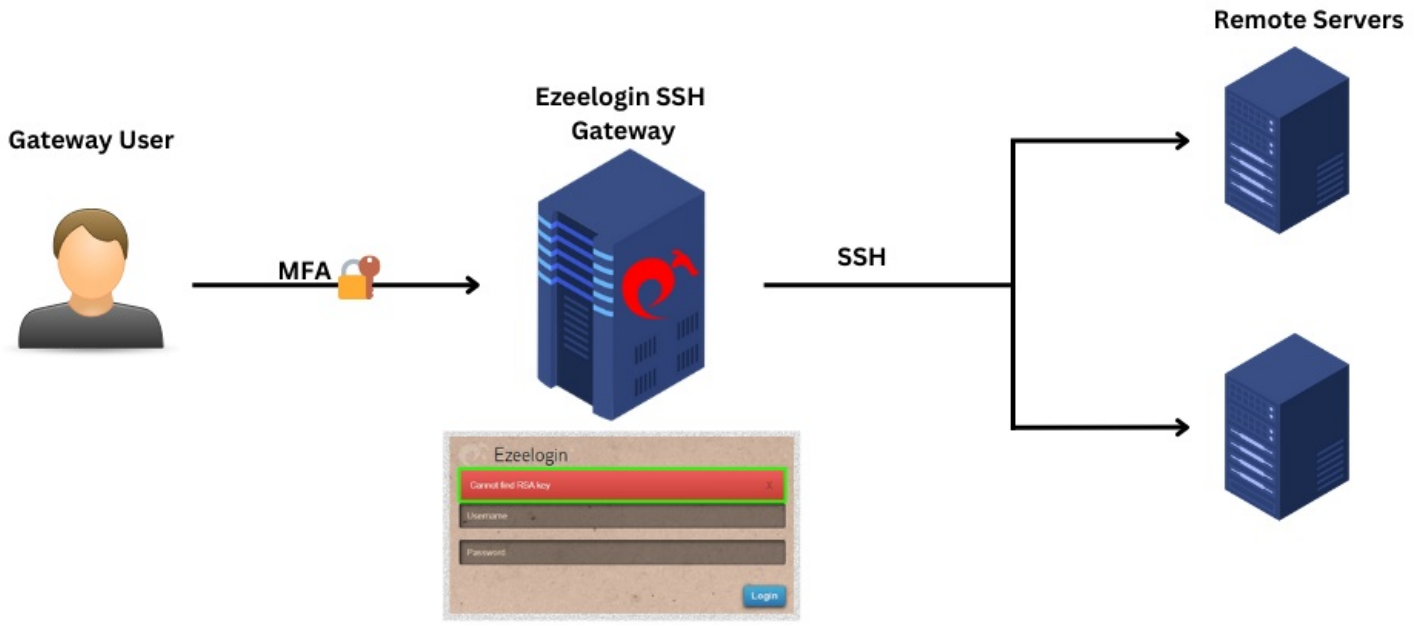
Cannot find RSA key

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How to solve the error "Cannot find RSA key"?

Overview: This article helps to resolve "**Cannot find RSA key**" error encountered when logging into the Ezeelogin GUI. The issue can be fixed by adding **host_url** and **cookie_match_ip** to the Ezeelogin configuration file, which is located at **/usr/local/etc/ezlogin/ez.conf**.



Note:-

The error "Cannot find RSA Key" occurs when the login session is lost or not consistent. Since the RSA key used to decrypt the password send by the client is stored in the session, any session mismatch (like load balancer issues, IP changes, or incorrect configuration) will cause the system to fail to find the key.

Step 1: Append **host_url** and **cookie_match_ip** as **0** to the end of **Ezeelogin configuration file** located at **/usr/local/etc/ezlogin/ez.conf**.

```
root@gateway :`# nano /usr/local/etc/ezlogin/ez.conf

host_url http://your_domain_name
cookie_match_ip 0
```

If you have enabled **HTTPS** add **host_url** as **https://your_domain_name**

Step 2: After adding the above parameters to the Ezeelogin configuration file, try logging into the Ezeelogin GUI.

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Online URL: https://www.ezeelogin.com/kb/article/cannot-find-rsa-key-756.html