# Error: An error occurred while trying to send data: error ()
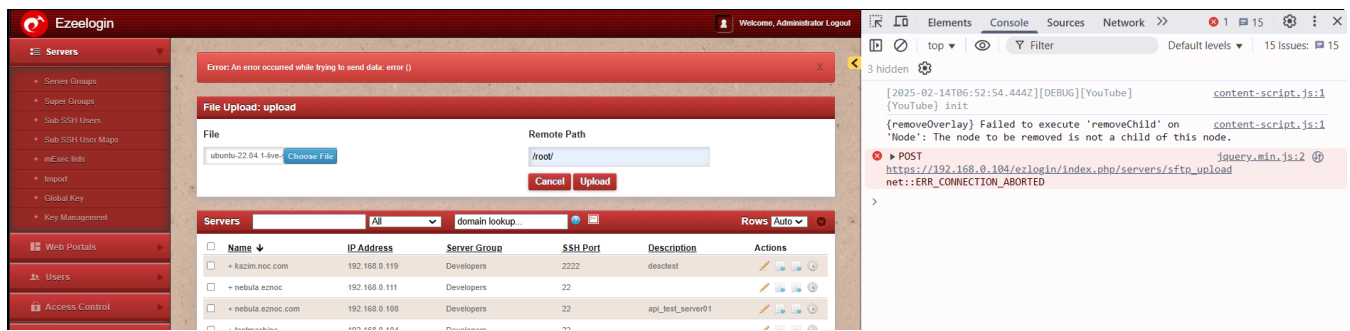
765  Rakhi  May 12, 2025  <u>Common Errors & Troubleshooting</u>  424

## how to resolve an Error: An error occurred while trying to send data: error () ?

**Overview:** This article describes how to resolve the *Error: An error occurred while trying to send data: error ()* while uploading files from desktop machine to remote server.



**Step 1:** To resolve the above error, increase the value of *max_input_time* in the php.ini file. Refer to the steps below.

```
root@gateway :~# grep -v '^s*#' /etc/php/8.2/apache2/php.ini | grep -i 'max_input_time'



max_input_time = 600



root@gateway :~# grep -v '^s*#' /etc/php/8.2/cli/php.ini | grep -i 'max_input_time'



max_input_time = 600
```

**Step 2:** Restart the webserver and access Ezeelogin GUI.

```
root@gateway :~# systemctl restart apache2
```

**Related Articles:**

[Transfer file from remote desktop to remote server.](#)

[Transfer file from local desktop to gateway server.](#)

[How to copy/delete a file in jumpserver users home directory.](#)