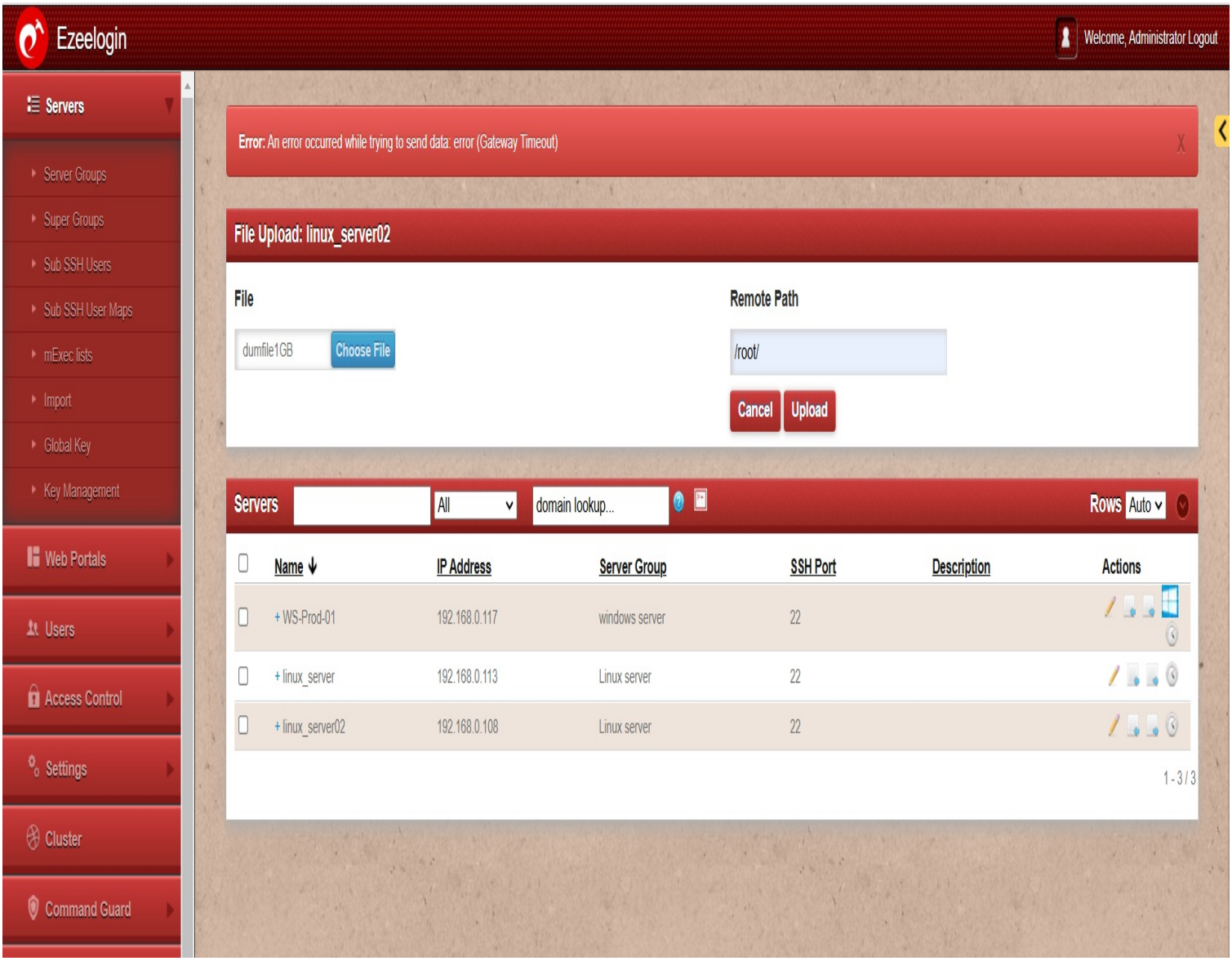
Error: An error occured while trying to send data: error (Gateway Timeout)

767 Rakhi May 12, 2025 Common Errors & Troubleshooting 1975

How to resolve an Error: An error occured while trying to send data: error (Gateway Timeout) ?

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



The Timeout parameter sets the maximum time in seconds that Apache will wait for certain events, such as receiving a request, sending a response, or waiting for a connection. The default value for this is typically 300 seconds (5 minutes); which is bydefault set in debian-based linux servers(ubuntu & debian).

In Rhel-based O.S,(Almalinux, Rocky linux etc.):

Step 1: To resolve the above error, add the Timeout parameter in the apache configuration file. Refer to the steps below.

```
root@gateway :~# echo "Timeout 600" | sudo tee -a /etc/httpd/conf/httpd.conf > /dev/null

root@gateway :~# grep -v '^\s*#'  /etc/httpd/conf/httpd.conf | grep -i 'Timeout'
```

```
Timeout 600
```

Step 2: Restart the webserver and access Ezeelogin GUI.

```
root@gateway :~# systemctl restart php-fpm httpd
```

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.

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