Error while taking ezlogin backup

790 Lekshmi November 6, 2025 Common Errors & Troubleshooting 1563

How to Fix Ezeelogin Backup Errors Caused by Large Log File Sizes

Overview: This article explains how to resolve an error that may occur while taking an Ezeelogin backup, which is caused by a large log file size.

While performing a backup, the Ezeelogin backup script may encounter an error:

```
#########################
#  Ezeelogin Backup     #
#########################

Checking environment...   The memory limit is less than 4 GB. If the script crashes abruptly without any errors, try increasing the PHP memory l
imit.
done


Based on your command line arguments, you may be prompted to enter the missing settings. The default value will be given in bold. Simply pressin
g enter key will choose the default value.
Creating directories... done
Copying files... done
Backup database... done
Backup logs... done
Creating executable archive...
Could not create backup archive: Header is 718 lines long

About to compress 2154932 KB of data...
Adding files to archive named "/var/ezlogin_backup_v7.43.2_b381_p8.2.29_Wed_Sep_24_2025_00_11_33_UTC.bin"...
./backend/ezcltool
./backend/ezlogsearch
./backend/ezsh
./backend/ezutil
./backend/regex_test
./backend/regex_validate
./conf/
./database.sql
./etc/build.dat
./etc/cacert.pem
./etc/ez.conf
./etc/id_clkey
./etc/id_clkey.pub
./etc/id_key
./etc/id_key.pub
```

```
./webpanel/application/libraries/Ezauth.php
./webpanel/application/libraries/Ezlib.php
./webpanel/application/libraries/Ezwhm.php
./webpanel/application/libraries/GoogleAuthenticator/FixedByteNotation.php
./webpanel/application/libraries/GoogleAuthenticator/GoogleAuthenticator.php
./webpanel/application/libraries/Simple_Html_dom.php
./webpanel/application/libraries/Yubico/Yubico.php
./webpanel/application/libraries/index.html
./webpanel/application/logs/index.html
./webpanel/application/logs/log-2025-09-24.php
tar: /tmp/mkself18753.tar: Wrote only 4096 of 10240 bytes
tar: Error is not recoverable: exiting now
tar: Unexpected EOF in archive
tar: Error is not recoverable: exiting now
ERROR: failed to create temporary archive: /tmp/mkself18753.tar
Return: 1
 done

############################################################
 Ezeelogin backup created: /var/ezlogin_backup_v7.43.2_b381_p8.2.29_Wed_Sep_24_2025_00_11_33_UTC.bin
 (Log: /var/log/ezlogin_backup.log)
############################################################

1 major errors occurred.
Ezeelogin may not work correctly.
Please check the log file and correct the problems.
For assistance, please contact support with the content of the log file.

For free assistance, please contact support@ezeelogin.com

Thank you for choosing Ezeelogin.
www.ezeelogin.com
```

During the backup process, if the error "**Could not create backup archive**" occurs, it indicates that the Ezeelogin log files have grown significantly in size. An error similar to the one shown in the screenshot may appear while running the backup script /usr/local/sbin/backup_ezlogin.php. The **trace** setting generates detailed debugging information, which significantly increases the size of the log files over time. As a result, the backup script may fail or produce errors while attempting to include these large log files in the backup archive.

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Steps to fix the issue:

Step 1. Check the size of the logs inside the directory

root@gateway: du -sh /var/www/ezlogin/application/logs

Example: root@gateway:/var/www/ezlogin/application# du -sh /var/www/ezlogin/application/logs

8.1G /var/www/ezlogin/application/logs

Step 2. Delete the unnecessary logs file to free up space.

root@gateway: rm -f /var/www/ezlogin/application/logs/*

Example:
root@gateway:/var/www/ezlogin/application/logs# ls

index.html log-2025-09-11.php log-2025-09-12.php log-2025-09-13.php log-2025-09-15.php log-2024-09-11.php log-2024-09-12.php log-2024-09-13.php log-2024-09-15.php log-2024-09-14.php

root@gateway:/var/www/ezlogin/application/logs#
root@gateway:/var/www/ezlogin/application/logs# rm -f log-2024*

Step 3: Comment the **log_level trace** entry in the Ezeelogin configuration file **/usr/local/etc/ezlogin/ez.conf.**

```
root@gateway:~# vi /usr/local/etc/ezlogin/ez.conf
cver 2
system_folder /var/www/ezlogin/
www_folder /var/www/html/ezlogin/
uri_path /ezlogin/
force_https no
db_host localhost
db_port /var/run/mysqld/mysqld.sock
db_name ezlogin_phbhbw
db_user ezlogin_yxfho
db_pass
et9Nq7wJ23AQJDEV/WVWHQVrsfnkuXY2b6dJOa8G6Mae4Cfj56cKMf0MnXoc6aRq3WOzMQwj3Ecob/pvrc95VC1gc=
db_prefix jozkic_
cookie_encryption_key
EpPNRgxfrVxhInO4MYBZru1FyLZD4vS48j/Q4eXuNWKz6wd99hZZ5inWMiYLUz6x0cLke75oFM=
cookie_name xikmk
cookie_path /ezlogin/
admin_user admin
mysql_encrypt no
noproxy 1


#log_level trace
```

Step 4. Run the backup command again.

root@gateway:/usr/local/sbin/backup_ezlogin.php

Deleting the logs in **/var/www/ezlogin/application/logs** does not affect SSH or web activity logs. It only removes debug logs created for troubleshooting. The **log_level trace** option should be used only while troubleshooting Ezeelogin issues.

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Online URL: https://www.ezeelogin.com/kb/article/error-while-taking-ezlogin-backup-790.html