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Doc ID 1001.11 - 502 Bad Gateway

PERTAINS TO

- EBS Integration Kit - V 2.2 on Tomcat

ISSUE DESCRIPTION

502 error on EBS after authenticating against EIK.
 The user's browser cannot reach the EBS landing page. 502 error returned.
 The 502 error is returned upon initially hitting the EBS Application URL as well before the SSO flow kicks in.

DIAGNOSIS

- A 502 Bad Gateway Error occurs when you try to visit a web page, but one web server gets an invalid response from another. Normally, the problem is on the website itself. this error occurs because of a problem with your networking.
- The 502 Bad Gateway error specifically indicates that one server on the internet received an invalid response from another server.
- The main cause of this problem with load balancer

SOLUTION

There are some many ways to fix it

- Reload the page
- Close all open browser windows and start a new session
- Clear your browser cache
- misconfiguration in load balancer so fix it.
Then restart your server

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AUTHOR

[EIKsupport LMC](#)

Created on Thu, 28 Apr 2022 at 11:19 AM

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