

# phpFox Mobile Apps Troubleshooting

This page is for common issues happening on the phpFox Mobile apps and our solutions

## ISSUE 1: After installing RESTful API and Mobile API apps, we download and use phpFox Mobile Apps to log in our site but have error "Ops. Can not login"

### *Causes and Solutions*

If you are using Apache server, perhaps the **HTTP:Authorization header** is disabled on your server. It is necessary to inform that our mobile apps use OAuth2 Authorization to authenticate mobile apps and server API to improve security. The OAuth2 requires **HTTP:Authorization header** and **SSL** to be enabled.

To check this, you can create a file name info.php in the root folder of your site with the content:

```
<?php
phpinfo();
```

Execute the file at: <https://www.yousite.com/info.php>

In the loaded page, search for value: **HTTP\_AUTHORIZATION** or **REDIRECT\_HTTP\_AUTHORIZATION**. If it returns nothing like below:

### Environment

Variable	Value
PATH	/usr/local/bin:/usr/bin:/bin
REDIRECT_HANDLER	php-cgi
REDIRECT_STATUS	200
HTTP_AUTHORIZATION	no value

You should do the following:

- Support SSL on your phpFox site
- Enable **HTTP:Authorization header**
  - You can contact your hosting provider for help. Or add following rules in .htaccess to hotfix the issue by yourself

```
RewriteCond %{HTTP:Authorization} ^(.*)
RewriteRule .* - [e=HTTP_AUTHORIZATION:%1]
```

**IF Apache is configured to use Virtual Hosts, adding above rules to .htaccess will not work.**

Instead, this configuration must be added directly to Apache's configuration:

```
<VirtualHost>
# ...
SetEnvIf Authorization "(.*)" HTTP_AUTHORIZATION=%1
# ...
</VirtualHost>
```

**IF your server is using *Apache with CGI and mod\_suexec*, Apache may strip the custom header including [HTTP\\_AUTHORIZATION](#).**

In this case, you can change to another PHP handler such as suPHP, LSAPI, etc.

*In case you followed our solution but the issue still happens, please feel free to submit tickets in our Client Area in order for us to help take further investigation.*