

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.