

# Web Browser Reports 330 Error Content Encoding

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## Problem Description

In rare circumstances you may come across the following error in your web browser when accessing one of the Nagios products:

```
Content Encoding Error
```

```
The page you are trying to view cannot be shown because it uses an invalid or unsupported form of compression.
```

```
* Please contact the website owners to inform them of this problem.
```

```
Error 330 (net::ERR_CONTENT_DECODING_FAILED): Unknown error.
```

## Resolution

The Apache web server requires `zlib.output_compression` to be configured to `On` in the `/etc/php.ini` file.

Execute the following command to open the file in vi:

```
vi /etc/php.ini
```

*When using the vi editor, to make changes press `i` on the keyboard first to enter insert mode. Press `Esc` to exit insert mode.*

To locate the line `zlib.output_compression =` type the following:

```
/output_compression =
```

This should take you directly to the line. Change the setting to `On`:

```
zlib.output_compression = On
```

When you have finished, save the changes in vi by typing:

```
:wq
```

and press **Enter**.

The last step is to restart the Apache service using one of the commands below:

**RHEL 7 + | CentOS 7 + | Oracle Linux 7 +**

```
systemctl restart httpd.service
```

**Debian | Ubuntu 16/18/20**

```
systemctl restart apache2.service
```

After the service has restarted the problem should no longer occur.

## Final Thoughts

For any support related questions please visit the [Nagios Support Forums](https://support.nagios.com/forums/) at:

<http://support.nagios.com/forum/>

Posted by: **tlea** - Tue, Mar 7, 2017 at 7:02 PM. This article has been viewed 2623 times.

Online URL: <https://support.nagios.com/kb/article/web-browser-reports-330-error-content-encoding-567.html>