

# Getting a 502 Bad Gateway Error When Accessing Element Web

## Issue

- We are getting a 502 Bad Gateway Error from nginx when accessing Element Web.

## Environment

- Element Enterprise Installer 1.0.0
- Red Hat Enterprise Linux 8.5

## Resolution

- Allow access to ports 80 and 443 and enable masquerading in the firewall:

```
sudo firewall-cmd --add-service={http,https} --permanent
sudo firewall-cmd --add-masquerade --permanent
sudo firewall-cmd --reload
```

## Root Cause

By default, `firewalld` does not allow masquerading (Network Address Translation, NAT) through the firewall. This causes all sorts of trouble with doing the NAT required to access pods in microk8s.

