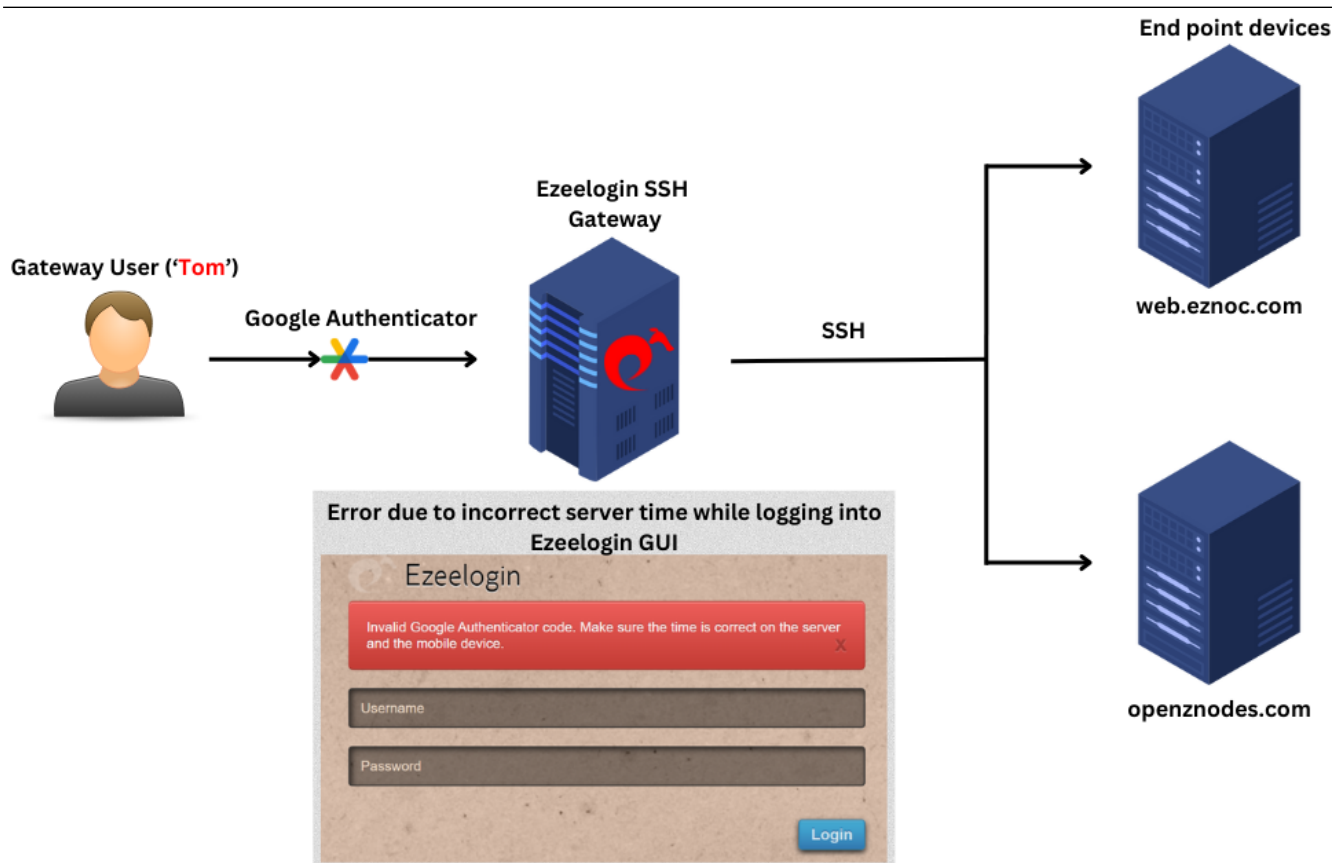


# Google 2 factor authentication fails randomly

48 admin October 1, 2024 [Common Errors & Troubleshooting](#) 5869

## How to resolve google 2-factor authentication failures?

**Overview:** This article will help the gateway users to fix the error "**Invalid Google Authenticator code. Make sure the time is correct on the server and the mobile device**" while logging into the Ezeelogin GUI.



[Google 2-factor Authentication](#) can fail randomly if the server's **time** is **incorrect**. The time on the server needs to be **synchronized** with a time server. Even, if the time on the server has an offset of 5-10 seconds, the Google 2factor authentication would have random failures.



To correct the server time, run the following command on the gateway server:

```
root@gateway:~# apt install ntpdate //install ntpdate  
root@gateway:~# ntpdate pool.ntp.org //adjust the server time
```

#### [How to correct server time in CentOS 6, 7, 8, RHEL 8, Ubuntu 16, 18, 20, Debian 9, 10, SUSE 15?](#)

The battery on the motherboard could be weak or failing which may cause the server time to fall behind a few seconds. It's recommended to keep the above command added as a cronjob. Also, do ensure the time on your mobile phone is correct as well. Sync the time on your mobile with that of your mobile operator to ensure that time is accurate.

- **Google Authenticator -> Settings ->Time correction for codes -> Sync now**

#### **Emergency CLI Method:**

1. Run the below commands in the Gateway server to disable and clear Google authenticator.

```
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_settings set value='N'  
where(name='enable_google_authenticator')"  
  
root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_users set egs=NULL where  
username='ezadmin'"
```

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#### **Related Articles:**

[Enable/disable google 2FA](#)

[Set or reset Google 2fa in the GUI](#)

[Google authenticator QR code image broken](#)

[Disable two-factor authentication from the backend](#)

[Install Google authenticator](#)

Online URL:

<https://www.ezeelogin.com/kb/article/google-2-factor-authentication-fails-randomly-48.html>