

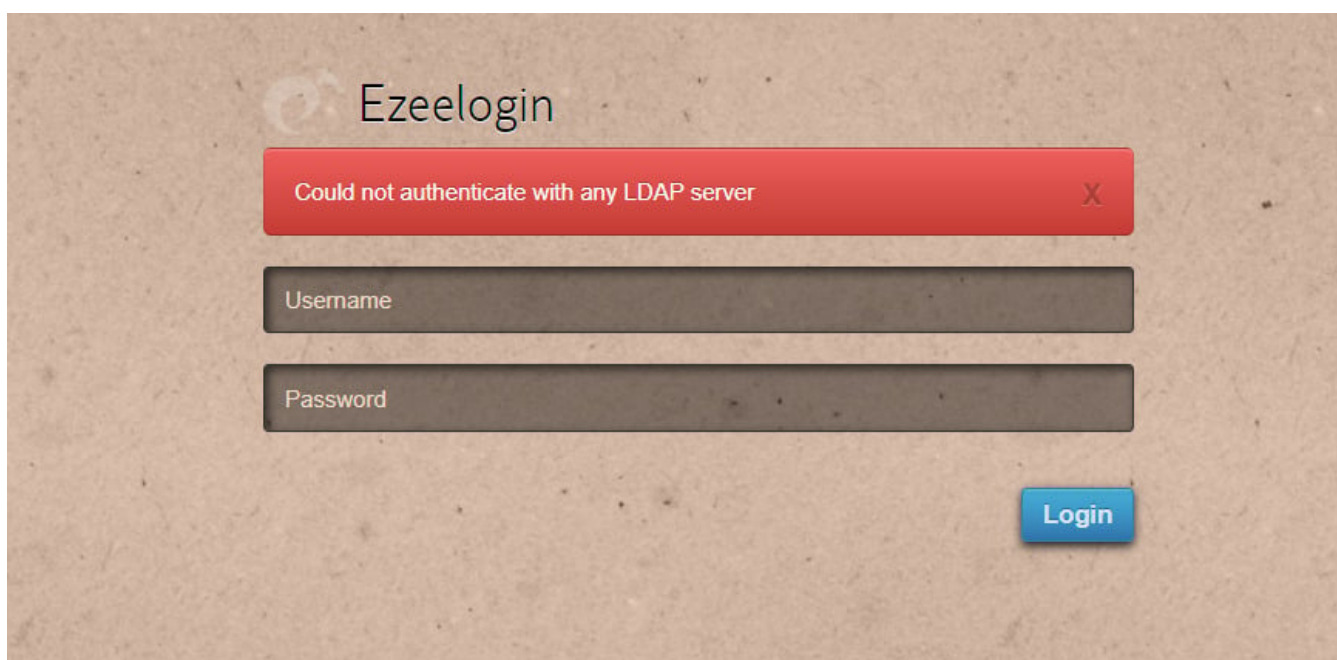
# Could not authenticate with any LDAP server

510 admin February 6, 2025 [Common Errors & Troubleshooting](#) 2158

## Could not authenticate with any LDAP server

**Overview:** This article provides an overview of troubleshooting steps to resolve the "Could not authenticate with any LDAP server" error, including verifying server reachability, checking SSL/TLS configurations, reviewing application logs, validating bind credentials, and testing authentication settings.

How to fix Error: **Could not authenticate with any LDAP server**



To resolve the above error, consider the following steps:

**Step 1.** Verify whether the [LDAP server](#) is reachable from the gateway server.

This can be verified by running the following command:

```
root@gateway:~ telnet ldap_server_ip 389
```

For Example:

```
root@gateway:~ telnet 192.168.56.148 389
```

**Step 2.** If LDAP is configured with [SSL](#) or TLS in the Ezeelogin GUI, test it **without SSL or TLS**.

The screenshot shows the Ezeelogin web interface with the 'LDAP Settings' configuration page open. The left sidebar contains a navigation menu with options like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License. The 'LDAP Settings' page includes the following fields and controls:

- Name:** openldap
- URI(s):** ldap://openldap.com
- Start TLS:** A disabled checkbox with a green arrow pointing to it.
- Base DN:** CN=Users,DC=ldap,DC=com
- Bind RDN:** CN=Administrator,CN=Users,DC=ldap,DC=com
- Bind Password:** A masked password field.
- UID Attribute:** uid
- Filter:** An empty text field.
- First Name Attribute:** givenName
- Last Name Attribute:** sn
- Email Attribute:** mail
- Group Attribute:** An empty text field.
- Timeout:** 10
- Rank:** 10
- Active:** A checked checkbox.
- Windows Active Directory:** A disabled checkbox.
- Verify Certificate:** A disabled checkbox.
- Buttons:** Cancel and Save.

**Step 3.** Check what is under the [error log](#).

The log files are stored in the **system\_folder** specified at the time of installation. The path can be found by examining the system\_folder in /usr/local/etc/ezlogin/ez.conf.

The path will be `/{system folder}/application/logs/`.

**For example:-**

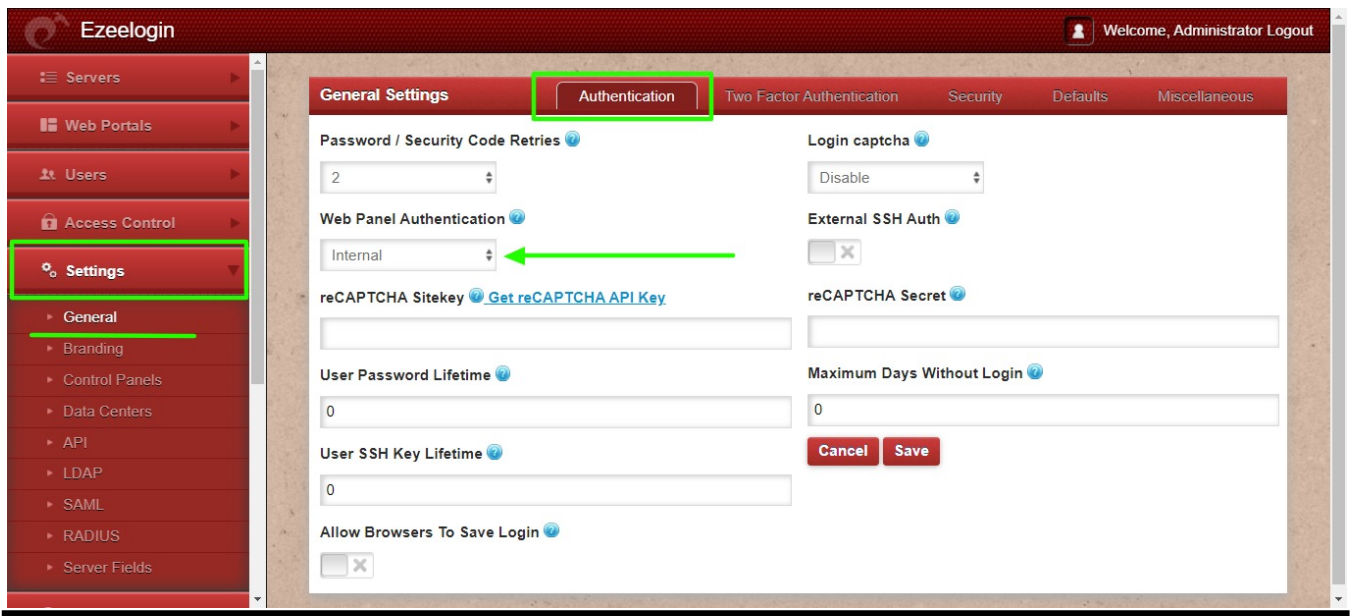
```
root@gateway:~# tail /var/www/ezlogin/application/logs/log-2022-06-23.php
```

**Step 4.** Check whether the bind password and bind username is correct. If the bind password or username is wrong the application logs will show **Severity: Warning --> ldap\_bind(): Unable to bind to server: Invalid credentials**

**Step 5.** Check if the problem affects all users or only a single one.

**Step 6.** Are you still having problems after logging in as super admin?

**Step 7.** Switch the LDAP authentication to Internal and try it out.



**Related Articles:**

[How to solve LDAP bind error: Invalid credentials ?](#)

[Change the authentication from LDAP to internal in the database](#)

[Ldap Failed](#)

[LDAP verification failed. Connection to {hostname} closed.](#)

[Error: LDAP search error: Operations error](#)

[LDAP search error Cannot contact LDAP server](#)

Online URL:

<https://www.ezeelogin.com/kb/article/could-not-authenticate-with-any-ldap-server-510.html>