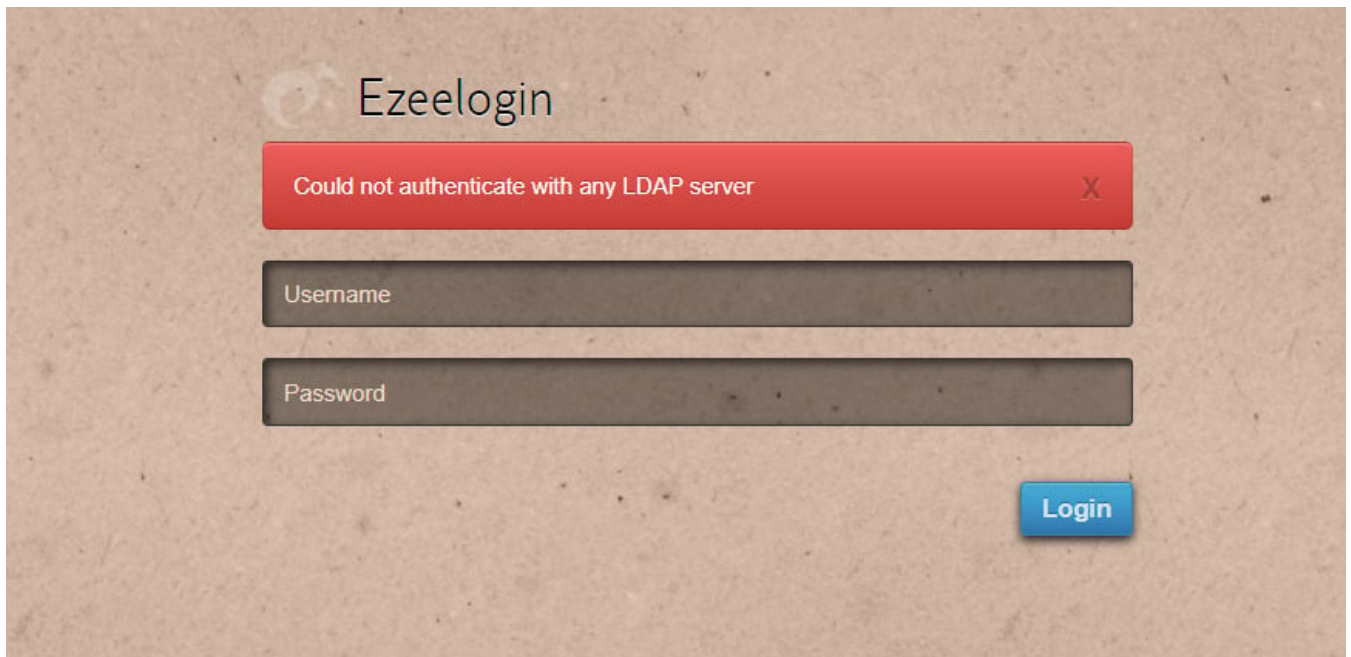


Could not authenticate with any LDAP server

510 admin September 18, 2023 [Common Errors & Troubleshooting](#) 1470

Could not authenticate with any LDAP server

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



If you are facing the above error check the following:-

1. Check if your [LDAP server](#) is reachable from the gateway server.

You can check this by running the following command:

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

For Example:

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

2. If you have configured LDAP with [SSL](#) or TLS in Ezeelogin GUI, try it **without SSL or TLS**.

The screenshot shows the Ezeelogin LDAP Settings configuration page. The 'Start TLS' checkbox is unchecked and highlighted with a green arrow. Other fields include Name (openldap), URI(s) (ldap://openldap.com), Base DN (CN=Users,DC=ldap,DC=com), Bind RDN (CN=Administrator,CN=Users,DC=ldap,DC=com), UID Attribute (uid), First Name Attribute (givenName), Last Name Attribute (sn), Email Attribute (mail), Timeout (10), Active (checked), and Verify Certificate (unchecked). The 'Cancel' and 'Save' buttons are visible at the bottom right.

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

The log files are stored in the **system_folder** specified at the time of installation. You can find the path by checking the system_folder in `/usr/local/etc/ezlogin/ez.conf`. The path would `/{system folder}/application/logs/`

For example:-

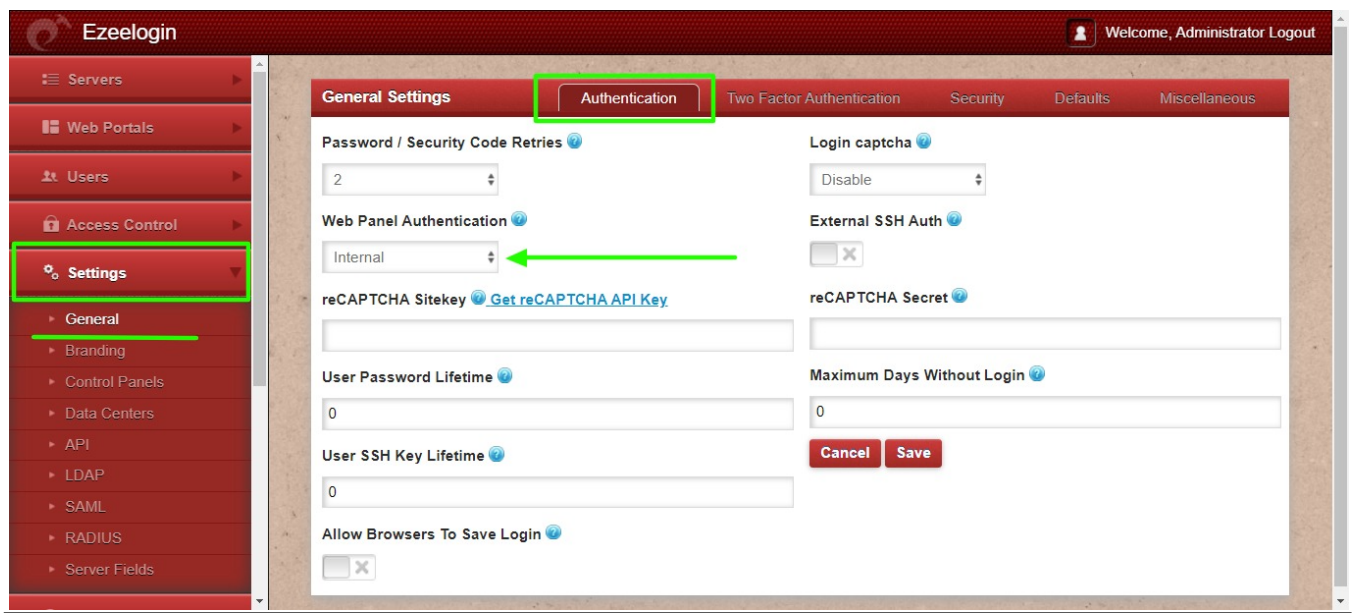
```
root@gateway:~ tail
/var/www/ezlogin/application/logs/log-2022-06-23.php
```

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**

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

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

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



Related Articles:

[Change the authentication from LDAP to internal in the database](https://www.ezeelogin.com/kb/article/could-not-authenticate-with-any-ldap-server-510.html)

Online URL:

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