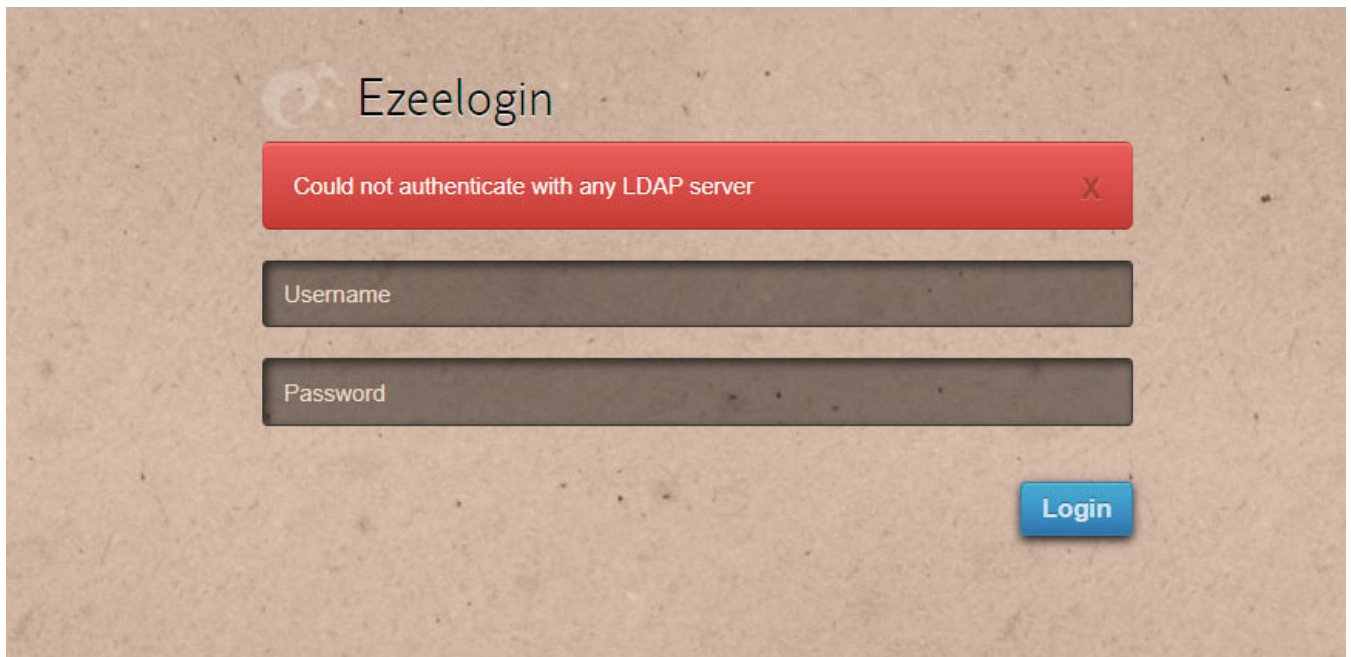


# Could not authenticate with any LDAP server

510 admin September 18, 2023 [Common Errors & Troubleshooting](#) 1864

## 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.

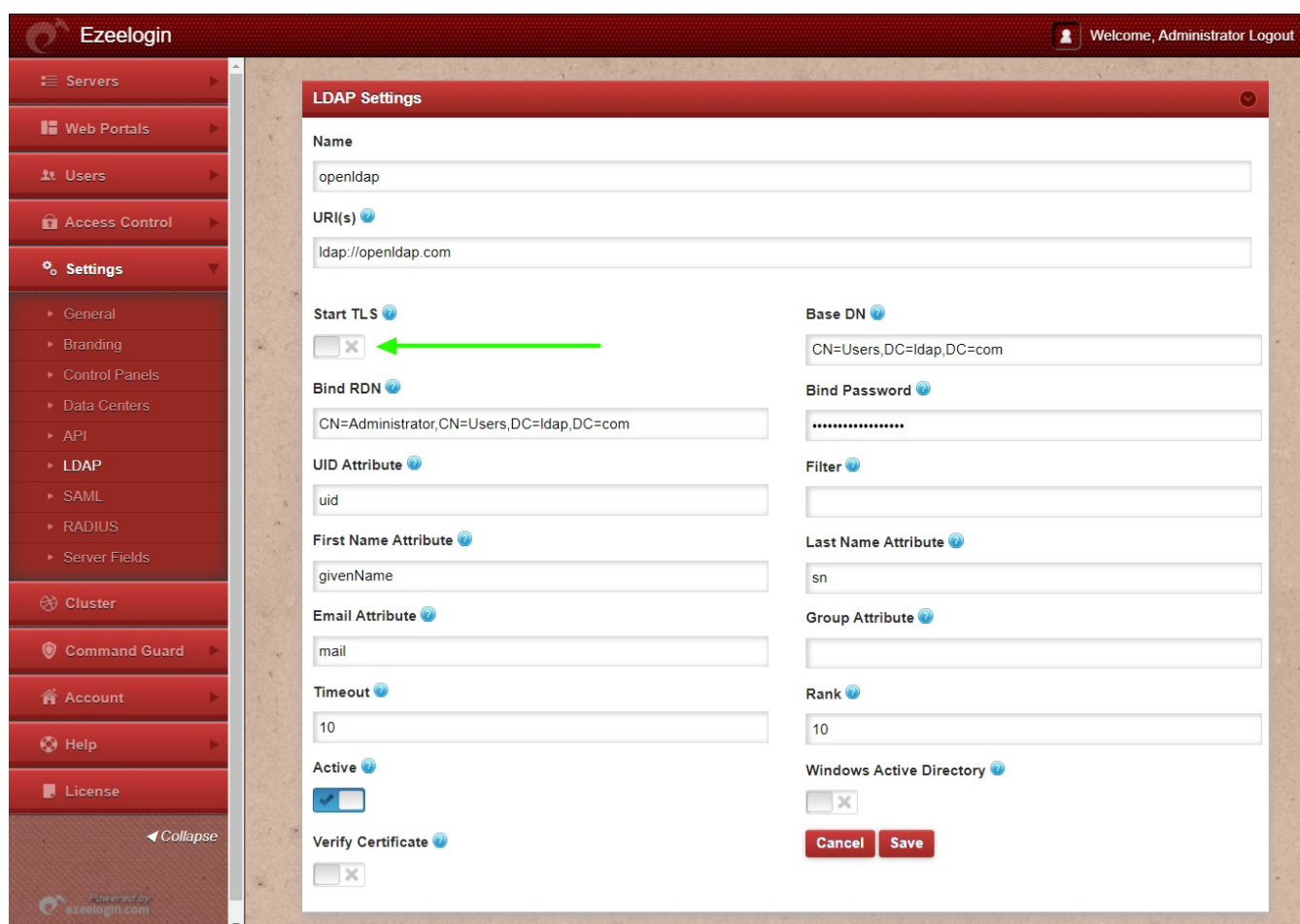
You can check this by running the following command:

```
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**.



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:-

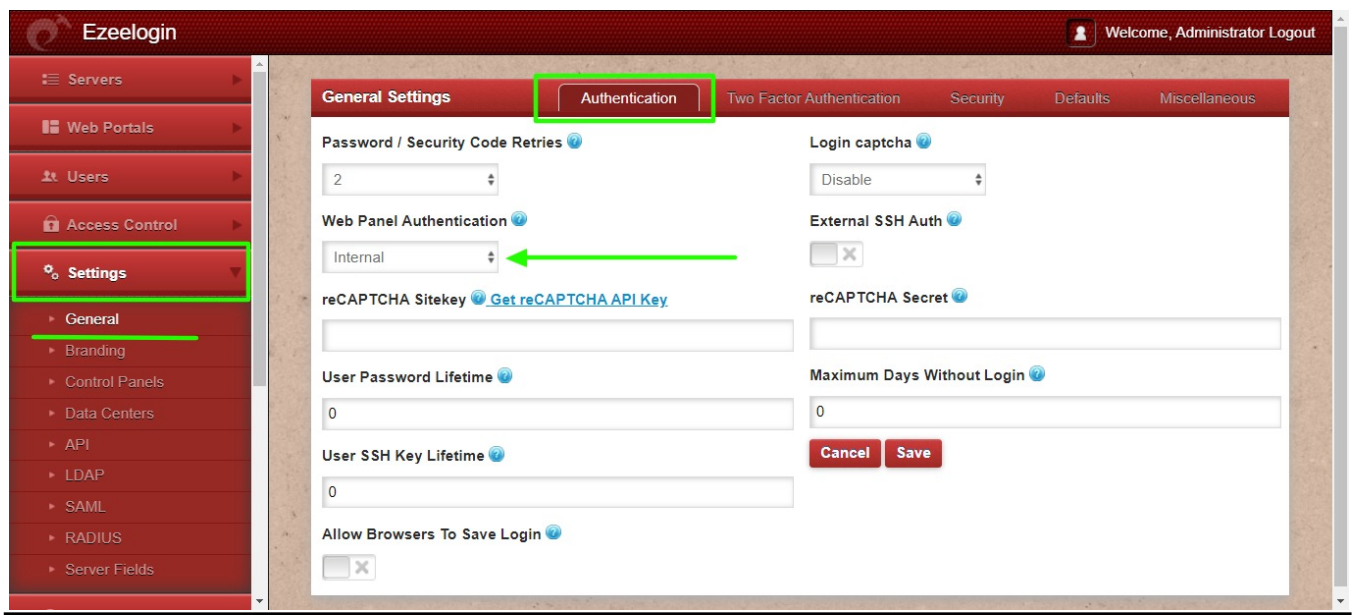
```
root@gateway:~ tail  
/var/www/ezlogin/application/logs/log-2022-06-23.php
```

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>