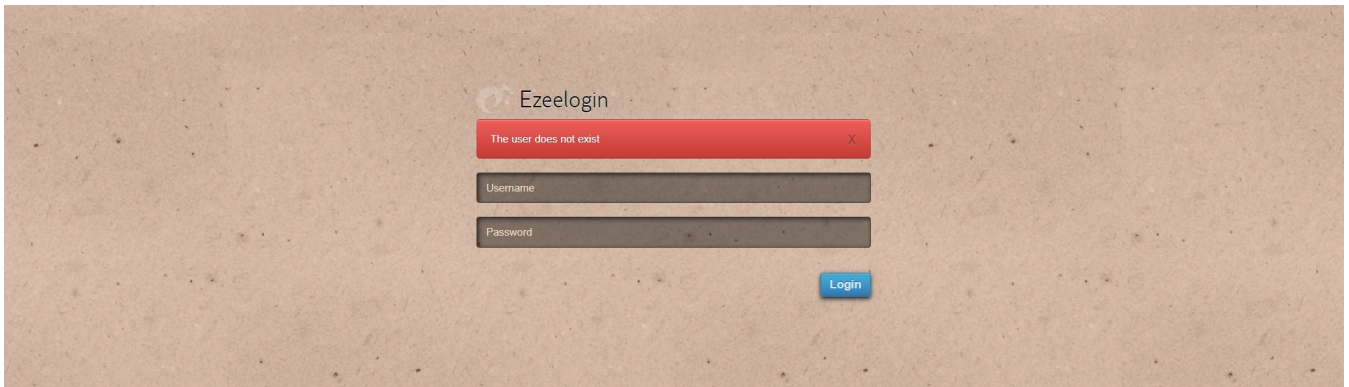


The user does not exist

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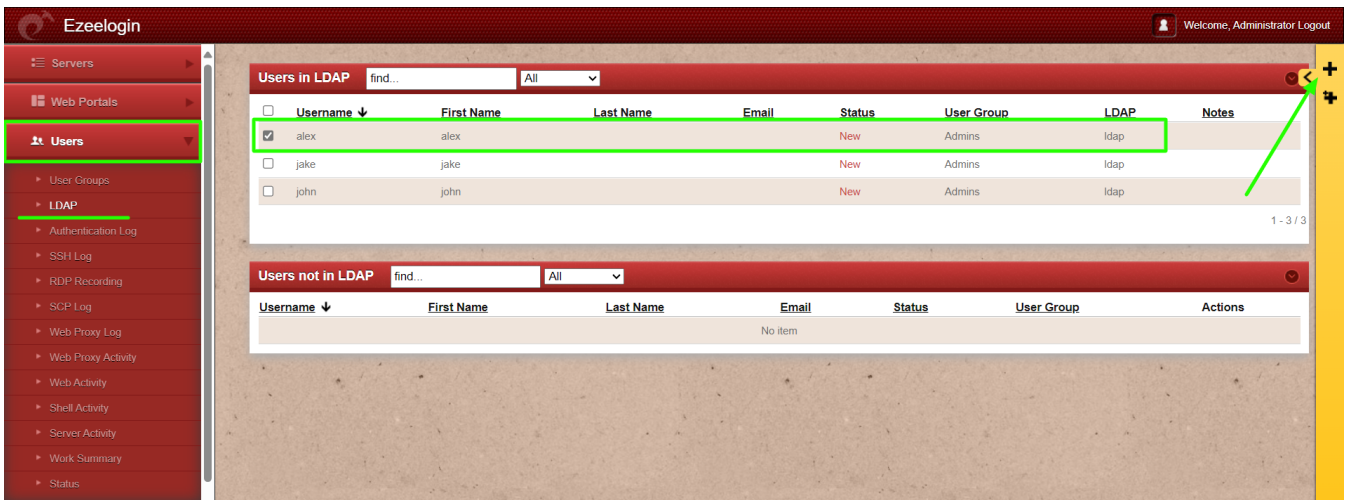
How to fix "The user does not exist" error in Ezeelogin GUI?

The user does not exist issues occurs when the LDAP user is not imported to the Ezeelogin.

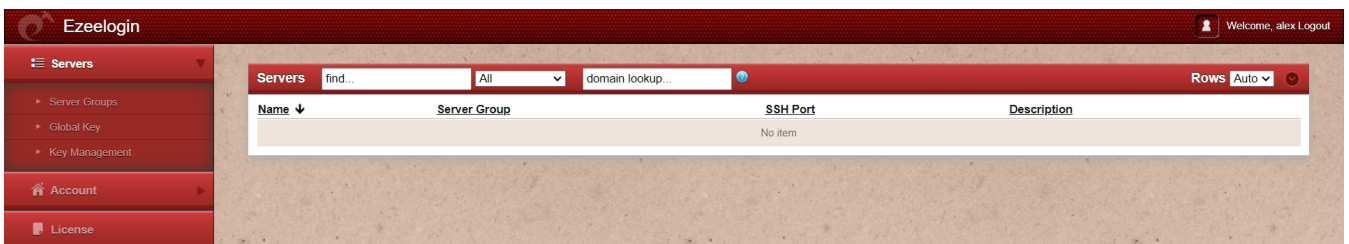


How to fix the issue:

1. Login to Ezeelogin GUI as **admin user** and click on **Users -> LDAP -> import the users**.



2. Log_{in} to the Ezeelogin GUI using the same user credentials, and user will successfully log in.



If you want to login to backend as the same user, enable auto-create and re-import the user or use PAM-LDAP.

The screenshot shows the Ezeelogin administration interface. The top navigation bar includes 'General Settings', 'Authentication', 'Two Factor Authentication', 'Security' (highlighted), 'Defaults', and 'Miscellaneous'. The left sidebar lists various settings categories, with 'Settings' highlighted. The main content area displays the 'Security' settings, including fields for password lengths and minimum characters, and checkboxes for 'Auto Create User', 'Automated Password Change', 'Shell Access Notification', and 'Encrypt SSH Session Logs'. A green box highlights the 'Security' tab, and a green arrow points to the checked 'Auto Create User' checkbox.

Related Article

- [Integrate OpenLDAP / Windows Active Directory authentication in Ezeelogin jump server](#)

Online URL: <https://www.ezeelogin.com/kb/article/the-user-does-not-exist-694.html>