The user does not exist

694 Nesvin KN March 27, 2024 Common Errors & Troubleshooting 1113

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**.

≡ Servers ►		and the second	A Start		and the second			C. Martin Control	
3017013	U:	sers in LDAP find	All	~					
Web Portals	×	Username ↓	First Name	Last Name	Email	Status	User Group	LDAP	Notes
Users		alex	alex			New	Admins	Idap	
) jake	jake			New	Admins	Idap	
Jser Groups) john	john			New	Admins	ldap	
Authentication Log									1-
	1.10	Sector Contractor			Constant personality	e server and	Assessed and the second		-
	U:	sers not in LDAP	nd	All 🗸					
	Us	sername V	First Name	Last Name	Email	Statu	<u>s User Group</u>		Actions
					No item				
		1	and the second s				State State State		
		• 1	The state of the second		• 1	1. 5. 5. 1.			•. 1
					Shin and				
	-		in the second	and the second second				· • •	

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

Ezeelogin					Welcome, alex L
t≣ Servers	V 2.5	A CARLES AND A CARLES		A Contraction of the second	
	Servers find	All 🗸 doma	iin lookup	an and any and the state of the	Rows Auto 🗸 🕥
	<u>Name</u> ↓	Server Group	SSH Port	Description	
			No item		
	and the second second				
Account	 A state 				
				and the second second	

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

Ezeelogin				Welcome, Administrator Logout
E Servers	General Settings	Authentication Two Factor Au	uthentication Security	Defaults Miscellaneous
Web Portals	Password Minimum Length @	Passw	ord Maximum Length @	<u></u>
1. Users	20 🗘	32	\$	
Access Control	Password Minimum Block Letters @	Passw	ord Minimum Small Letter	's 🕜
°₀ Settings 🗸	1 \$	1	\$	
▶ General	Password Minimum Special Characters	Passw	ord Minimum Digits 🞯	
Branding	1 ÷	1	Ŧ	
 Control Panels 	Auto Create User 2	Comm	and Guard 🞯	1.1
 Data Centers 		Disabl	e 🔹	
► API	Automated Password Change @	Shell A	ccess Notification @	
► LDAP	×	X		
► SAML	*			
► RADIUS	SSH Session Logging 🕑	Encryp	ot SSH Session Logs 🔞	
Server Fields	Output 🗘	×		

Related Article

• <u>Integrate OpenLDAP / Windows Active Directory authentication in Ezeelogin</u> jump server

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