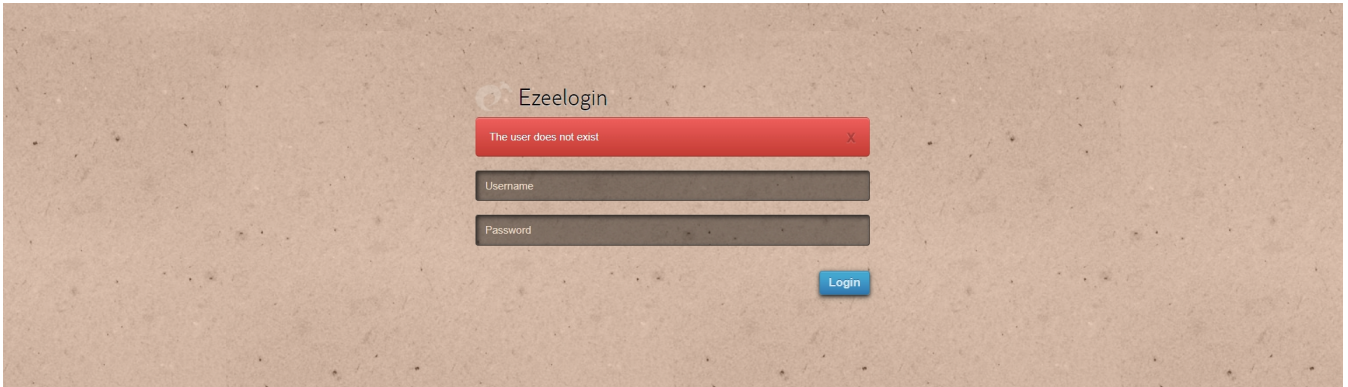


The user does not exist

694 Nesvin KN March 27, 2024 [Common Errors & Troubleshooting](#) 1057

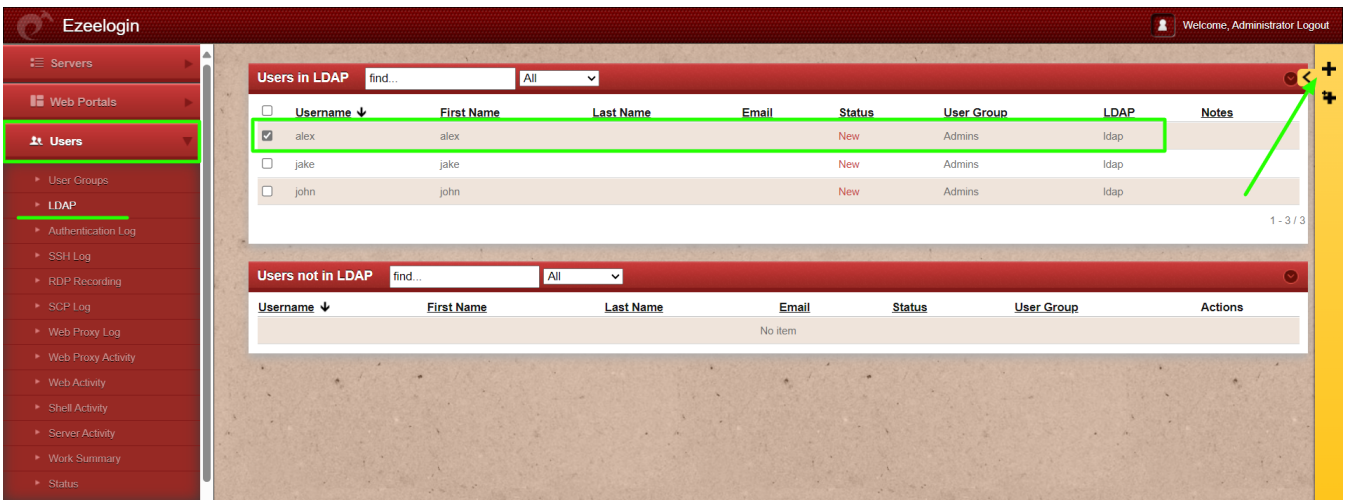
How to fix "The user does not exist" error in Ezeelogin GUI?

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

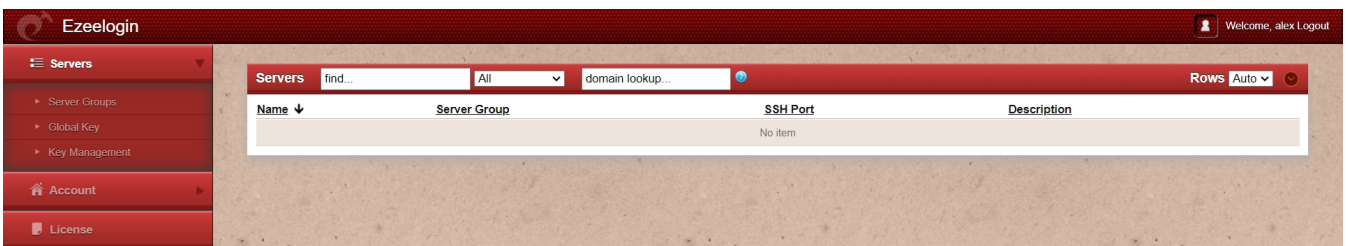


How to fix the issue:

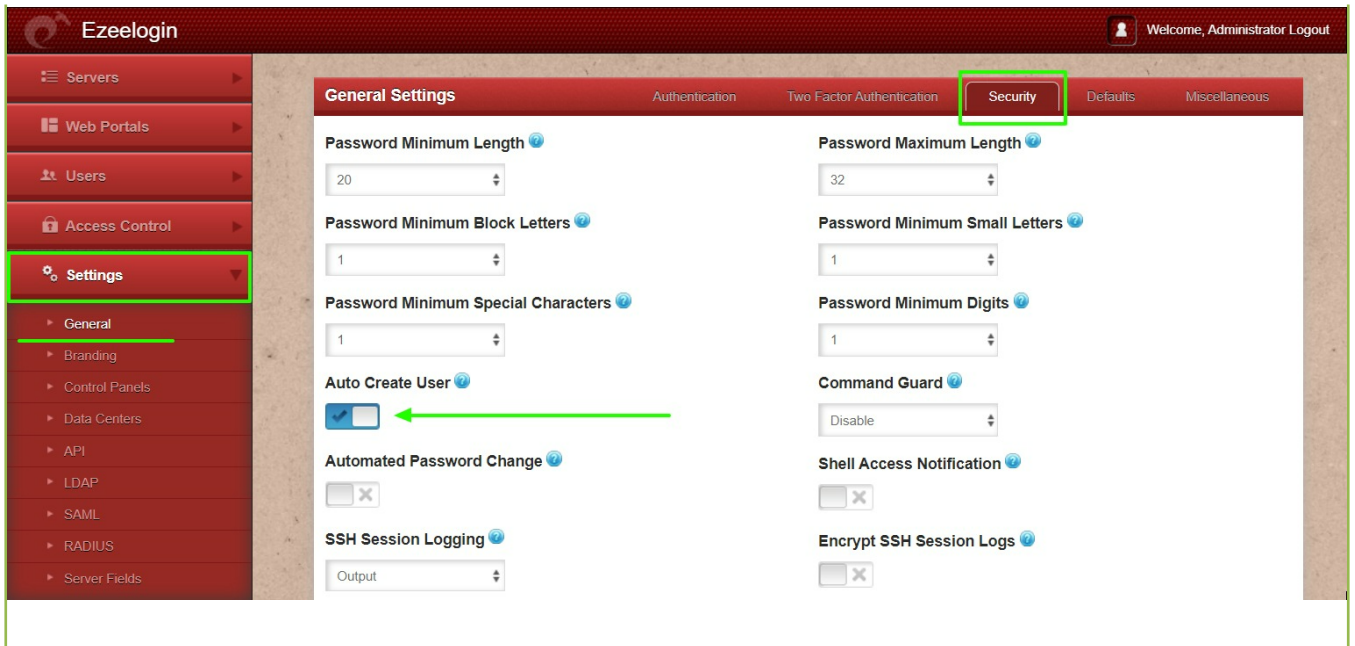
1. Login to Ezeelogin GUI as **admin user** and click on **Users -> LDAP -> import the users**.



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.



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>