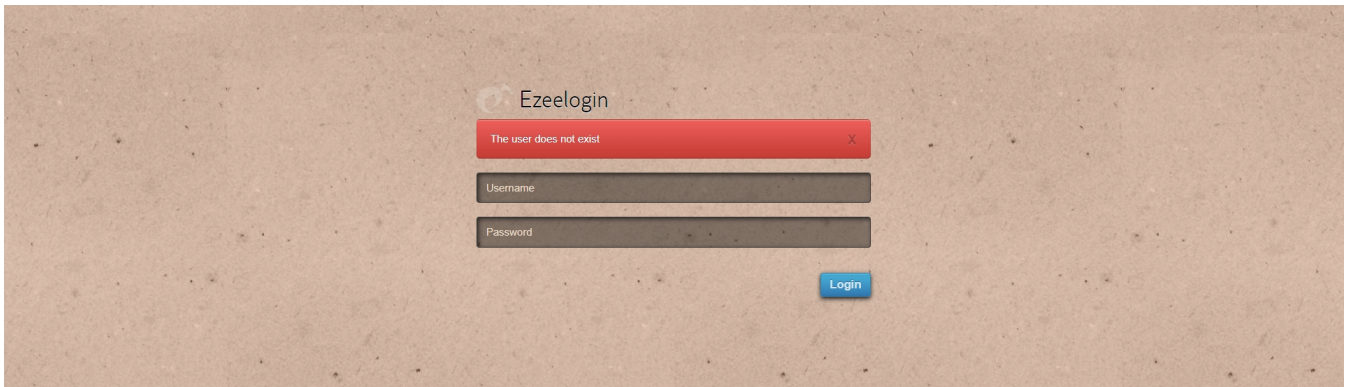


The user does not exist

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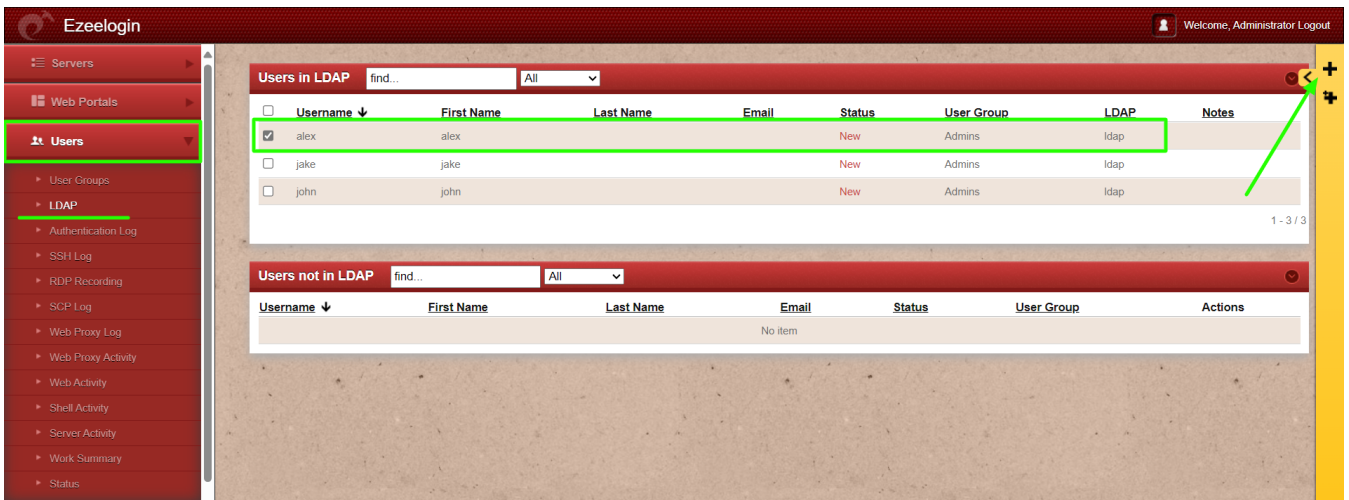
How to fix "The user does not exist" error in Ezeelogin GUI?

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

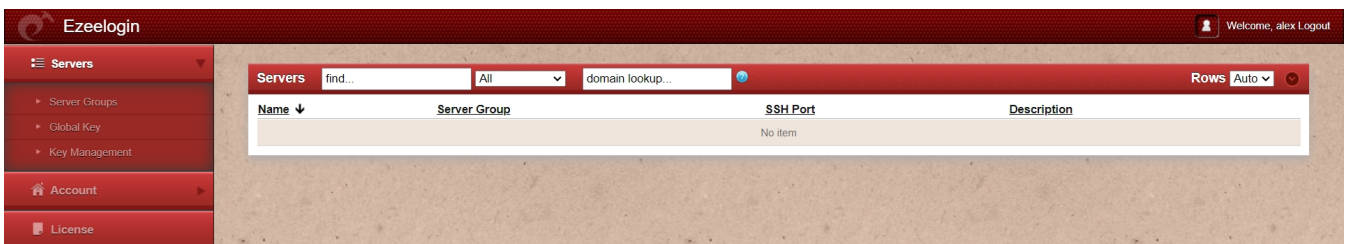


How to fix the issue:

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 left sidebar contains a menu with 'Settings' highlighted. The main content area is titled 'General Settings' and has several tabs: 'Authentication', 'Two Factor Authentication', 'Security' (which is selected and highlighted with a green box), 'Defaults', and 'Miscellaneous'. Under the 'Security' tab, there are two columns of settings. The left column includes: 'Password Minimum Length' (20), 'Password Minimum Block Letters' (1), 'Password Minimum Special Characters' (1), 'Auto Create User' (checked, highlighted with a green box and a green arrow), 'Automated Password Change' (disabled), and 'SSH Session Logging' (Output). The right column includes: 'Password Maximum Length' (32), 'Password Minimum Small Letters' (1), 'Password Minimum Digits' (1), 'Command Guard' (Disable), 'Shell Access Notification' (disabled), and 'Encrypt SSH Session Logs' (disabled).

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>