

# LDAP bind error

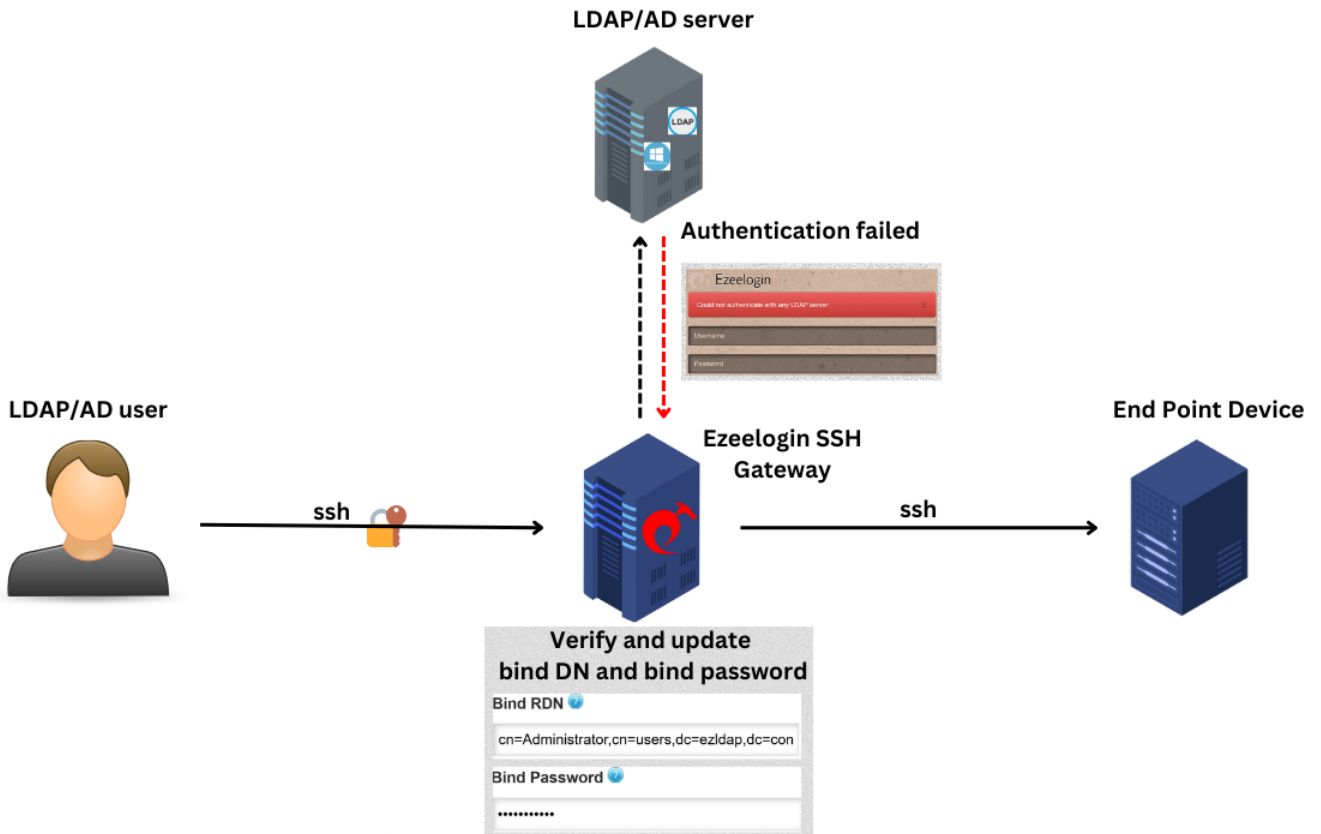
764 Jisna Joseph February 6, 2025 [Common Errors & Troubleshooting](#) 121

## How to solve LDAP bind error: Invalid credentials ?

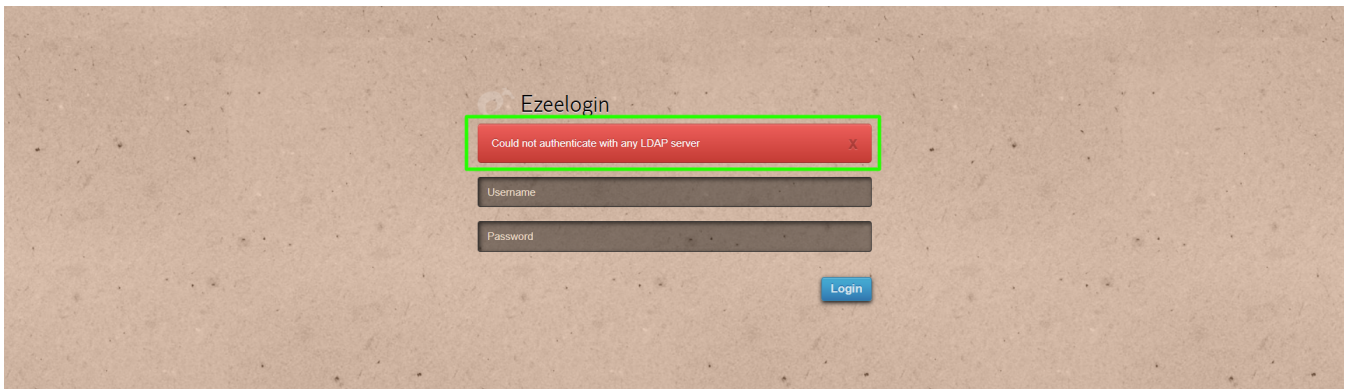
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**Overview:** This article helps to resolve the "LDAP bind error: Invalid credentials" issue while logging into the web GUI as an LDAP/AD user

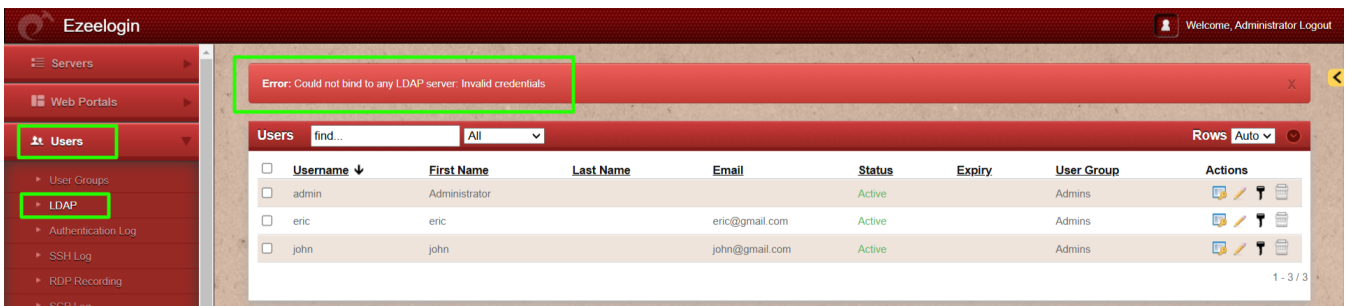
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1. When logging into the web GUI as an AD/LDAP user, the following error occurs:



2. Upon logging into web GUI as superadmin user (user account created at the time of installation) and clicking on Users -> LDAP following error occurs:



Follow below steps to resolve the above errors:

**Step 1: Append log\_level trace to /usr/local/etc/ezlogin/ez.conf to get the [detailed error log](#).**

```
root@gateway:~# vim /usr/local/etc/ezlogin/ez.conf

log_level trace
```

**Step 2: Navigate to the log directory and tail the [latest log](#).**

```
root@gateway:~# cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/
```

Refer below example to tail the latest error messages:

```
root@gateway ~]# cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/
```

```
root@gateway:/var/www/ezlogin/application/logs# ls
```

```
log-2025-02-04.php log-2025-02-05.php log-2025-02-06.php
```

```
root@gateway:/var/www/ezlogin/application/logs# tail
log-2025-02-06.php
```

```
ERROR - 2025-02-06 12:04:30 --> Severity: Warning --> Trying to
access array offset on value of type null
```

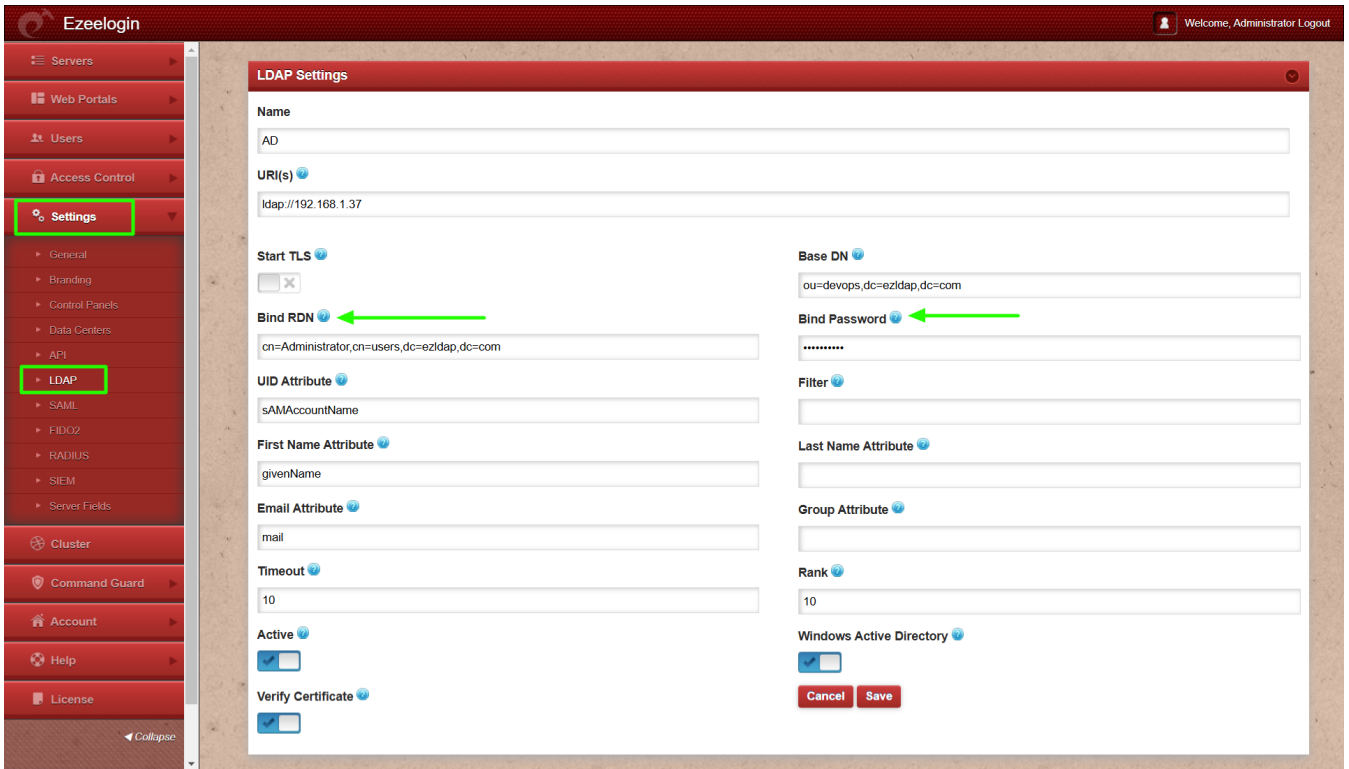
```
/var/www/ezlogin/application/controllers/Auth.php 412
```

```
ERROR - 2025-02-06 12:04:30 --> Severity: Warning --> ldap_bind():
Unable to bind to server: Invalid credentials
```

```
/var/www/ezlogin/application/libraries/Ezauth.php 218
ERROR - 2025-02-06 12:04:30 --> Could not bind to any LDAP server
ldap://192.168.1.42
ERROR - 2025-02-06 12:04:30 --> Auth::log - empty user
ERROR - 2025-02-06 12:16:01 --> Severity: Warning --> ldap_bind():
Unable to bind to server: Invalid credentials
/var/www/ezlogin/application/libraries/Ezauth.php 218
ERROR - 2025-02-06 12:16:01 --> Could not bind to any LDAP server
ldap://192.168.1.42
ERROR - 2025-02-06 12:16:10 --> Could not find the language line
"help_turnstile_sitekey"
ERROR - 2025-02-06 12:16:10 --> Could not find the language line
"help_turnstile_secret"
ERROR - 2025-02-06 12:16:15 --> LDAP bind error: Invalid
credentials
ERROR - 2025-02-06 12:16:44 --> LDAP bind error: Invalid
credentials
```

The error message "**LDAP bind error: Invalid credentials**" indicates that the Ezeelogin is unable to authenticate with the LDAP/AD server due to incorrect LDAP credentials. To resolve this issue, follow the below steps:

**Step 3:** Check if the **Bind DN** or **bind password** has been changed in the AD/LDAP server. If they have changed, log in to the web GUI as the superadmin user (user account created at the time of installation), navigate to **Settings -> LDAP**, and update the **Bind DN** and **bind password** accordingly.



**Step 4:** After confirming and correcting the LDAP credentials try logging into the web GUI again

**Step 5:** Also, make sure that the bind user is active in the LDAP/AD server. If the bind user is disabled, reactivate it and then try to log into the web GUI again.

### Emergency CLI Method:

If you are unable to login to web GUI, you can [switch the web panel authentication](#) from LDAP to internal authentication using the below command:

1. Run below command on the gateway server

```
root@gateway:~# /usr/local/ezlogin/ez_queryrunner.php "update prefix_settings set value='internal' where name='web_auth';"
```

After verifying and correcting the LDAP credentials switch web panel authentication to LDAP again

### Related Articles:

[How to resolve error "Error: Could not bind to any LDAP server: 80090308: LdapErr: DSID-0C090434, comment: AcceptSecurityContext error, data 52e, v4f7c" ?](#)

[How to solve LDAP search error Cannot contact LDAP server ?](#)

[How to solve Ldap failed error in Ezeelogin?](#)

[Resolving LDAP search error: operations error](#)

[Could not bind to any LDAP server: error:14090086:SSL routines:ssl3\\_get\\_server\\_certificate:certificate verify failed \(self signed certificate in certificate chain\)](#)

[Cannot contact LDAP server](#)

Online URL: <https://www.ezeelogin.com/kb/article/ldap-bind-error-764.html>