

Error while logging with saml credentials

340 Vishnupriya August 13, 2025 [Common Errors & Troubleshooting](#) 6166

Error while trying to login using SAML credentials.

Overview: This article describes troubleshooting steps for common SAML login errors including invalid_response due to incorrect signing certificates, issues with Entity ID mismatches, and timestamp validation errors.

Step 1: Correct Signing Certificate

- If you encounter the following errors, ensure the correct signing certificate is provided under [Settings](#) > **SAML** > **Signing Certificate**. Ensure characters are accurately copied without omissions:

Error Message: invalid_response

Details: Unable to extract public key

Request ID: ONELOGIN_7a4bb336c24aa25e8d8e022a65b08ec9730f2ccd

Status: Not authenticated

Error Message: Saml response not received

Issue: Signature verification failed

Request ID: ONELOGIN_7a4bb336c24aa25e8d8e022a65b08ec9730f2ccd

Step 2: Verify Entity ID

- If you encounter errors related to incorrect Entity ID, verify and correct it under **Settings** > [SAML](#) > **Entity ID** to match expected values:

```
invalid_response
```

```
Invalid issuer in the Assertion/Response (expected 'http://www.okta.com/exk1218683FMeODwH ', got 'http://www.okta.com/exk1218683FMeODwH4x7 ')
```

```
Request ID: ONELOGIN_eb76a22385d99ff9d91d0596127d308b511de7ca
```

```
Not authenticated
```

Step 3: Check Server Time

- Ensure [server time](#) is accurate to resolve timestamp validation issues causing the following error:

```
invalid_response
```

```
Could not validate timestamp: not yet valid. Check system clock.
```

```
Request ID: ONELOGIN_470f247589c4d84fc203d642d825d65e0e0bcabe
```

```
Not authenticated
```

These steps help diagnose and resolve common SAML login errors, ensuring smooth authentication processes.

Step 4: Check the [application log](#)

If you encounter the following error, check the application logs

```
SAML Response not found, Only supported HTTP_POST Binding
```

To check the log, navigate to the log directory and review the latest log file.

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

or

```
root@gateway:~# ( cd $(awk '/^system_folder/ {print $2}'  
/usr/local/etc/eze/login/ez.conf)/application/logs/ && tail -f $(ls -t log-*.php | head -n 1) )
```

Also ensure that the ACS endpoint is accessible from the client's browser and does not point to an internal IP address unless the user is connected through a VPN. When the client browser on the user's desktop or laptop is redirected to the SSO endpoint, the SAML endpoint must be reachable either publicly or via VPN.

Related Articles:

[Correct Server time in different o.s.](#)

[SAML authentication in ezsh shell.](#)

Online URL: <https://www.ezeelogin.com/kb/article/error-while-logging-with-saml-credentials-340.html>