## **Google 2 factor authentication fails randomly** 48 admin October 1, 2024 <u>Common Errors & Troubleshooting</u> 6419

## How to resolve google 2-factor authentication failures?

**Overview:** This article will help the gateway users to fix the error "**Invalid Google Authenticator code. Make sure the time is correct on the server and the mobile device**" while logging into the Ezeelogin GUI.



<u>Google 2-factor Authentication</u> can fail randomly if the server's **time** is **incorrect**. The time on the server needs to be **synchronized** with a time server. Even, if the time on the server has an offset of 5-10 seconds, the Google 2factor authentication would have random failures.

⑦ Ezeelogin
Invalid Google Authenticator code. Make sure the time is correct on the server and the mobile device.
Username
Password
Login
and the second

To correct the server time, run the following command on the gateway server:

root@gateway:~# apt install ntpdate //install ntpdate

root@gateway:~# ntpdate pool.ntp.org //adjust the server time

How to correct server time in CentOS 6, 7, 8, RHEL 8, Ubuntu 16, 18, 20, Debian 9, 10, SUSE 15?

The battery on the motherboard could be weak or failing which may cause the server time to fall behind a few seconds. It's recommended to keep the above command added as a cronjob. Also, do ensure the time on your mobile phone is correct as well. Sync the time on your mobile with that of your mobile operator to ensure that time is accurate.

Google Authenticator -> Settings -> Time correction for codes -> Sync now

## **Emergency CLI Method:**

1. Run the below commands in the Gateway server to disable and clear Google authenticator.

root@gateway:~# php /usr/local/ezlogin/ez\_queryrunner.php "update prefix\_settings set value='N' where(name='enable\_google\_authenticator')"

root@gateway:~# php /usr/local/ezlogin/ez\_queryrunner.php "update prefix\_users set egs=NULL where username='ezadmin'"

## **Related Articles:**

Enable/disable google 2FA

Set or reset Google 2fa in the GUI

Google authenticator QR code image broken

Disable two-factor authentication from the backend Install Google authenticator

Online URL:

https://www.ezeelogin.com/kb/article/google-2-factor-authentication-fails-randomly-48.html