Google 2 factor authentication fails randomly

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.
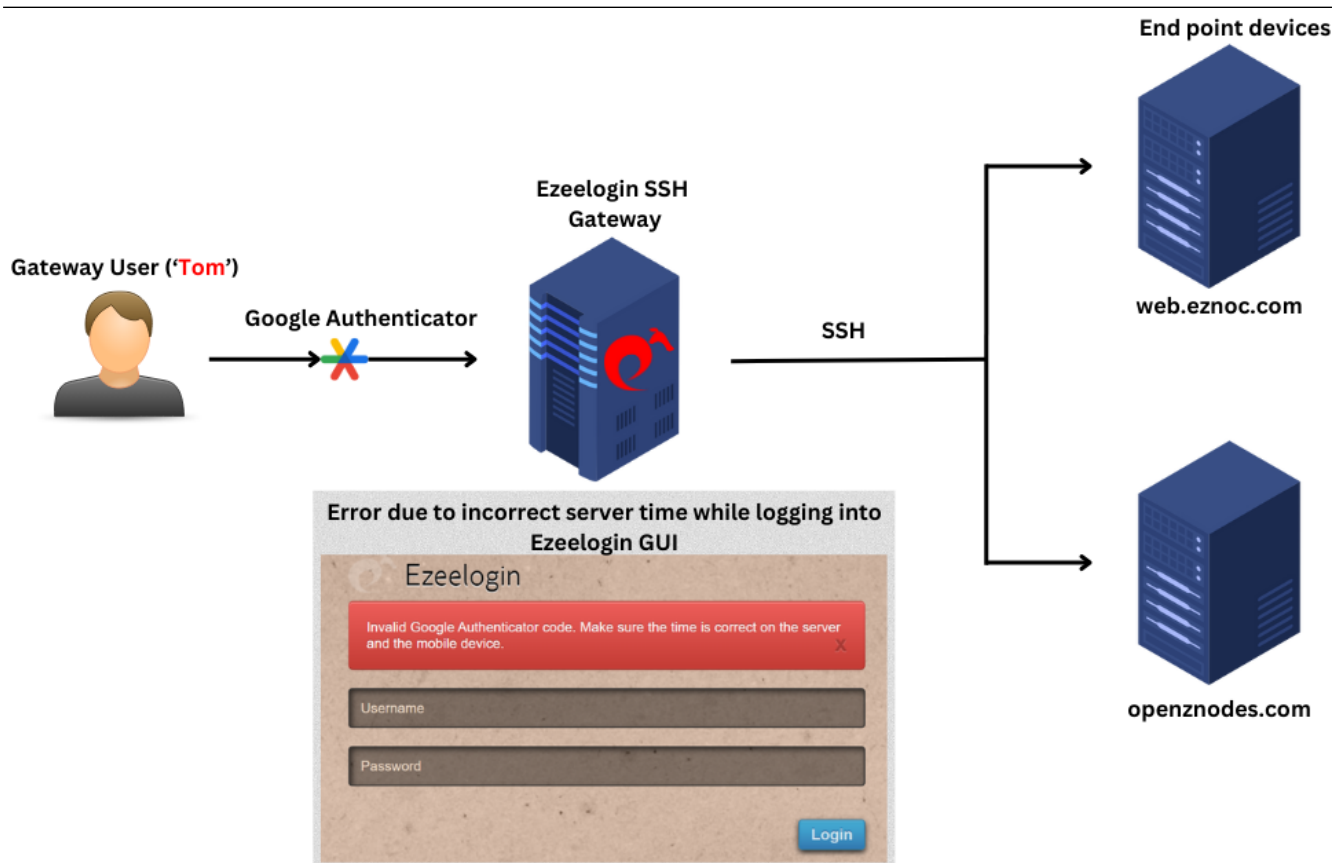
[Google 2-factor Authentication](#) can fail randomly if the server's **time** is **incorrect**. The time on the server needs to be **synchronized** with a time server. Even, if the time on the server has an offset of 5-10 seconds, the Google 2factor authentication would have random failures.
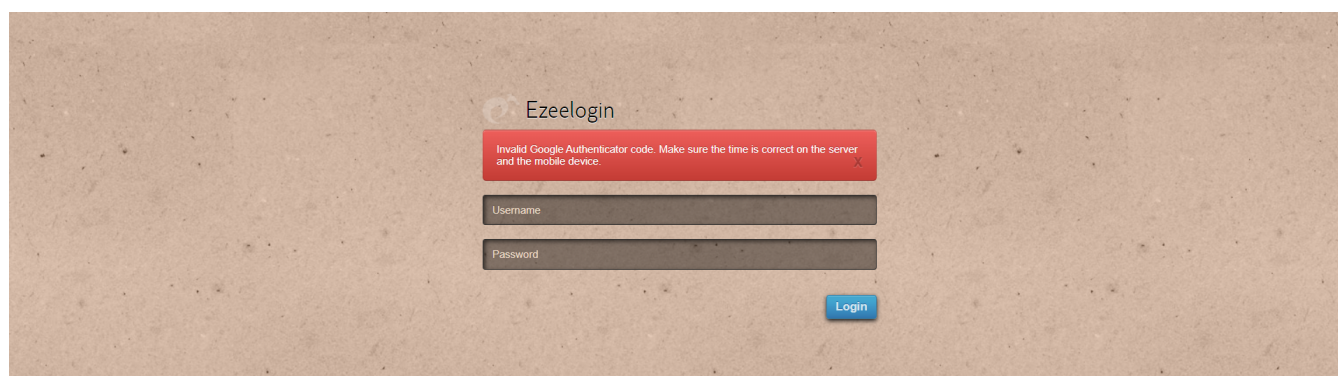
To correct the server time, run the following command on the gateway server:

```
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](#)