Could not authenticate with any LDAP server

510 admin March 27, 2025 Common Errors & Troubleshooting 5608

Could not authenticate with any LDAP server

Overview: This article provides an overview of troubleshooting steps to resolve the "Could not authenticate with any LDAP server" error, including verifying server reachability, checking SSL/TLS configurations, reviewing application logs, validating bind credentials, and testing authentication settings.

How to fix Error: **Could not authenticate with any LDAP server**



To resolve the above error, consider the following steps:

Step 1. Verify whether the **LDAP server** **is reachable from the gateway server**.

This can be verified by running the following command:

```
root@gateway:~ telnet  ldap_server_ip 389
```

For Example:

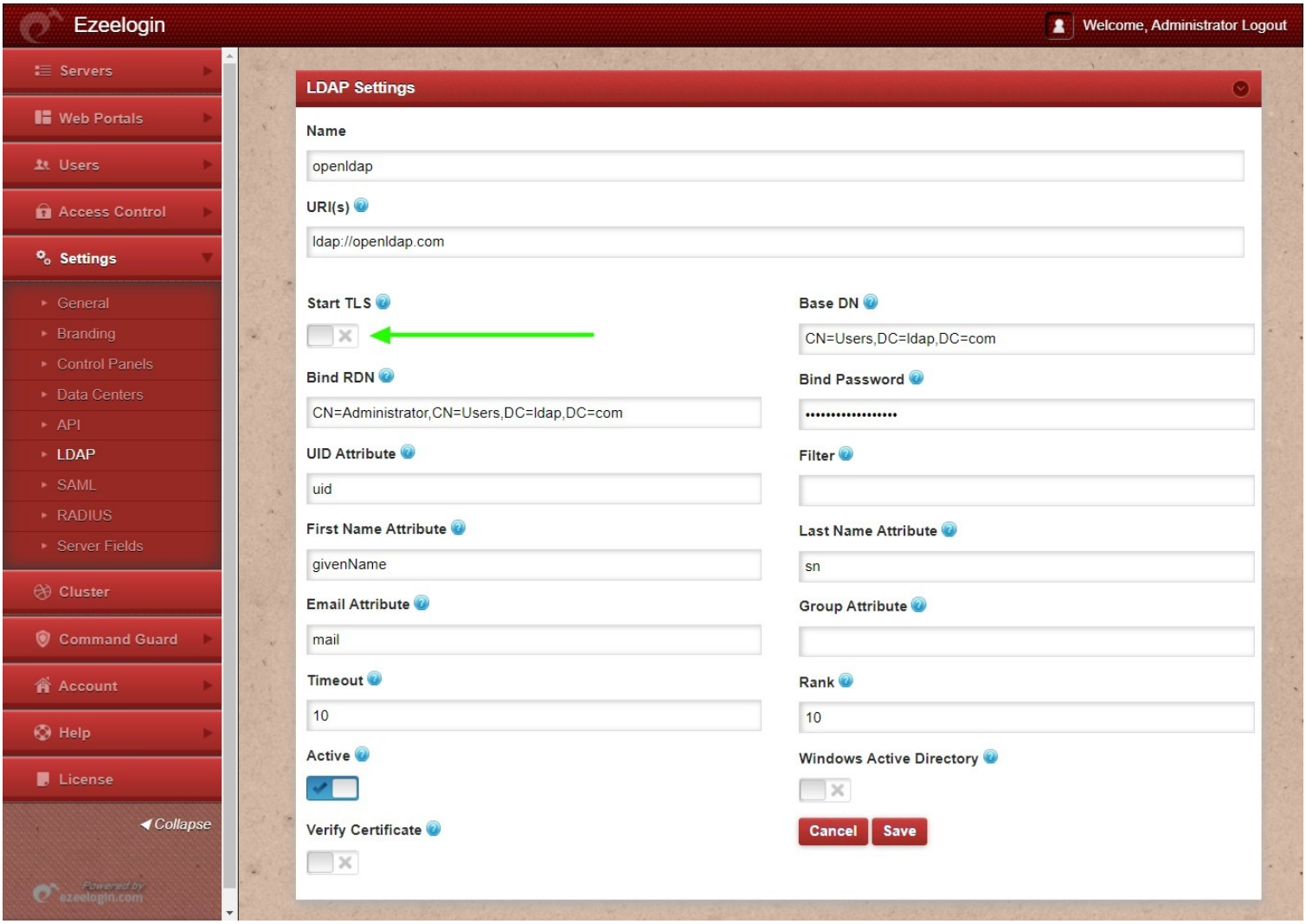
```
root@gateway:~ telnet 192.168.56.148 389
```

Step 2. If LDAP is configured with **SSL** or TLS in the Ezeelogin GUI, test it **without SSL or TLS.**

Multiple URIs or a list of URIs can be specified in the format:

- ldaps://host.com:636/ ldaps://host.com:636/

(Only the protocol, hostname, and port fields are allowed.)



Step 3. Check what is under the error log.

The log files are stored in the **system_folder** specified at the time of installation.
The path can be found by examining the system_folder in /usr/local/etc/ezlogin/ez.conf. The path will be /{system folder}/application/logs/.

For example:-

```
root@gateway:~ tail /var/www/ezlogin/application/logs/log-2022-06-23.php
```

Step 4. Check whether the bind password and bind username is correct. If the bind password or username is wrong the application logs will show **Severity: Warning --> ldap_bind(): Unable to bind to server: Invalid credentials**

Step 5. Check if the problem affects all users or only a single one.

Step 6. Are you still having problems after logging in as super admin?

Step 7. Switch the LDAP authentication to Internal and try it out.

Related Articles:

How to solve LDAP bind error: Invalid credentials ?

Change the authentication from LDAP to internal in the database

Ldap Failed

LDAP verification failed. Connection to {hostname} closed.

Error: LDAP search error: Operations error

LDAP search error Cannot contact LDAP server

Online URL: https://www.ezeelogin.com/kb/article/could-not-authenticate-with-any-ldap-server-510.html