

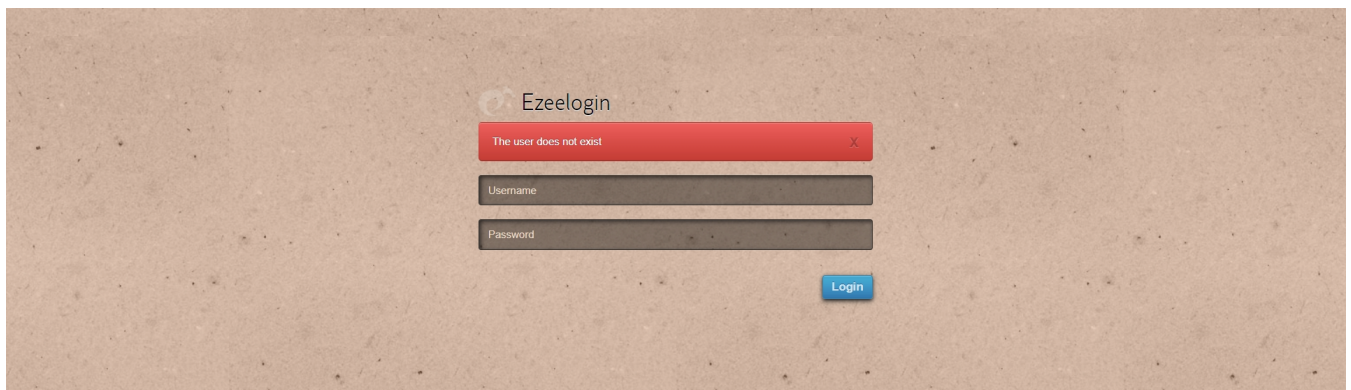
# The user does not exist

694 Nesvin KN April 25, 2025 [Common Errors & Troubleshooting](#) 1544

## How to fix "The user does not exist" error in Ezeelogin GUI?

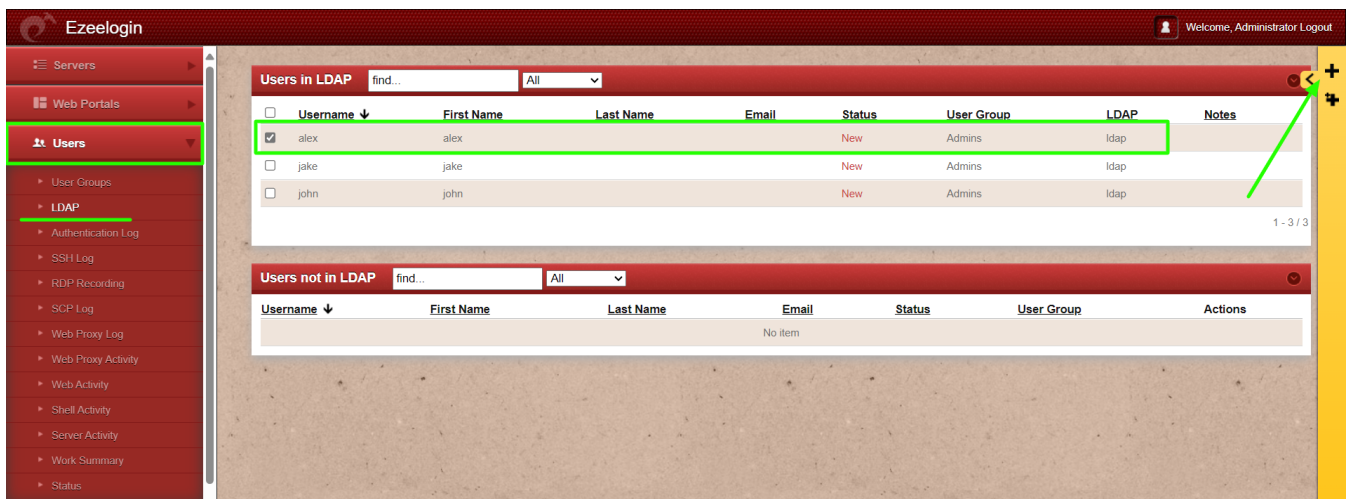
**Overview:** This article describes how to fix the "The user does not exist" error in Ezeelogin by importing the LDAP user through the GUI and enabling auto-create or PAM-LDAP for backend access.

The user does not exist issues occurs when the LDAP user is not imported to the Ezeelogin.

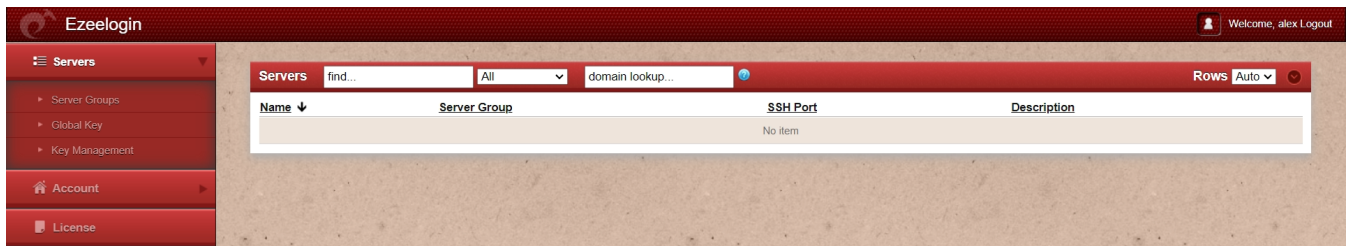


How to fix the issue:

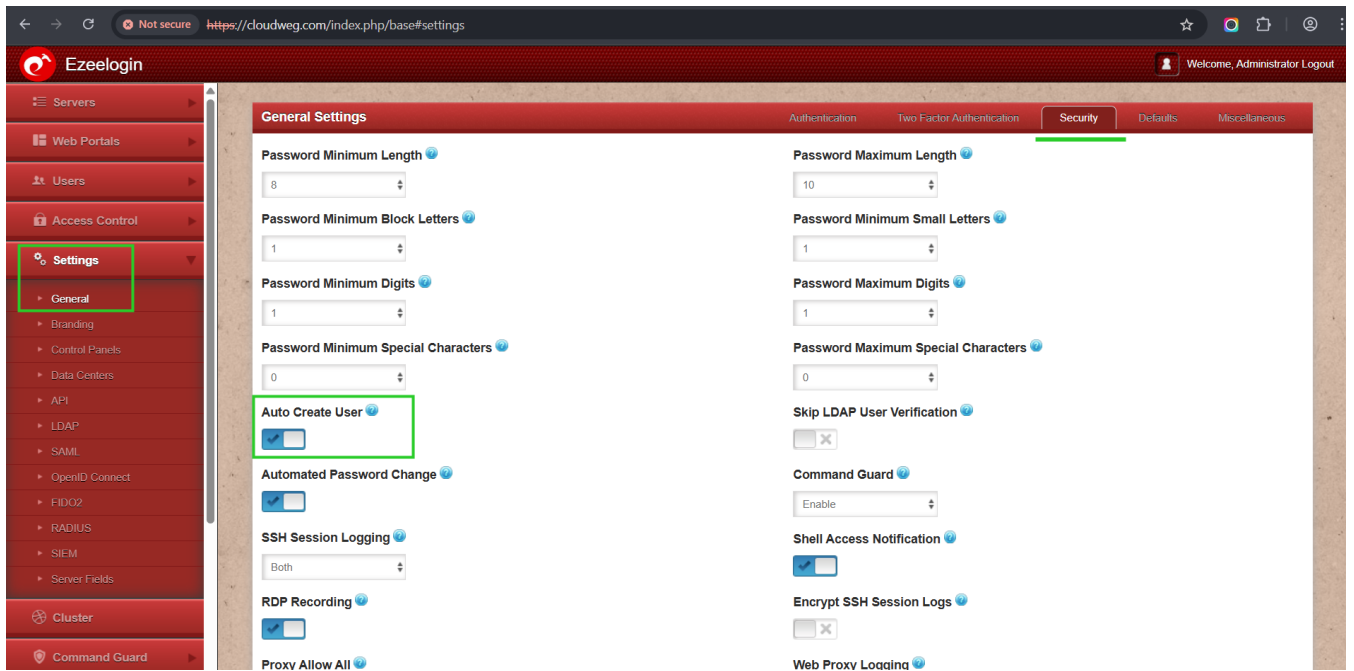
**Step 1:** Login to Ezeelogin GUI as **admin user** and click on **Users -> LDAP -> import the users**.



**Step 2:** Log<sub>in</sub> to the Ezeelogin GUI using the same gateway user credentials, and user will be able to login successfully.



If you want to login to backend as the same user, enable auto-create and re-import the user or use PAM-LDAP.



## Related Article:

[Integrate OpenLDAP / Windows Active Directory authentication in Ezeelogin jump server.](https://www.ezeelogin.com/kb/article/the-user-does-not-exist-694.html)

Online URL: <https://www.ezeelogin.com/kb/article/the-user-does-not-exist-694.html>