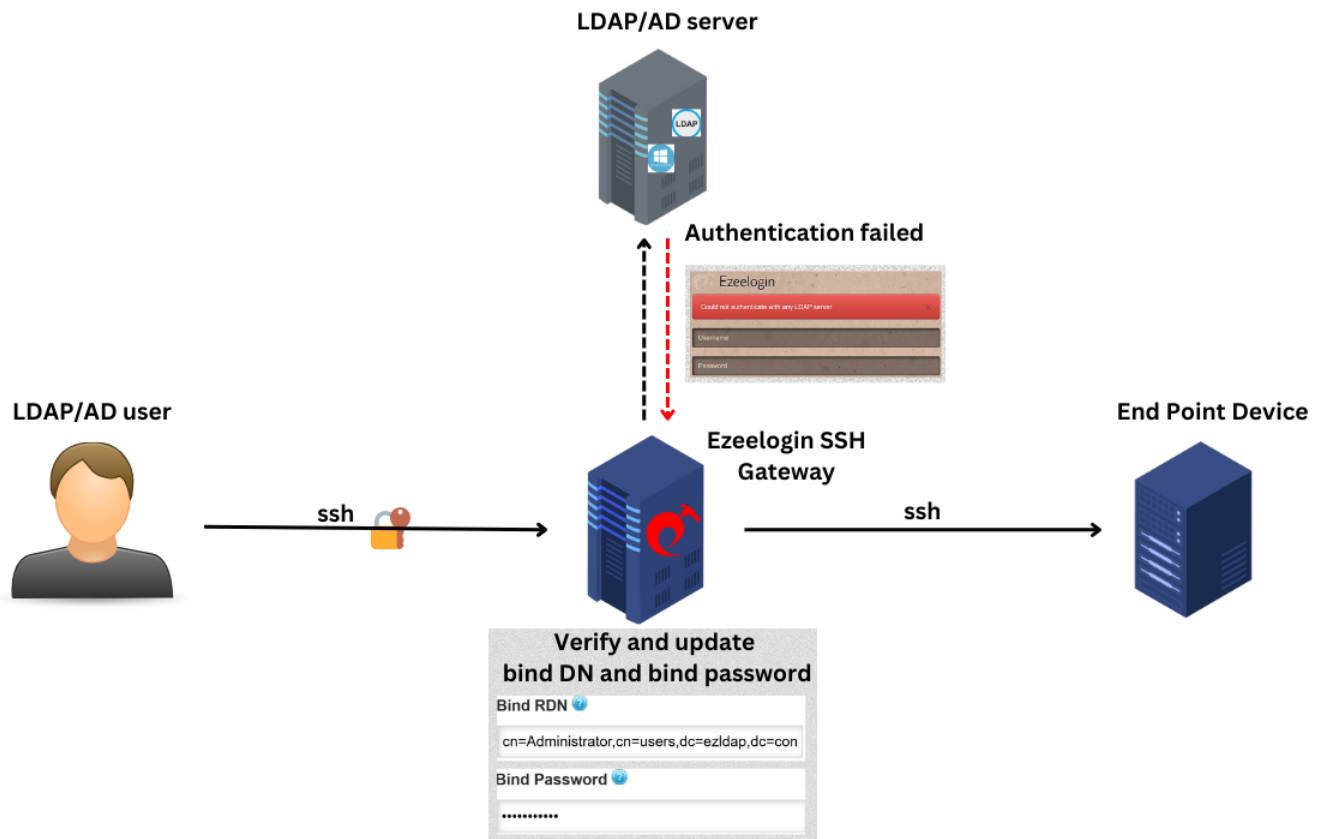


LDAP bind error

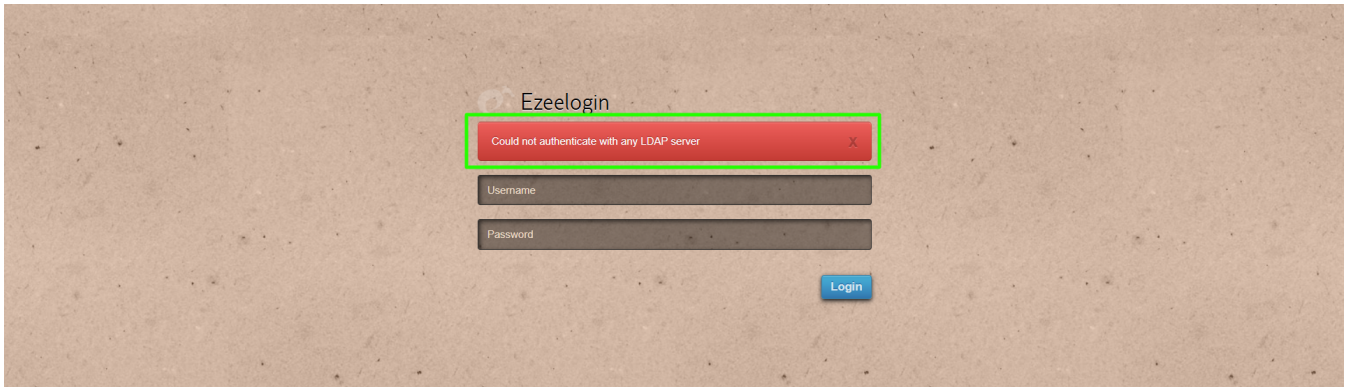
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How to solve LDAP bind error: Invalid credentials ?

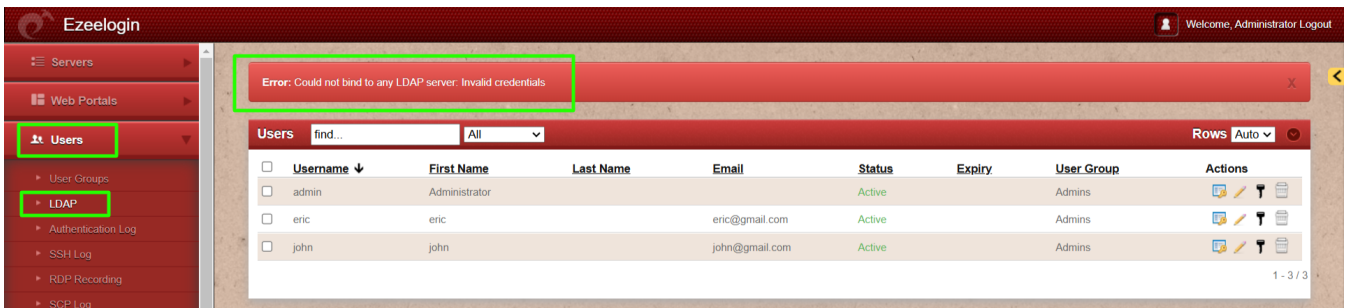
Overview: This article helps to resolve the "LDAP bind error: Invalid credentials" issue while logging into the web GUI as an LDAP/AD user



The following error occurs when logging into the web GUI as an AD/LDAP user:



Or upon logging into web GUI as superadmin user(user account created at the time of installation) and clicking on Users -> LDAP following error may occur:



Follow below steps to resolve the above errors:

Step 1: Append log_level trace to /usr/local/etc/ezlogin/ez.conf to get the detailed error log.

```
root@gateway:~# vim /usr/local/etc/ezlogin/ez.conf
```

```
log_level trace
```

Step 2: Navigate to the log directory and tail the latest log.

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

Refer below example to tail the latest error messages:

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

```
root@gateway:/var/www/ezlogin/application/logs# ls
```

```
log-2025-02-04.php log-2025-02-05.php log-2025-02-06.php
```

```
root@gateway:/var/www/ezlogin/application/logs# tail  
log-2025-02-06.php
```

```
ERROR - 2025-02-06 12:04:30 --> Severity: Warning --> Trying to  
access array offset on value of type null
```

```
/var/www/ezlogin/application/controllers/Auth.php 412
```

```
ERROR - 2025-02-06 12:04:30 --> Severity: Warning --> ldap_bind():  
Unable to bind to server: Invalid credentials
```

```
/var/www/ezlogin/application/libraries/Ezauth.php 218
```

```
ERROR - 2025-02-06 12:04:30 --> Could not bind to any LDAP server  
ldap://192.168.1.42
```

```
ERROR - 2025-02-06 12:04:30 --> Auth::log - empty user
```

```
ERROR - 2025-02-06 12:16:01 --> Severity: Warning --> ldap_bind():  
Unable to bind to server: Invalid credentials
```

```
/var/www/ezlogin/application/libraries/Ezauth.php 218
```

```
ERROR - 2025-02-06 12:16:01 --> Could not bind to any LDAP server  
ldap://192.168.1.42
```

```
ERROR - 2025-02-06 12:16:10 --> Could not find the language line  
"help_turnstile_sitekey"
```

```
ERROR - 2025-02-06 12:16:10 --> Could not find the language line  
"help_turnstile_secret"
```

```
ERROR - 2025-02-06 12:16:15 --> LDAP bind error: Invalid  
credentials
```

ERROR - 2025-02-06 12:16:44 --> LDAP bind error: Invalid credentials

The error message "**LDAP bind error: Invalid credentials**" indicates that the Ezeelogin is unable to authenticate with the LDAP/AD server due to incorrect LDAP credentials. To resolve this issue, follow the below steps:

Step 3: Check if the **Bind DN** or **bind password** has been changed in the AD/LDAP server. If they have changed, log in to the web GUI as the superadmin user (user account created at the time of installation), navigate to **Settings -> LDAP**, and update the **Bind DN** and **bind password** accordingly.

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.)

The screenshot displays the Ezeelogin web interface. On the left, a sidebar contains navigation links: Servers, Web Portals, Users, Access Control, Settings (highlighted with a green box), LDAP (highlighted with a green box), SAML, FIDO2, RADIUS, SIEM, Server Fields, Cluster, Command Guard, Account, Help, and License. The main content area is titled 'LDAP Settings'. It includes fields for Name (AD), URI(s) (ldap://192.168.1.37), Start TLS (disabled), Bind RDN (cn=Administrator,cn=users,dc=ezeelogin,dc=com, with a green arrow pointing to it), UID Attribute (sAMAccountName), First Name Attribute (givenName), Email Attribute (mail), Timeout (10), Active (checked), and Verify Certificate (checked). On the right side, there are fields for Base DN (ou=devops,dc=ezeelogin,dc=com), Bind Password (masked with dots, with a green arrow pointing to it), Filter, Last Name Attribute, Group Attribute, Rank (10), and Windows Active Directory (checked). At the bottom right, there are 'Cancel' and 'Save' buttons.

Step 4: After confirming and correcting the LDAP credentials try logging into the web GUI again

Step 5: Also, make sure that the bind user is active in the LDAP/AD server. If the bind user is disabled,

reactivate it and then try to log into the web GUI again.

Emergency CLI Method:

If you are unable to login to web GUI, you can [switch the web panel authentication](#) from LDAP to internal authentication using the below command:

Run below command on the gateway server

```
root@gateway:~# /usr/local/ezlogin/ez_queryrunner.php "update
prefix_settings set value='internal' where name='web_auth';"
```

After verifying and correcting the LDAP credentials switch web panel authentication to LDAP again

Related Articles:

[How to resolve error "Error: Could not bind to any LDAP server: 80090308: LdapErr: DSID-0C090434, comment: AcceptSecurityContext error, data 52e, v4f7c" ?](#)

[How to solve LDAP search error Cannot contact LDAP server ?](#)

[How to solve Ldap failed error in Ezeelogin?](#)

[Resolving LDAP search error: operations error](#)

[Could not bind to any LDAP server: error:14090086:SSL routines:ssl3_get_server_certificate:certificate verify failed \(self signed certificate in certificate chain\)](#)

[Cannot contact LDAP server](#)

Online URL: <https://www.ezeelogin.com/kb/article/ldap-bind-error-764.html>