LDAP bind error

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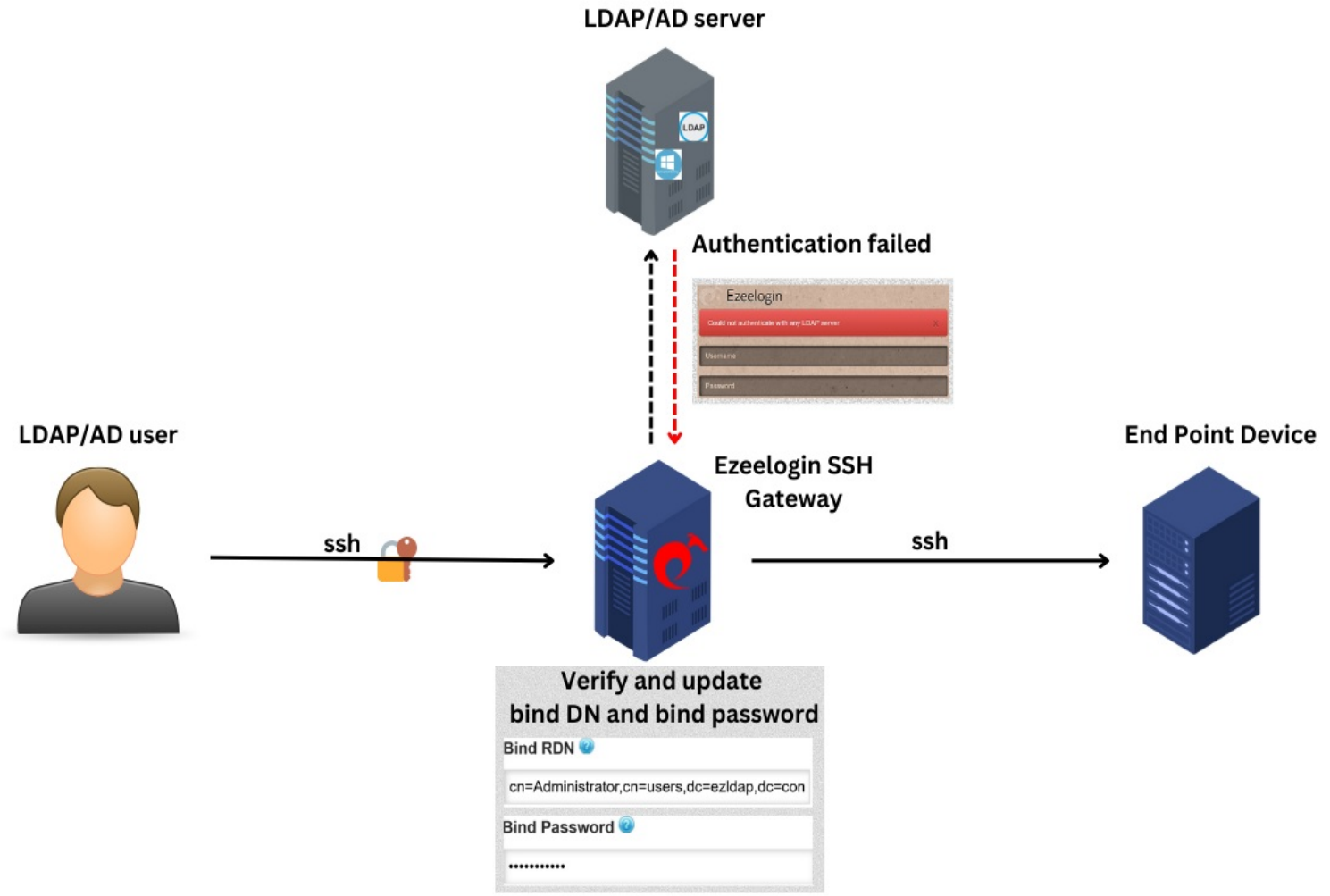
How to solve LDAP bind error: Invalid credentials ?

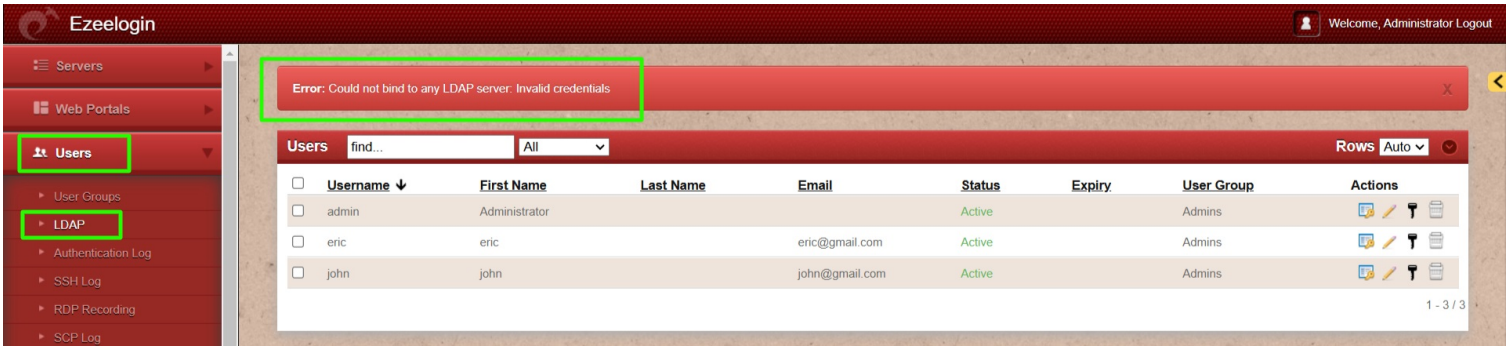
Overview: This article helps to resolve the "**LDAP bind error: Invalid credentials**" issue while logging into the web GUI as an LDAP/AD user



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.)

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 canswitch 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 veryfing and correcting the LDAP credentials switch web panel authentication to LDAP again

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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