



Portal > Knowledgebase > ScaleArc System Messages > KB 5908 - Failed to authenticate user. Verify the authentication module.

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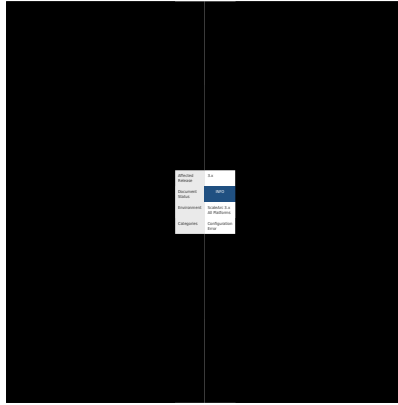








# **KB 5908 - Configuration Error**







ISSUE



The following error message may appear while trying to apply a new authentication type.

Error ID 5908: Failed to authenticate user. Verify the authentication module.







SOLUTION



Enter the appropriate credentials of the respective user for the selected authentication

type. For example:



- Enter credentials of any local user configured while applying for 'Local Authentication'.

- Enter credentials of any LDAP user configured while applying for 'Authentication over

LDAP server'.

- Enter credentials of any third party user configured while applying 'Authentication with

third party'.



Try authenticating the user once more following the guidelines above. If the problem

persists, contact ScaleArc customer support at [support@scalearc.com](mailto:support@scalearc.com).





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