

Closed

How to unblock LDAP users that have been blocked automatically?

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Our setup uses LDAP to authenticate a very large user base. To automatically block users from GitLab if their access right has been removed from LDAP, we use the rake task `gitlab:cleanup:block_removed_ldap_users`. This uses the method `user.ldap_block` if a user is not found in LDAP anymore, which seems to be irreversible.

Is there any way to unblock an user in GitLab if the access right has been granted again in LDAP? This doesn't have to be in any way automatic, but currently even unblocking an user manually is not possible in GitLab.

Linked issues ⓘ

1

Relates to

Allow admins to unblock LDAP blocked users from the UI

gitlab#16751

Backlog

Related merge requests

2


LDAP Sync blocked user edgescases

!2242

Unblocks user when active_directory is disabled and it can be found

!3550

8.6



Alexander @Alexander2016 · 4 years ago

Hello!

In my installation of Gitlab on Linux, I unblocked the user as follows. I logged into Linux via SSH, became root, and executed the following commands:


```
su git
export PATH=$PATH:/usr/local/bin
cd ~/gitlab
bundle exec rails c production
```

Above, I needed to extend the variable PATH because the "bundle" executable was in /usr/local/bin. Then I waited for the start of "bundle exec rails c production" and appearance of the command prompt ">". In the appeared CLI, I executed the following commands:

```
user = User.find_by_email("myuser@example.com")
user.state = "active"
user.save
exit
```

Naturally, I used the real email address of the user in Gitlab instead of [myuser@example.com](#).

Edited by Alexander 4 years ago




HefferAlaaf @HefferAlaaf · 4 years ago

I just ran into the same issue and resolved it manually as follows:

With an admin user, first remove the LDAP-identity from the blocked user, then you are able to unblock him. If you try to log in again with the unblocked user and his LDAP credentials, the identity is re-attached to the login again.


Edited by HefferAlaaf 4 years ago



Daniel S. [@DanielSt](#) · 4 years ago


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HefferAlaaf [@HefferAlaaf](#) · 4 years ago

[@DanielSt](#), sure, I didn't want to imply that was not working, just that I found a solution strictly from the gitlab UI administration, without having to go "under the hood" ;-)



Christopher Bartz [@cbartz](#) · 4 years ago


related: [#14253 \(closed\)](#)



Daniel S. [@DanielSt](#) · 4 years ago






[@HefferAlaaf](#) Oh, I totally missed the fact that your solution works from the admin interface ;-) that is definitely a big plus.


- Richard Hansen** [@rhansen](#) mentioned in issue [#13259 \(closed\)](#) 4 years ago
- Richard Hansen** [@rhansen](#) mentioned in issue [#14253 \(closed\)](#) 4 years ago



Richard Hansen [@rhansen](#) · 4 years ago

related: [#13259 \(closed\)](#) [#13959 \(closed\)](#)


- Richard Hansen** [@rhansen](#) mentioned in issue [#13959 \(closed\)](#) 4 years ago
- Richard Hansen** [@rhansen](#) mentioned in merge request [!2242 \(merged\)](#) 4 years ago
- Gabriel Mazetto**  [@brodock](#) mentioned in merge request [!3550 \(merged\)](#) 4 years ago
- Robert Speicher**  [@rspeicher](#) Status changed to closed by merge request [!3550 \(merged\)](#) 4 years ago
- Robert Speicher**  [@rspeicher](#) mentioned in commit [5bdc18c5](#) 4 years ago
- Robert Speicher**  [@rspeicher](#) mentioned in commit [0a3f3668](#) 4 years ago
- Robert Speicher**  [@rspeicher](#) Mentioned in commit [pfjason/gitlab-ce@5bdc18c5](#) 3 years ago



Stavros Korokithakis [@stavros](#) · 3 years ago

Do note that, if you don't remove the identity, the user might get blocked again when the task runs next.

- Warren Postma** [@warren.postma](#) mentioned in issue [#25817 \(moved\)](#) 3 years ago
- Henrique** [@siriusblack](#) mentioned in issue [#33435 \(closed\)](#) 3 years ago




TODD TRIMMER [@todd.trimmer](#) · 2 years ago

With an admin user, first remove the LDAP-identity from the blocked user

Found out how to do this. When in **Admin Area > Users**, you need to click on their username and *NOT* Edit or a cogwheel action. Click on the **Identities** tab and delete the appropriate one(s).

Edited by [TODD TRIMMER](#) 2 years ago

- Eric Chang** [@eric.chang](#) mentioned in issue [#29102 \(moved\)](#) 2 years ago



Kopax Anderson [@d-kopriwa](#) · 9 months ago


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Could not authenticate you from Ldapmain because "Invalid credentials for me".

It seems that it is not working better

Collapse replies



Gabriel Mazetto  [@brodock](#) · 1 month ago


Maintainer

[@vladkras](#) [@d-kopriwa](#) could you please create a new issue with the problems you are having ? It's easier to track than when commenting on an old/closed issue.

Please [register](#) or [sign in](#) to reply



Wei-Meng Lee  [@weimeng](#) marked this issue as related to [gitlab#16751 \(closed\)](#) 5 months ago



vladkras [@vladkras](#) · 1 month ago

Yep, user cannot login after deleting his identity, but can push

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