

## User could not be found on the system:: No error information

268 admin March 17, 2021 [Common Errors & Troubleshooting](#) 2648

Get the error '*User could not be found on the system: No error information*' in `/home/{username}/ezsh.log`. Users are not found even though `id <username>` returns the UID and GID. This happens when you have configured ezeelogin with `pam_ldap`. This happens because service `nscd` is not running and restarting it would fix the issue. Also it is recommended to reduce the `positive-time-to-live` to a minute or two

```
service nscd restart
```

Online URL:

<https://www.ezeelogin.com/kb/article/user-could-not-be-found-on-the-system-no-error-information-268.html>