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

268 admin October 9, 2025 Common Errors & Troubleshooting 5752

How to fix 'User could not be found on the system: No error information' error while using PAM LDAP?

Overview: This article discusses troubleshooting related to user identification issues within systems configured with Ezeelogin and pam_ldap, highlighting the impact of the nscd service status.

Error while SSH'ing into gateway server:

```
root@desktop ~]# ssh username@gateway-server

User not found. Contact administrator.
```

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 that the positive time-to-live be reduced to a minute or two.

Check ezsh.log of gateway user to get more error information:

```
root@gateway ~]# tail /home/{username}/ezsh.log

example: tail /home/alex/ezsh.log

New session started from NA:NA to NA:NA on Mon Oct 6 12:22:17 2025
User could not be found on the system: No error information
```

Steps to fix the issue:

Step 1: Check if **nscd service is installed and running**.

```
root@gateway ~]# apt install nscd -y      #Debain-based OS

root@gateway ~]# yum install nscd -y      #RHEL-based OS
```

```
root@gateway ~]# systemctl start nscd

root@gateway ~]# systemctl status nscd
```

Step 2: Edit the **nscd.conf** file and make the following changes.

```
root@gateway ~]# vim /etc/nscd.conf

enable-cache            passed          yes

positive-time-to-live    passwd          60

root@gateway ~]# systemctl restart nscd
```

Step 3: Try to SSH to gateway server as the same user and the issue will be resolved.

Related Articles

Error: User not found. Contact administrator.

Configuring Ezeelogin for authenticating with OpenLDAP or Windows AD server

Error log file and configuration file

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