

Error: User not found. Contact administrator.

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How to fix error (LDAP or Windows AD): User not found. Contact administrator.

Overview: This article describes how to fix the [LDAP or Windows AD](#) error "User not found" by ensuring NSCD is installed and running, and then importing or verifying the user.

Error:

```
root@USER1-LAPHP-04:~# ssh steve@192.168.56.105
Enter passphrase for key '/root/.ssh/id_rsa':
Last login: Sat May 15 20:18:38 2021 from 192.168.56.1

User not found. Contact administrator.
Connection to 192.168.56.105 closed.
root@USER1-LAPHP-04:~#
```

Refer below error log of user Steve in the gateway server.

```
[root@gateway ~]# cat /home/steve/ezsh.log
User not found.
[root@gateway ~]#
[root@gateway ~]#
```

Make sure you have installed nscd and it's running.

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

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

1. Import the user from the [LDAP](#) tab, refer to the below screenshot.

The screenshot shows the Ezeelogin interface with the 'Users' tab selected in the left sidebar. The 'LDAP' sub-tab is also selected. The 'Users in LDAP' table displays a list of users. The user 'ram' is selected, and its status is 'New'. A green arrow points to the 'Notes' column header.

| <input type="checkbox"/> | Username ↓ | First Name | Last Name | Email | Status | User Group | LDAP | Notes |
|-------------------------------------|------------|------------|-----------|-------|--------|------------|------|-------|
| <input type="checkbox"/> | alex | alex | alex | | Exists | Dummy | ad | |
| <input type="checkbox"/> | bach | bach | bach | | Exists | Dummy | ad | |
| <input type="checkbox"/> | ezgrip | | | | New | Dummy | ad | |
| <input type="checkbox"/> | john | john | john | | Exists | Dummy | ad | |
| <input checked="" type="checkbox"/> | ram | ram | ram | | New | Dummy | ad | |
| <input type="checkbox"/> | sam | sam | sam | | Exists | Dummy | ad | |
| <input type="checkbox"/> | steve | steve | steve | | New | Dummy | ad | |
| <input type="checkbox"/> | wick | wick | wick | | New | Dummy | ad | |

Below the table, there is a section for 'Users not in LDAP' which currently shows 'No item'.

2. After the successful import of the selected user it will display the status as '**saved**' as shown in the screenshot below.

The screenshot shows the Ezeelogin interface with the 'Users' tab selected. The 'LDAP' sub-tab is selected. The 'Users in LDAP' table displays a list of users. The user 'ram' is now shown with a status of 'Saved'. A green arrow points to the 'Notes' column for the user 'ram'.

| <input type="checkbox"/> | Username ↓ | First Name | Last Name | Email | Status | User Group | LDAP | Notes |
|--------------------------|------------|------------|-----------|-------|--------|------------|------|-------|
| <input type="checkbox"/> | alex | alex | a | | New | Dummy | ldap | |
| <input type="checkbox"/> | bach | bach | b | | New | Dummy | ldap | |
| <input type="checkbox"/> | esther | esther | ester | | New | Dummy | ldap | |
| <input type="checkbox"/> | jdoue | john | j | | New | Dummy | ldap | |
| <input type="checkbox"/> | malhar | malhar | m | | New | Dummy | ldap | |
| <input type="checkbox"/> | priya | priya | priya | | New | Dummy | ldap | |
| <input type="checkbox"/> | ram | ram | r | | Saved | Dummy | ldap | |
| <input type="checkbox"/> | ttd | ted | ted | | Exists | Dummy | ldap | |

3. If the user already exists, it will display the status as '**No change**' as shown in the screenshot below.

The screenshot shows the Ezeelogin interface with the 'Users' tab selected. The 'LDAP' sub-tab is selected. The 'Users in LDAP' table displays a list of users. The user 'alex' is now shown with a status of 'No change'. A green arrow points to the 'Notes' column for the user 'alex'.

| <input type="checkbox"/> | Username ↓ | First Name | Last Name | Email | Status | User Group | LDAP | Notes |
|--------------------------|------------|------------|-----------|-------|-----------|------------|------|-------|
| <input type="checkbox"/> | alex | alex | a | | No change | Dummy | ldap | |
| <input type="checkbox"/> | bach | bach | b | | New | Dummy | ldap | |
| <input type="checkbox"/> | esther | esther | ester | | New | Dummy | ldap | |
| <input type="checkbox"/> | jdoue | john | j | | New | Dummy | ldap | |
| <input type="checkbox"/> | malhar | malhar | m | | New | Dummy | ldap | |
| <input type="checkbox"/> | priya | priya | priya | | New | Dummy | ldap | |
| <input type="checkbox"/> | ram | ram | r | | New | Dummy | ldap | |
| <input type="checkbox"/> | ttd | ted | ted | | Exists | Dummy | ldap | |

4. The imported users can be viewed under the **Users Tab** as shown below.

Ezeelogin

Welcome, Administrator Logout

Servers

Web Portals

Users

User Groups

LDAP

Authentication Log

SSH Log

RDP Recording

SCP Log

Web Proxy Log

Web Proxy Activity

Web Activity

Shell Activity

Server Activity

























Work Summary

Users

find...

All

Rows Auto

| | Username | First Name | Last Name | Email | Status | Expiry | User Group | Actions |
|--------------------------|----------|---------------|-----------|-------------|--------|--------|------------|---|
| <input type="checkbox"/> | alex | alex | a | alex@ab.com | Active | | Dummy |    |
| <input type="checkbox"/> | ezadm787 | Administrator | | | Active | | Admins |    |
| <input type="checkbox"/> | mark | mark | | mark@ab.com | Active | | Dummy |    |
| <input type="checkbox"/> | mike | mike | | mike@ab.com | Active | | Dummy |    |
| <input type="checkbox"/> | pass | pass | | pass@ab.com | Active | | Admins |    |
| <input type="checkbox"/> | ram | ram | r | ram | Active | | Dummy |    |
| <input type="checkbox"/> | sub | sub | | sub@ab.com | Active | | Admins |    |
| <input type="checkbox"/> | ttd | ted | ted | ttd | Active | | Dummy |    |

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Related Articles:

[LDAP search error.](#)

[LDAP failed.](#)

[LDAP extension is not installed.](#)

Online URL: <https://www.ezeelogin.com/kb/article/error-user-not-found-contact-administrator-406.html>