

## Error: User not found. Contact administrator.

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

```
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 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 user from LDAP tab, refer below screenshot.

The screenshot shows the Ezeelogin web interface. On the left, the 'Users' menu is expanded, and the 'LDAP' sub-menu is highlighted. The main content area displays two tables: 'Users in LDAP' and 'Users not in LDAP'. The 'Users in LDAP' table has columns for Username, First Name, Last Name, Email, Status, User Group, LDAP, and Notes. The 'ram' user is selected with a checkbox. A green arrow points to the 'Notes' column. The 'Users not in LDAP' table is currently empty.

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"/> ezgrp				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	

Username	First Name	Last Name	Email	Status	User Group	Actions
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 'Users in LDAP' interface in Ezeelogin. A green arrow points to the 'Notes' column for the user 'ram', which displays the word 'Saved'.

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

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

The screenshot shows the 'Users in LDAP' interface in Ezeelogin. A green arrow points to the 'Notes' column for the user 'ram', which displays the text 'No change'.

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

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

The screenshot shows the 'Users' interface in Ezeelogin. A green arrow points to the 'Users' tab in the left sidebar. The table lists various users with their status and actions.

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

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