Error: User not found. Contact administrator.

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

<u>Overview</u>: This article describes how to fix the <u>LDAP or Windows AD</u> 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.

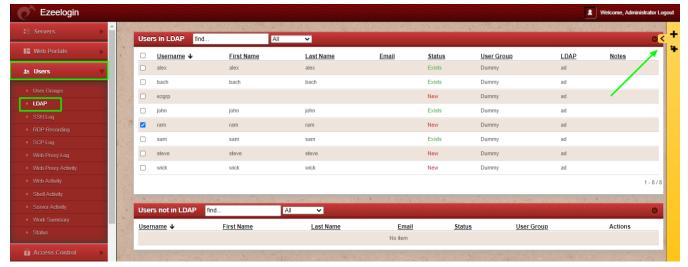
```
[root@gateway ~] # cat /home/steve/ezsh.log
User not found.
[root@gateway ~] #
[root@gateway ~] # []
```

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

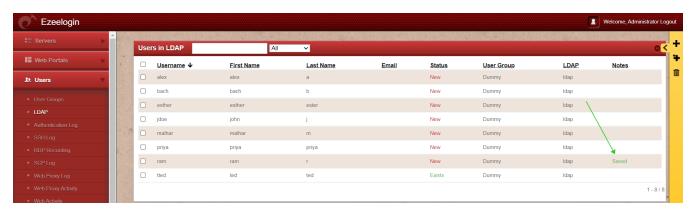
root@gateway ~]# yum install nscd -y

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

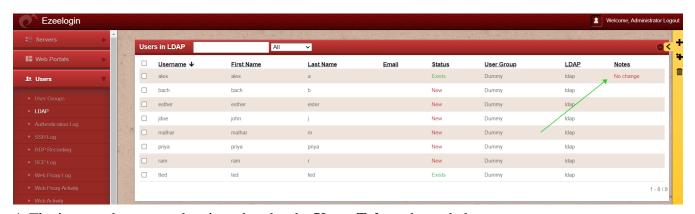
1. Import the user from the <u>LDAP</u> tab, refer to the below screenshot.



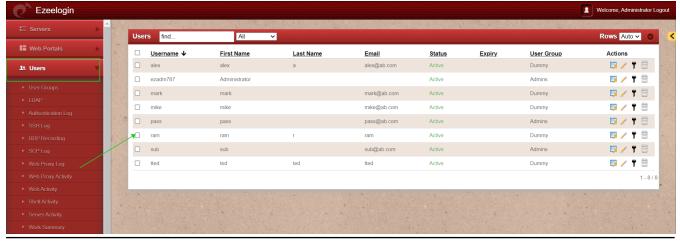
2. After the successful import of the selected user it will display the status as 'saved' as shown in the screenshot below.



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



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



Related Articles:

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LDAP failed.

LDAP extension is not installed.

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