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" when trying to SSH to gateway server.

```
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:~#
```

Step 1: Check **ezsh.log** of gateway user.

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

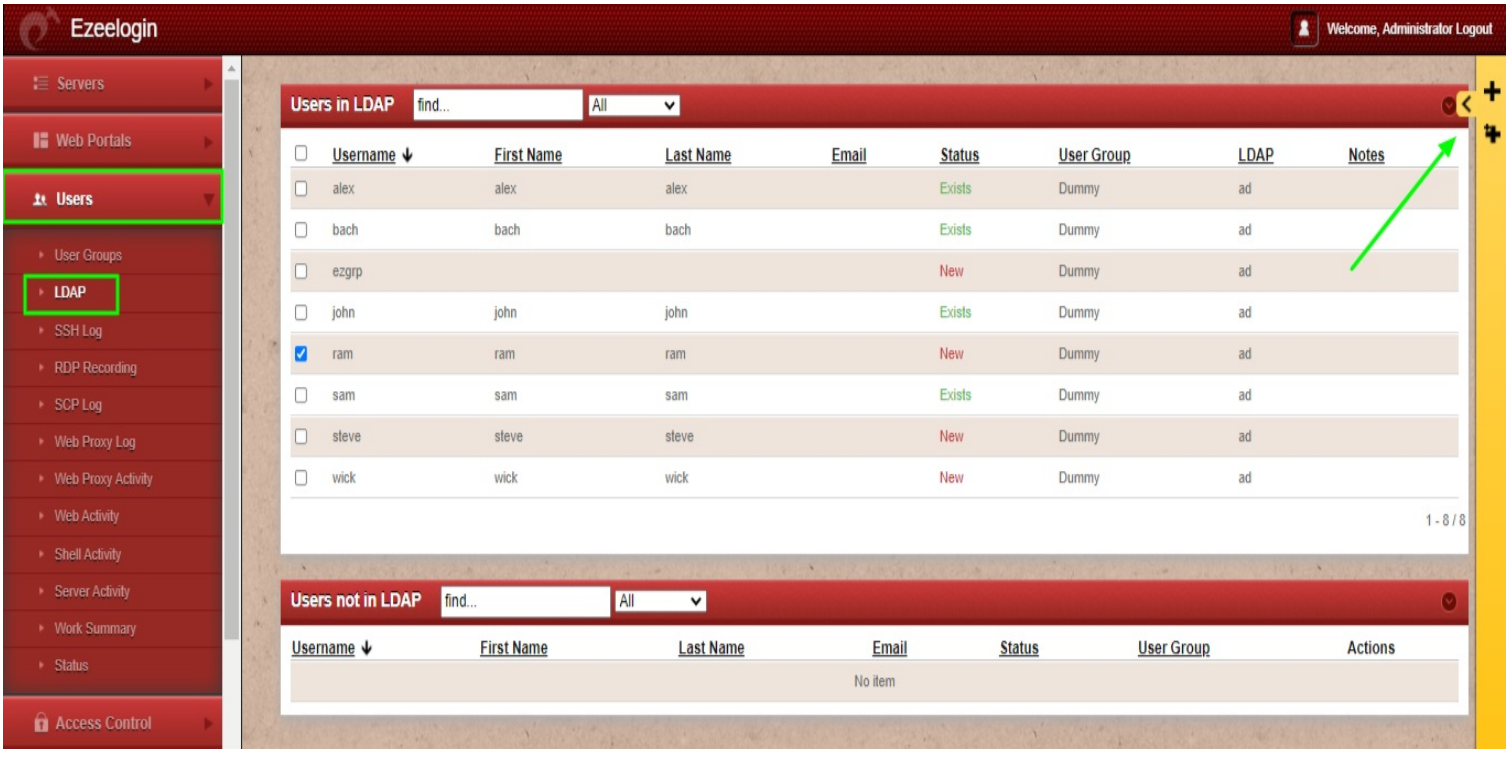
User not found.

example: cat /home/steve/ezsh.log

User not found.

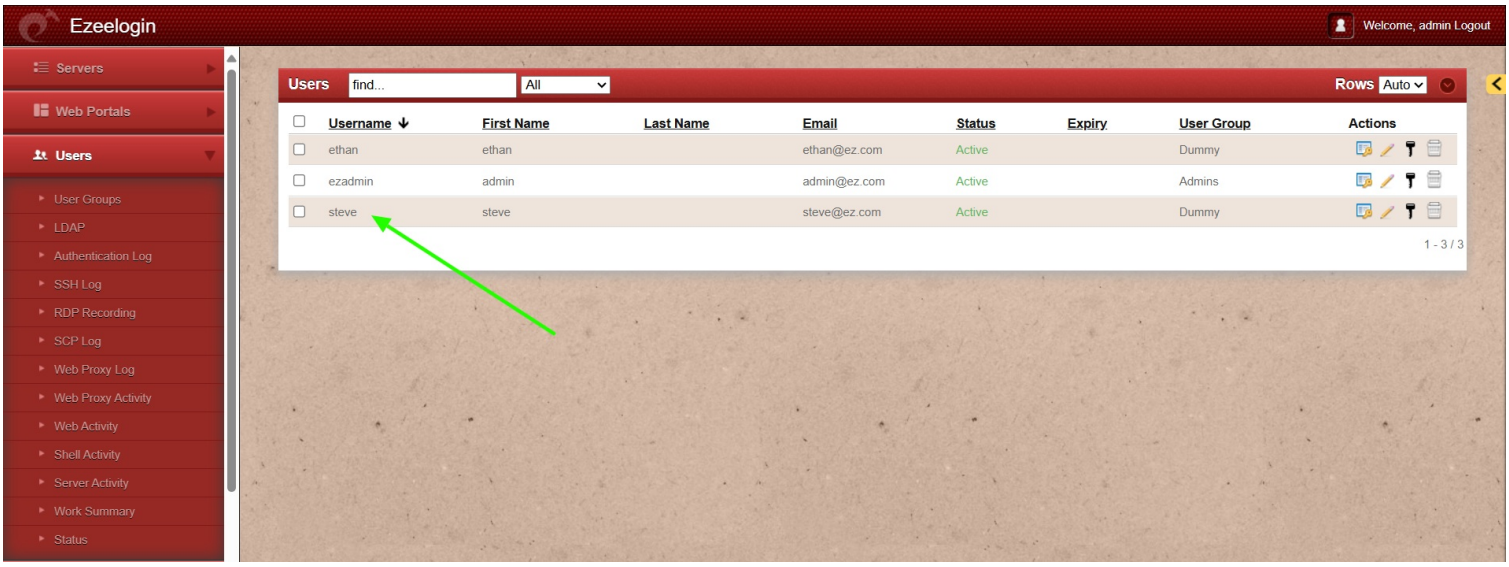
Step 2: Import the user from the **Users -> LDAP** or **create the user manually** under **Users tab**.

Step 2.a: Import the user from the **Users -> LDAP**



Step 2.b: Create the user manually under **Users tab**.

Step 3: Check if the user has been **successfully created** under the **Users** tab.



Step 4: Make sure **nscd** is running on the gateway server.

```
root@gateway ~]# apt install nscd -y      #Ubuntu 24, 22, 20, Debain 12, 11, etc.

root@gateway ~]# yum install nscd -y      #CentOS 8, RHEL 9, 8, RockyLinux 9, 8, AlmaLinux 9, 8, etc.

root@gateway ~]# systemctl start nscd     #Ubuntu, Debian, CentOS, RHEL, RockyLinux, AlmaLinux etc.
```

Step 5: After adding the user in the GUI, either through user import or manual creation, **check the SSH access again**.

```
root@desktop~]# ssh username@gateway_server
```

Related Articles:

Configuring Ezeelogin for authenticating with OpenLDAP or Windows AD server

LDAP search error.

LDAP failed.

LDAP extension is not installed.