

## 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, the 'Users not in LDAP' section 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 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"/>	jdoe	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 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"/>	jdoe	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>