LDAP search error Cannot contact LDAP server

500 Nesvin KN February 7, 2025 Common Errors & Troubleshooting 5509

How to solve LDAP search error Cannot contact LDAP server ?

Overview: This article explains how to troubleshoot and resolve the "**Error: LDAP search error: Can't contact LDAP server**" issue when integrating LDAP with Ezeelogin.

Step 1: Append **log_level trace** in **/usr/local/etc/ezlogin/ez.conf** to get the debug log.

```
root@gateway:~# vim /usr/local/etc/ezlogin/ez.conf

log_level trace
```

Step 2: Tail the latest application log to see the detailed error log.

```
root@gateway:~# cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/



Refer below example to tail application log:

root@gateway ~]# cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/

root@gateway ~]# ls

log-2022-02-03.php log-2022-02-05.php log-2022-04-16.php

root@gateway ~]# tail -f log-2022-04-16.php
```

Step 3: The following error can be found in the application log

```
DEBUG - 2022-04-28 08:56:00 --> uri: ldap://192.168.1.100
DEBUG - 2022-04-28 08:56:00 --> Connected: ldap://192.168.1.100
DEBUG - 2022-04-28 08:56:00 --> No StartTLS
DEBUG - 2022-04-28 08:56:00 --> Bind as:
CN=Administrator,CN=Users,DC=cloudweg,DC=com
DEBUG - 2022-04-28 08:56:00 --> Bind successful
DEBUG - 2022-04-28 08:56:00 --> Filter: (sAMAccountName=*)
DEBUG - 2022-04-28 08:56:00 --> LDAP attributes queried: Array
```

```
(
  [0] => sAMAccountName
  [1] => displayName
  [2] => userPrincipalName
)

ERROR - 2022-04-28 08:56:00 --> LDAP search error: Can’t contact LDAP
server
DEBUG - 2022-04-28 08:56:00 --> AJAX response sent
```

Step 4: Run **ldapsearch** to ensure that results are correctly fetched from the LDAP server.

```
root@gateway:~# ldapsearch -v -x -H ldap://192.168.1.100 -b
"DC=cloudweg,DC=com" -D
"CN=Administrator,CN=Users,DC=cloudweg,DC=com" -W
```

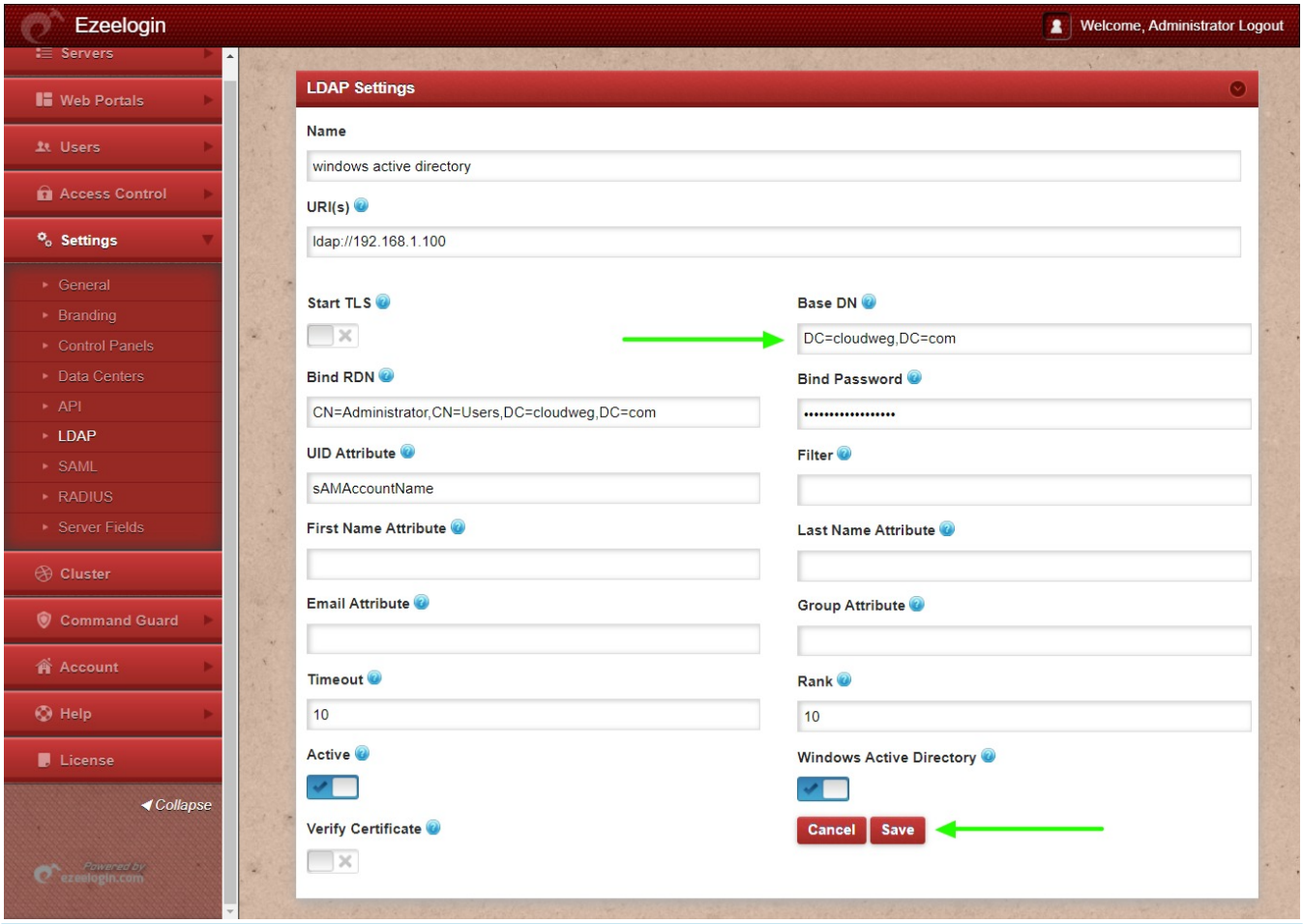
Step 5: ldapsearch will list the details of all users present in the base dn.

```
Refer below example:

# jake, cloudweg.com
dn: CN=jake,DC=cloudweg,DC=com
objectClass: top
objectClass: person
objectClass: organizationalPerson
objectClass: user
cn: jake
distinguishedName: CN=jake,DC=cloudweg,DC=com
instanceType: 4
whenCreated: 20220402134641.0Z
whenChanged: 20220402134844.0Z
displayName: jake
uSNCreated: 20577
uSNChanged: 20585
name: jake
objectGUID:: YBID4j LM06zE9V aOwVBw==
userAccountControl: 66048
badPwdCount: 0
codePage: 0
countryCode: 0
badPasswordTime: 0
lastLogoff: 0
```

```
lastLogon: 0
pwdLastSet: 132933808016965684
primaryGroupID: 513
objectSid:: AQUAAAAAAAUVAAAAVypHCV5jLN3fP7biUAQAAA==
accountExpires: 9223372036854775807
logonCount: 0
sAMAccountName: jake
sAMAccountType: 805306368
userPrincipalName: jake@cloudweg.com
objectCategory:
CN=Person,CN=Schema,CN=Configuration,DC=cloudweg,DC=com
dSCorePropagationData: 20220402134641.0Z
dSCorePropagationData: 16010101000000.0Z
```

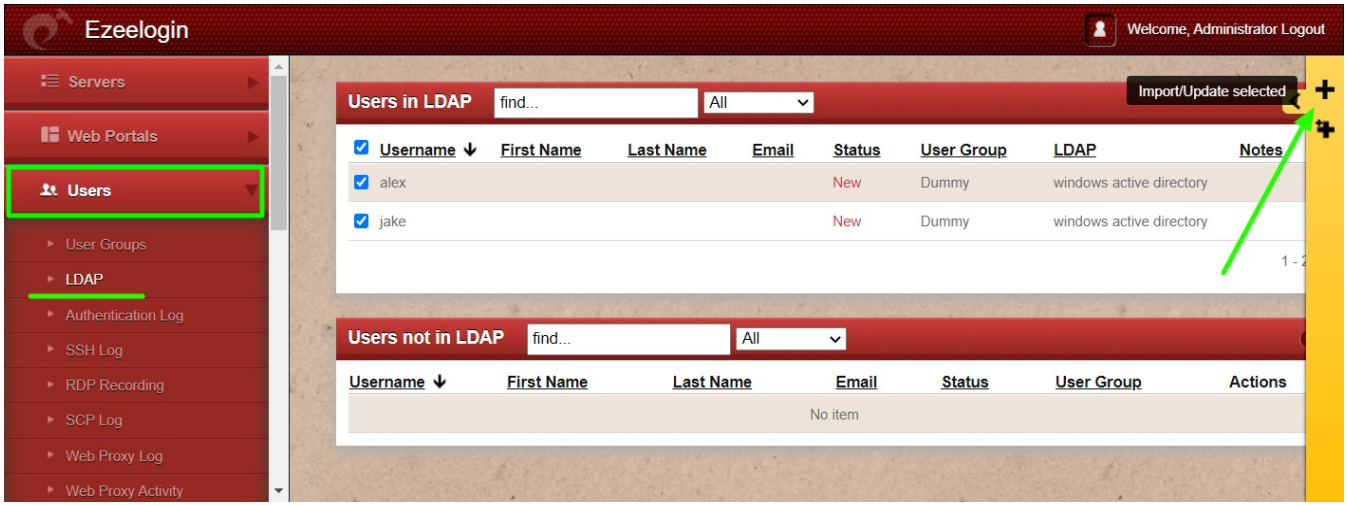
Step 6: Copy-paste the base dn and paste it in **Ezeelogin GUI -> Settings -> LDAP -> Edit.** Refer below screenshot.



Make sure to use the correct base dn in Ezeelogin GUI.

Step 7: After successfully saving LDAP settings navigate to **Users -> LDAP** and select the LDAP users

and import them to Ezeelogin.



Related Articles:

Can we authenticate internal users along with active exisitng ldap authentication?

How to solve LDAP bind error: Invalid credentials ?

Can we map existing user group in ldap to ezeelogin as ezeelogin user group ?

Assigning user group for LDAP users?

Online URL:
https://www.ezeelogin.com/kb/article/ldap-search-error-cannot-contact-ldap-server-500.html