

# LDAP search error Cannot contact LDAP server

500 Nesvin KN February 7, 2025 [Common Errors & Troubleshooting](#) 4777

## 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/ezeelogin/eze.conf` to get the debug log.

```
root@gateway:~# vim /usr/local/etc/ezeelogin/eze.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/ezeelogin/eze.conf)/application/logs/
```

Refer below example to tail application log:

```
root@gateway ~]# cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezeelogin/eze.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:: AQUAAAAAAAAUVAAAVypHCV5jLN3fP7biUAQAAA==
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.

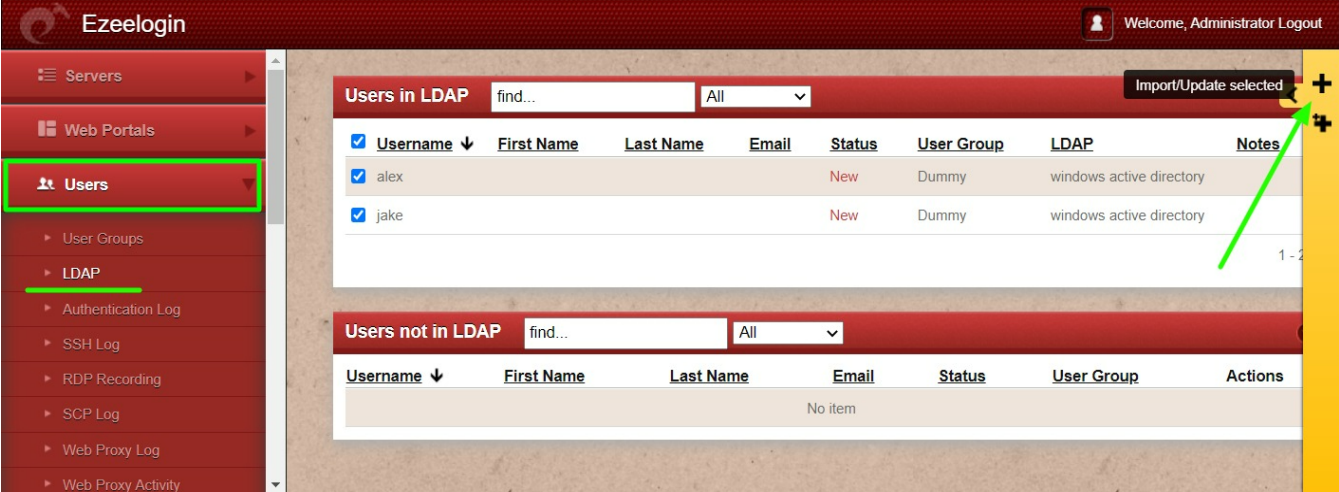
The screenshot shows the Ezeelogin GUI with the 'LDAP Settings' configuration page. The left sidebar contains a menu with options like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License. The 'Settings' menu is expanded, showing sub-options like General, Branding, Control Panels, Data Centers, API, LDAP, SAML, RADIUS, and Server Fields. The 'LDAP' sub-option is selected. The main content area displays the 'LDAP Settings' form with various fields for configuration. The 'Base DN' field is highlighted with a green arrow pointing to it from the left. The 'Save' button is highlighted with a green arrow pointing to it from the right.

LDAP Settings	
Name	windows active directory
URI(s)	ldap://192.168.1.100
Start TLS	<input type="checkbox"/>
Bind RDN	CN=Administrator,CN=Users,DC=cloudweg,DC=com
UID Attribute	sAMAccountName
First Name Attribute	
Email Attribute	
Timeout	10
Active	<input checked="" type="checkbox"/>
Verify Certificate	<input type="checkbox"/>
Base DN	DC=cloudweg,DC=com
Bind Password	.....
Filter	
Last Name Attribute	
Group Attribute	
Rank	10
Windows Active Directory	<input checked="" type="checkbox"/>
Cancel	Save

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.



The screenshot shows the Ezeelogin web interface. The left sidebar has a red header with the Ezeelogin logo and a menu with 'Servers', 'Web Portals', and 'Users' (highlighted with a green box). Below 'Users' are sub-items: 'User Groups', 'LDAP', 'Authentication Log', 'SSH Log', 'RDP Recording', 'SCP Log', 'Web Proxy Log', and 'Web Proxy Activity'. The main content area has a red header with 'Welcome, Administrator Logout' and a search bar. Below the header, there are two sections: 'Users in LDAP' and 'Users not in LDAP'. The 'Users in LDAP' section has a table with columns: Username, First Name, Last Name, Email, Status, User Group, LDAP, and Notes. It contains two rows: 'alex' and 'jake', both with status 'New' and user group 'Dummy'. A green arrow points to the 'Import/Update selected' button in the top right of this section. The 'Users not in LDAP' section has a table with columns: Username, First Name, Last Name, Email, Status, User Group, and Actions. It contains one row with the text 'No item'.

Username	First Name	Last Name	Email	Status	User Group	LDAP	Notes
alex				New	Dummy	windows active directory	
jake				New	Dummy	windows active directory	

Username	First Name	Last Name	Email	Status	User Group	Actions
No item						

## Related Articles:

[Can we authenticate internal users along with active existing 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>