ERROR: User has not set a security code ldap sasl binds : Cannot contact LDAP server

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How to solve ERROR: User has not set a security code ldap_sasl_bind_s (-1): Can't contact LDAP server

Overview: This article explains how to resolve the "ERROR: User has not set a security code ldap_sasl_bind_s (-1): Can't contact LDAP server" error by creating a softlink to the SSL directory or enabling the "skip LDAP user verification" option in Ezeelogin version 7.27.6 and higher.

If this error occurs, create a softlink to the system SSL directory by executing the following command on the server.

```
[root@gateway ~]# openssl version -d

OPENSSLDIR: "/etc/pki/tls"
```

Once the path to the SSL directory is obtained, run the following command:

```
[root@gateway ~]# ln -s path/to/ssl/dir /usr/local/ssl

for example:

[root@gateway ~]# ln -s /etc/pki/tls /usr/local/ssl
```

OR

For Ezeelogin version 7.27.6 and above, enable the "Skip LDAP User Verification" option under **Settings -> General -> Security -> Skip ldap user verification.** This will skip LDAP user verification in the Ezeelogin shell (Ezsh) and **disable** the **Security Code Ldap** under **Settings -> General -> Authentication -> Security code ldap**. Refer below screenshots.





If you are on a lower version of Ezeelogin refer the following article to upgrade to the latest version https://www.ezeelogin.com/kb/article/upgrade-ezeelogin-jump-server-to-the-latest-version-136.html

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