Cannot contact LDAP server

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Error: 'Can't contact LDAP server' while saving LDAP setting from Ezeelogin GUI

Overview: This article describes the troubleshooting steps to resolve the error "Can't contact LDAP server" in Ezeelogin by enabling the debug logs, checking LDAP certificates and permissions and configuring SSL in ldap.conf.

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

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

root@server ~]# ls

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

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

Step 3: Find the below error from the application log

```
DEBUG - 2022-07-01 14:21:21 --> uris: Array
(
[0] => ldaps://ad.cloudweg.com:636
)
DEBUG - 2022-07-01 14:21:21 --> uri: ldaps://ad.cloudweg.com:636
DEBUG - 2022-07-01 14:21:21 --> No StartTLS
ERROR - 2022-07-01 14:21:21 --> LDAP bind: CN=Administrator,CN=Users,DC=ezad,DC=com, password, -1,
Can't contact LDAP server,
DEBUG - 2022-07-01 14:21:21 --> AJAX response sent
```

Step 4: Make sure there is certificates in the path and check the permission of owner and group.

```
root@gateway:~# chown -R ldap:ldap /etc/openldap/certs/*

root@gateway:~# chmod 644 -R /etc/openldap/certs/*

root@gateway# ls -al /etc/openldap/certs/

-rw-r--r--. 1 ldap ldap 1176 Jun 18 08:45 ldapserver.crt

-rw-r--r--. 1 ldap ldap 985 Jun 18 08:45 ldapserver.csr

-rw-r--r--. 1 ldap ldap 1679 Jun 18 08:47 ldapserver.key
```

Step 5: Add below line in ldap.conf to allow LDAP to connect with SSL

```
root@gateway:~# vim /etc/ldap.conf

URI ldaps://ad.cloudweg.com/

TLS_REQCERT allow
```

Step 6: Make sure to add the path of certificates in slapd.conf and restart slapd to save the changes.

```
root@gateway:~# vim /etc/ldap/slapd.conf

root@gateway:~# systemctl restart slapd
```

Step 7.a: Run ldapsearch on gateway server to confirm the connection.

```
root@gateway:~# ldapsearch -H ldap://mydomain.com -D "admin@mydomain.com" -W -b "DC=users,DC=com"
```

Step 7.b: Run ldapsearch on the gateway server to confirm the connection when using SSL.

```
root@gateway:~# ldapsearch -H ldaps://mydomain.com:636 -D "admin@mydomain.com" -W -b
"DC=users,DC=com"
```

Step 7.c: Run ldapsearch on the gateway server to confirm the connection when using TLS.

```
root@gateway:~# ldapsearch -H ldaps://mydomain.com:636 -D "admin@mydomain.com" -W -b
"DC=users,DC=com" -ZZ
```

Step 7.c: Run ldapsearch on the gateway server to confirm the connection when using self-signed certificates.

```
root@gateway:~# LDAPTLS_REQCERT=never ldapsearch -H ldaps://mydomain.com:636 -D
"admin@mydomain.com" -W -b "DC=users,DC=com"
```

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Online URL: https://www.ezeelogin.com/kb/article/cannot-contact-ldap-server-514.html