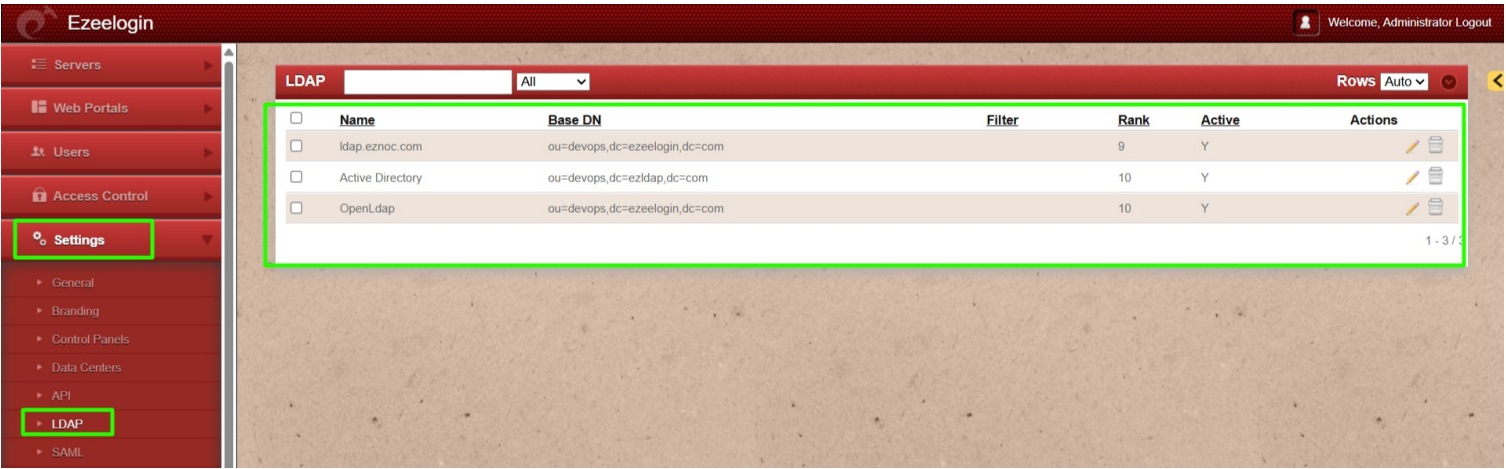
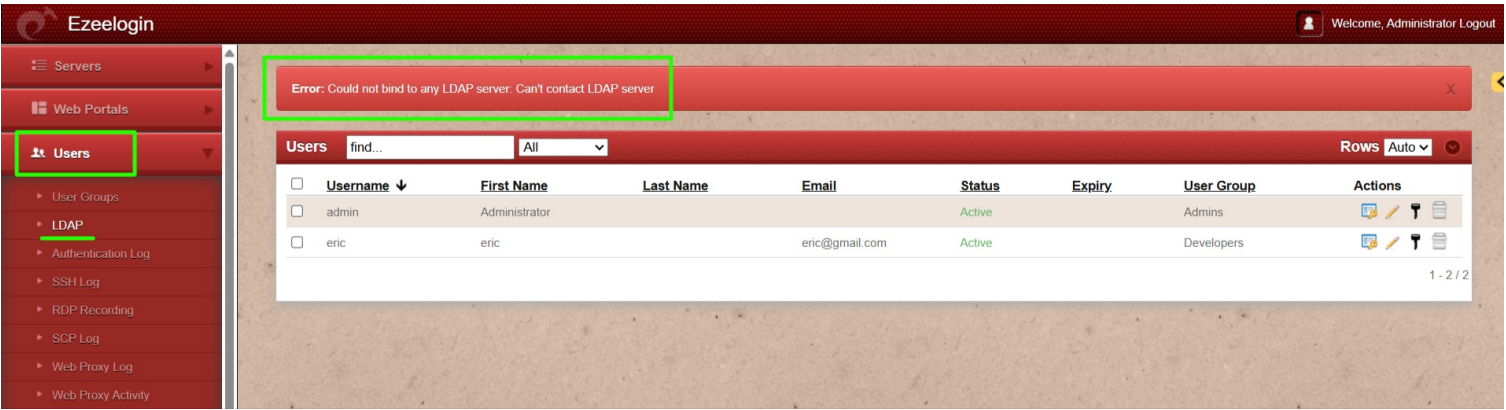


LDAP Bind error when one of multiple LDAP Servers goes down

How to solve Error: Could not bind to any LDAP server: Can't contact LDAP server when multiple ldap servers are added?

Overview: This article provides a solution for the error "**Could not bind to any LDAP server: Can't contact LDAP server**" that occurs when multiple LDAP servers are configured and one of them goes down.

Under **Users** -> **LDAP**, the below error occurs when multiple LDAP servers are configured and **one of them goes down**.



Step 1: Check the latest [application logs](#) for the errors. Navigate to the log directory and tail the latest log.

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

Refer below example to tail the latest error messages:

root@gateway:/var/www/ezlogin/application/logs# ls

log-2025-03-27.php log-2025-03-28.php

root@gateway:/var/www/ezlogin/application/logs#

log-2025-03-28.php log-2025-03-29.php

root@gateway:/var/www/ezlogin/application/logs# tail -f log-2025-03-29.php

DEBUG - 2025-03-29 12:54:38 --> Get license from cache -
DEBUG - 2025-03-29 12:54:38 --> parse license
DEBUG - 2025-03-29 12:54:38 --> Local time: 1743252878
```

```
DEBUG - 2025-03-29 12:54:38 --> uris: Array
(
[0] => ldap://192.168.1.61
)

DEBUG - 2025-03-29 12:54:38 --> LDAP verify cert disabled
DEBUG - 2025-03-29 12:54:38 --> uri: ldap://192.168.1.61
DEBUG - 2025-03-29 12:54:38 --> Connected: ldap://192.168.1.61
DEBUG - 2025-03-29 12:54:38 --> No StartTLS
DEBUG - 2025-03-29 12:54:38 --> Bind as: cn=Administrator,cn=users,dc=eldap,dc=com
ERROR - 2025-03-29 12:54:48 --> LDAP bind error: Can't contact LDAP server
DEBUG - 2025-03-29 12:54:48 --> Headers: Array
```

Step 2: To resolve the above error, navigate to **Settings -> LDAP** and **deactivate** the LDAP server that is down.

The screenshot shows the Ezeelogin web interface. On the left is a sidebar menu with options like Servers, Web Portals, Users, Access Control, Settings, General, Branding, Control Panels, Data Centers, API, LDAP, SAML, OpenID Connect, FIDO2, RADIUS, SIEM, Server Fields, Cluster, Command Guard, Account, Help, and License. The 'Settings' and 'LDAP' options are highlighted with green boxes. The main content area is titled 'LDAP Settings'. It contains various configuration fields: Name (Active Directory), URI(s) (ldap://192.168.1.41), Start TLS (unchecked), Base DN (ou=devops,dc=eldap,dc=com), Bind RDN (cn=Administrator,cn=users,dc=eldap,dc=com), Bind Password (masked), Filter, UID Attribute (sAMAccountName), First Name Attribute (givenName), Last Name Attribute, Email Attribute (mail), Group Attribute, Timeout (10), Rank (10), Active (unchecked, with a green arrow pointing to it), Windows Active Directory (checked), and Verify Certificate (checked). At the bottom right are 'Cancel' and 'Save' buttons.

Step 3: Once the server is up, the LDAP server can be reactivated.

Related Articles:

- [LDAP bind error](#)
- [Error: Could not bind to any LDAP server: 80090308: LdapErr: DSID-0C090453, comment: AcceptSecurityContext error, data 52e, v3839](#)
- [Could not bind to any LDAP server: error:14090086:SSL routines:ssl3_get_server_certificate:certificate verify failed \(self signed certificate in certificate chain\)](#)
- [LDAP search error Cannot contact LDAP server](#)
- [Could not authenticate with any LDAP server](#)