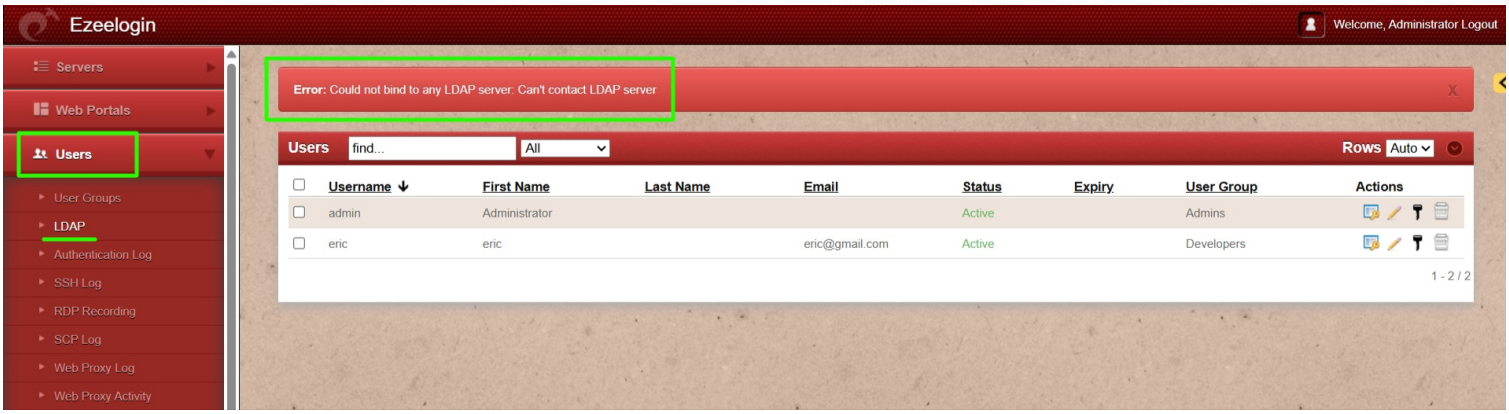
LDAP Bind error when one of multiple LDAP Servers goes down

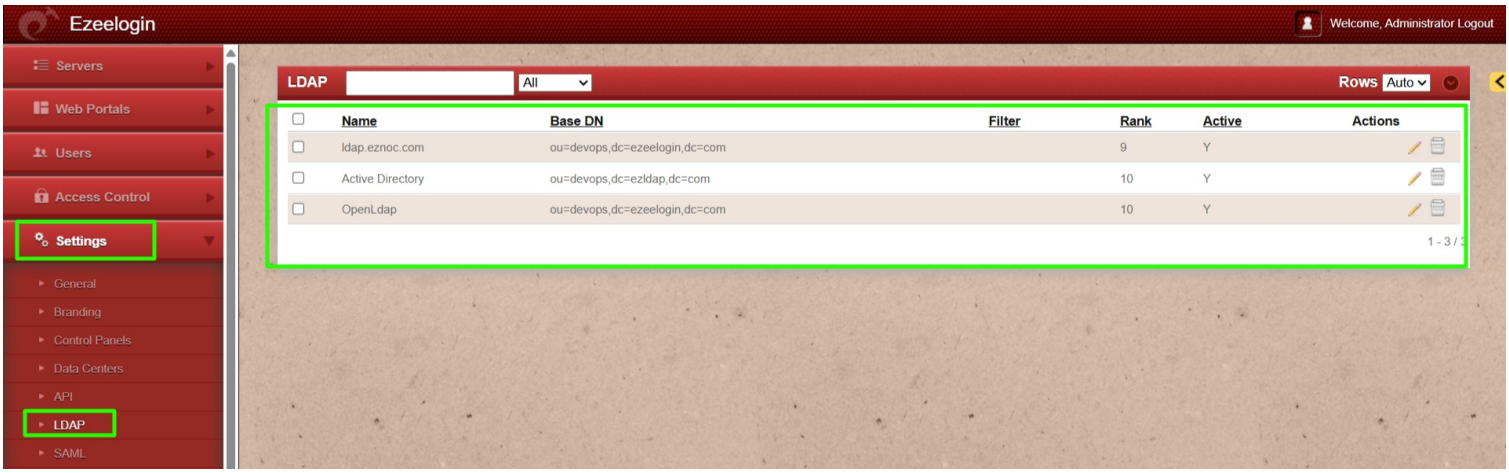
775 Jisna Joseph April 16, 2025 Common Errors & Troubleshooting 2771

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

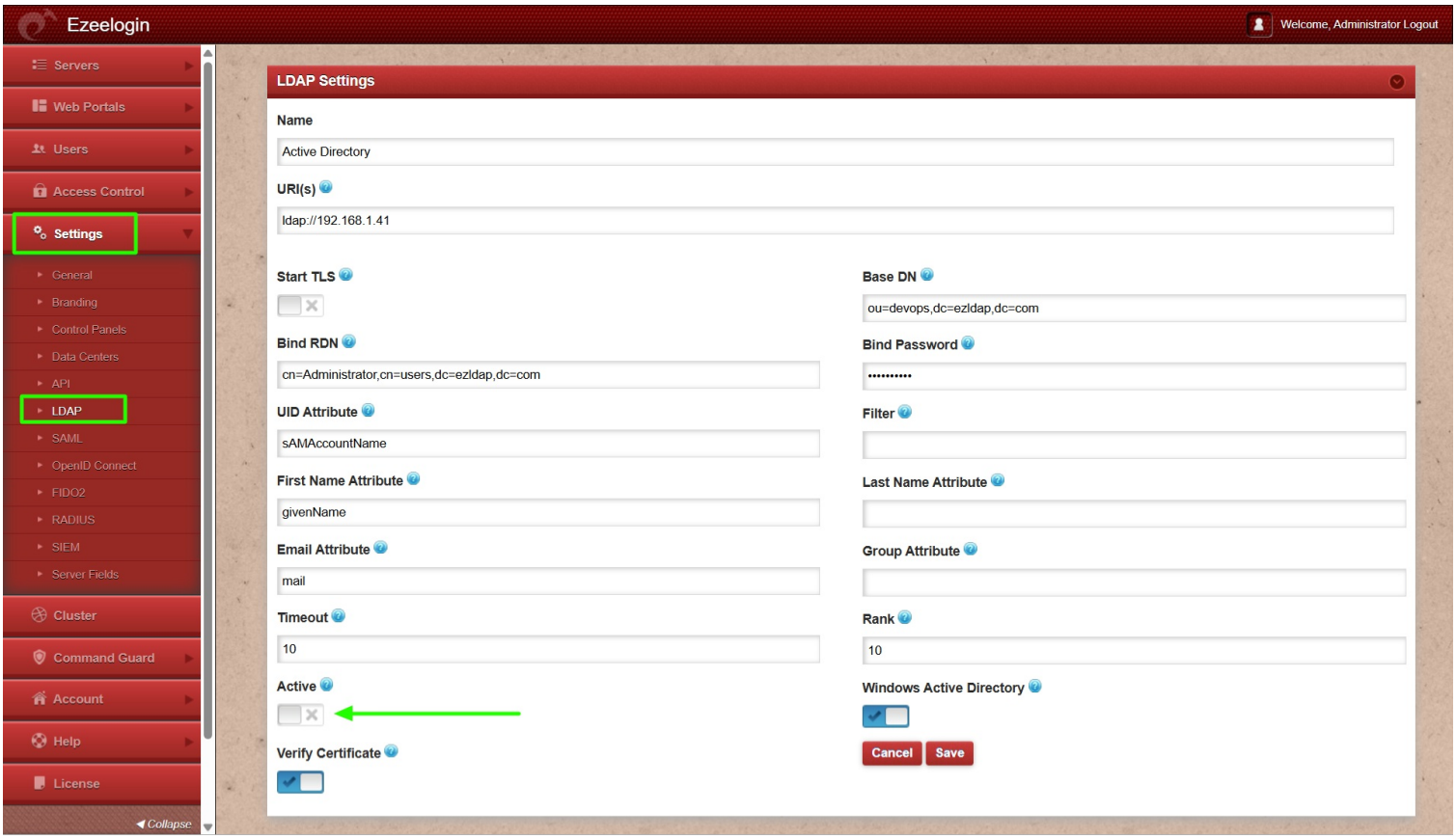
root@gateway:/var/www/ezlogin/application/logs# tail -f log-2025-03-29.php

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=ezldap,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.



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

Online URL: https://www.ezeelogin.com/kb/article/ldap-bind-error-when-one-of-multiple-ldap-servers-goes-down-775.html