

# User could not be found on the system:: No error information

268 admin August 28, 2024 [Common Errors & Troubleshooting](#) 3417

## Troubleshooting user identification issues in systems with jump server and pam\_ldap

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**Overview:** This article discusses troubleshooting related to user identification issues within systems configured with Ezeelogin and pam\_ldap, highlighting the impact of the nscd service status.

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Error: 'User could not be found on the system: No error information' in /home/{username}/ezsh.log.

- This happens when you have configured Ezeelogin with pam\_ldap.
- This happens because service nscd is not running and restarting it would fix the issue.
- Also, it is recommended that the positive time-to-live be reduced to a minute or two.

Here are simple steps to address the issue where users are not found on the system despite having the correct UID and GID:

**Step 1.** Edit the nscd.conf file and make the following changes.

```
:~# nano /etc/nscd.conf  
  
enable-cache passed yes  
  
positive-time-to-live passwd 60
```

**Step 2.** Restart the nscd service.

```
:~# service nscd restart
```

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### Related Articles

[Error log file and configuration file.](#)

Online URL:

<https://www.ezeelogin.com/kb/article/user-could-not-be-found-on-the-system-no-error-information-268.html>