Error: User not found. Contact administrator.

406 Nesvin KN July 31, 2024 Common Errors & Troubleshooting 3386

How to fix error (LDAP or Windows AD): User not found. Contact administrator.

Overview: This article describes how to fix the LDAP or Windows AD error "User not found" by ensuring NSCD is installed and running, and then importing or verifying the user.

Error:

```
root@USER1-LAPHP-04:~# ssh steve@192.168.56.105
Enter passphrase for key '/root/.ssh/id_rsa':
Last login: Sat May 15 20:18:38 2021 from 192.168.56.1

User not found. Contact administrator.
Connection to 192.168.56.105 closed.
root@USER1-LAPHP-04:~#
```

Refer below error log of user Steve in the gateway server.

```
[root@gateway ~]# cat /home/steve/ezsh.log
User not found.
[root@gateway ~]#
[root@gateway ~]#
```

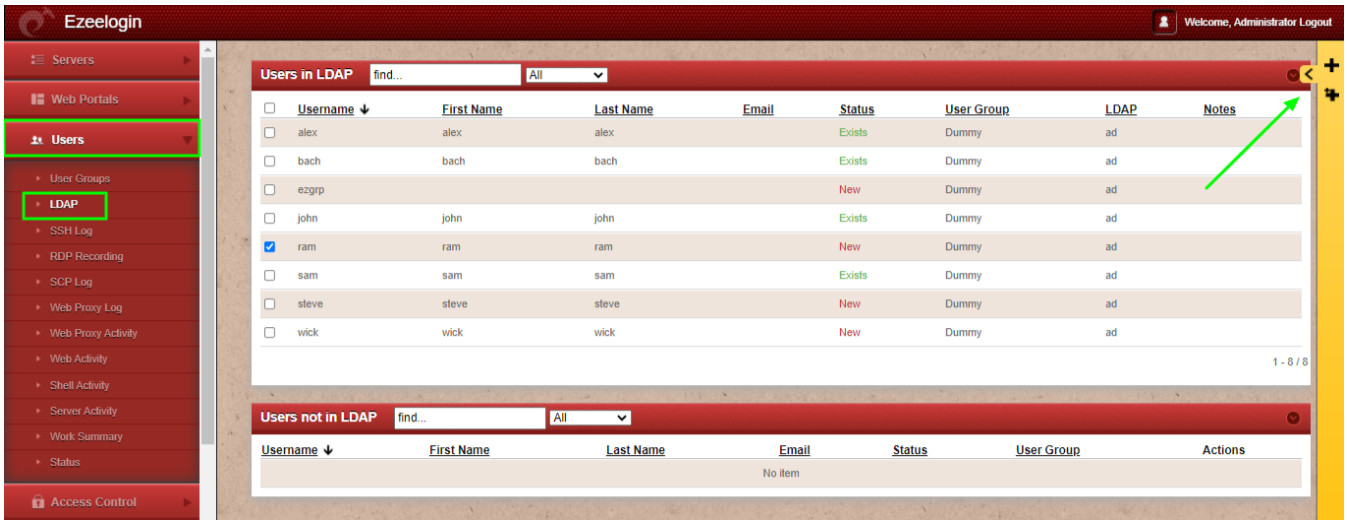
Make sure you have installed nscd and it's running.

root@gateway ~]# yum install nscd -y

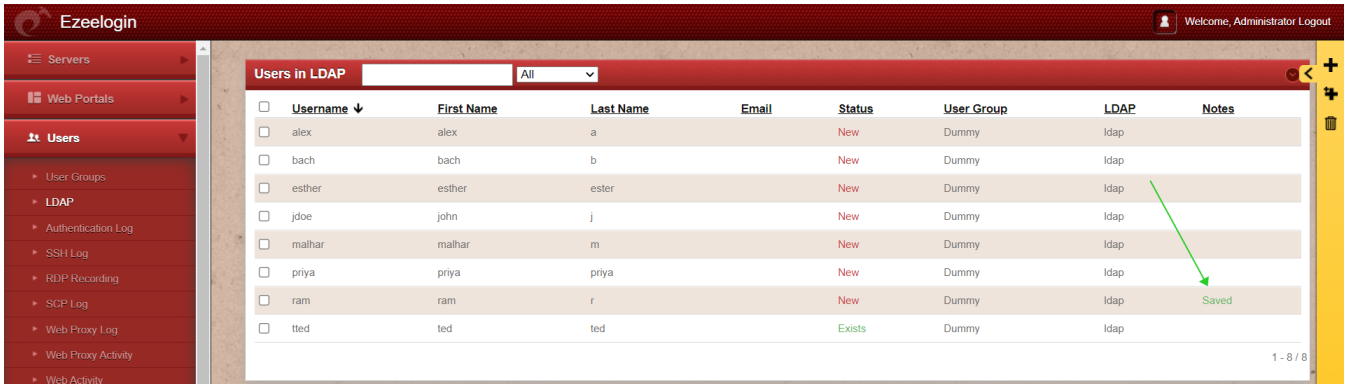
root@gateway ~]# systemctl status nscd

---

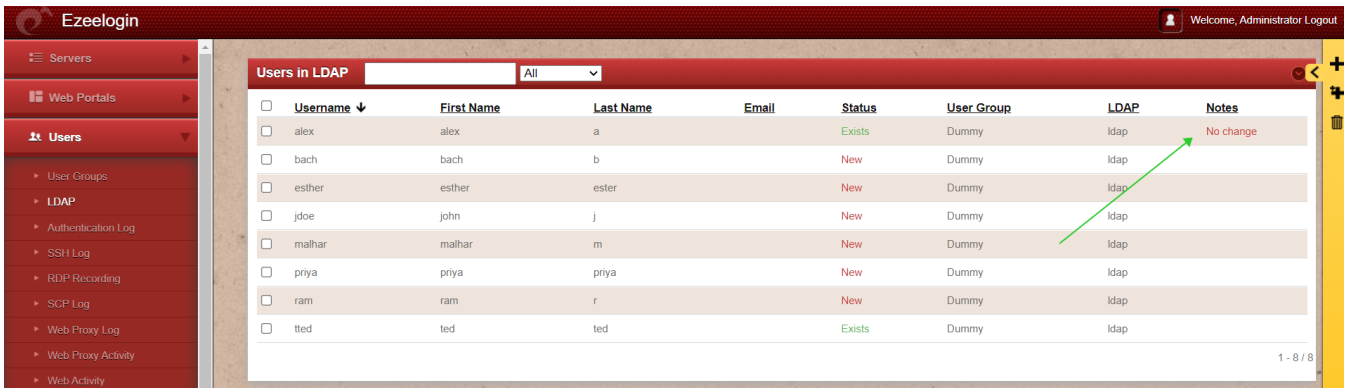
1. Import the user from the LDAP tab, refer to the below screenshot.



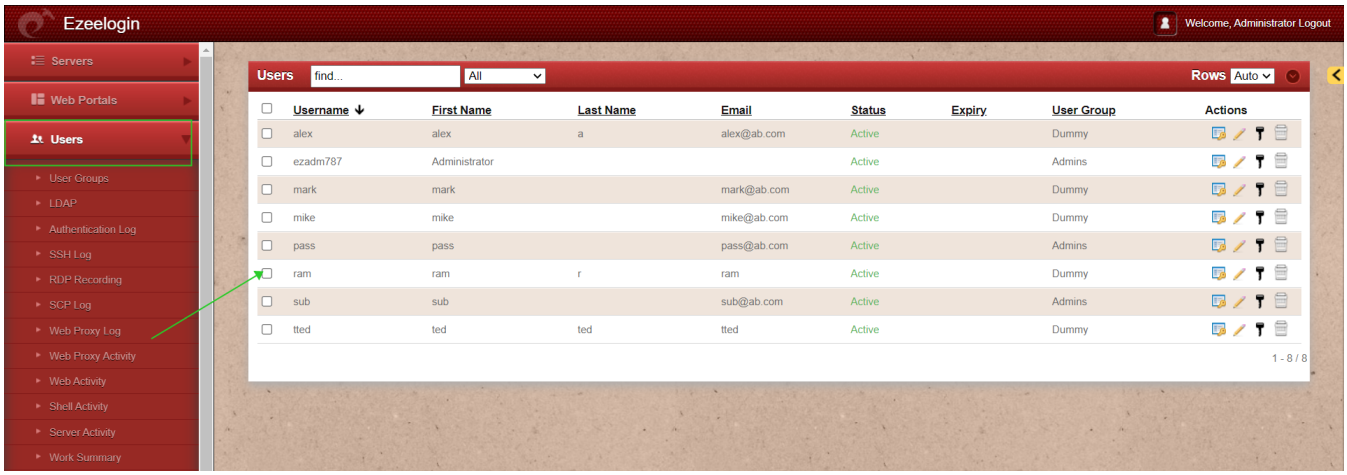
2. After the successful import of the selected user it will display the status as '**saved**' as shown in the screenshot below.



3. If the user already exists, it will display the status as **'No change'** as shown in the screenshot below.



4. The imported users can be viewed under the **Users Tab** as shown below.



Related Articles:

LDAP search error.

LDAP failed.

LDAP extension is not installed.

Online URL: https://www.ezeelogin.com/kb/article/error-user-not-found-contact-administrator-406.html