

## Error: User not found. Contact administrator.

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### 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.

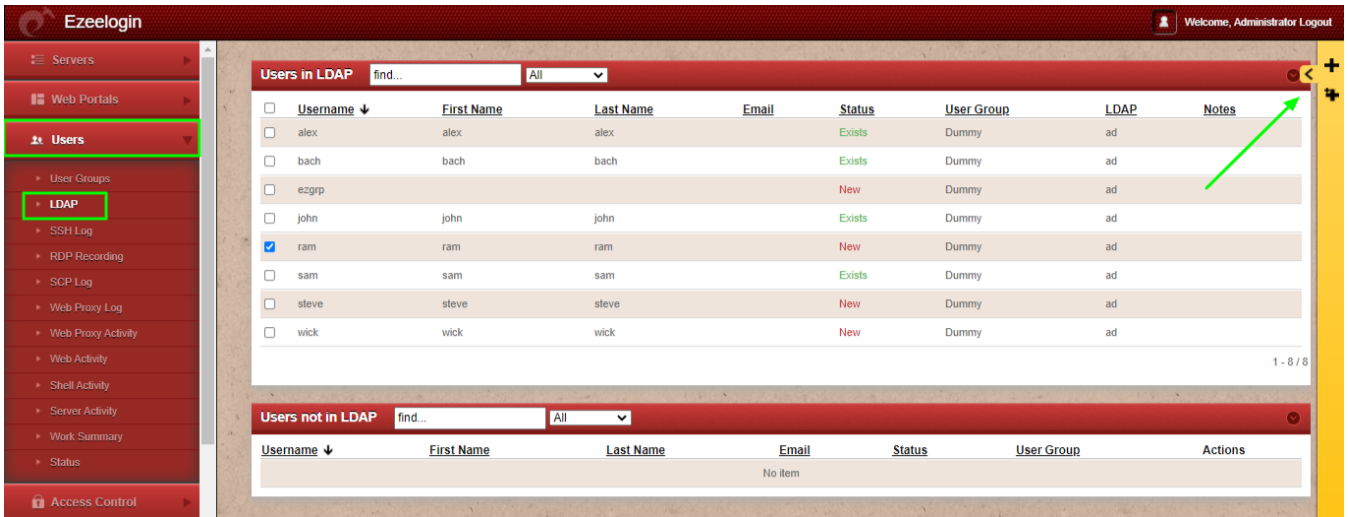
```
[root@gateway ~]# cat /home/steve/ezsh.log
User not found.
[root@gateway ~]#
[root@gateway ~]#
```

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

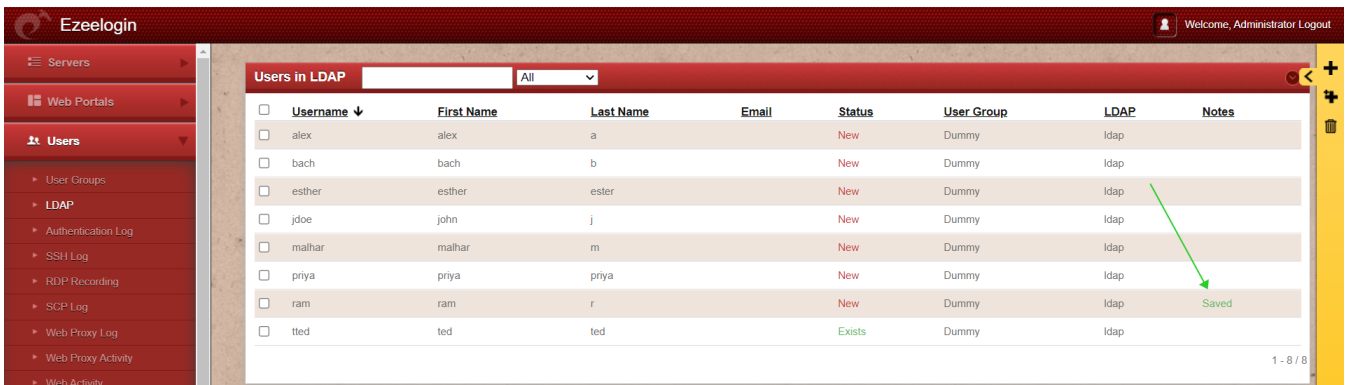
```
root@gateway ~]# yum install nscd -y
```

```
root@gateway ~]# systemctl status nscd
```

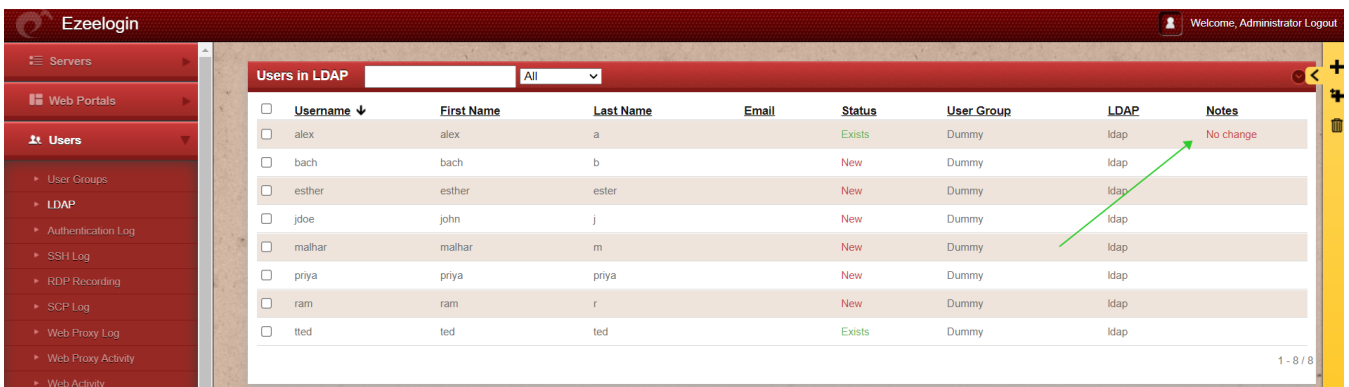
1. Import the user from the [LDAP](#) tab, refer to the below screenshot.



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.

The screenshot shows the Ezeelogin web interface. On the left is a navigation menu with options like Servers, Web Portals, and Users. The main area displays a 'Users' table with the following data:

Username	First Name	Last Name	Email	Status	Expiry	User Group	Actions
alex	alex	a	alex@ab.com	Active		Dummy	[Icons]
ezadm787	Administrator			Active		Admins	[Icons]
mark	mark		mark@ab.com	Active		Dummy	[Icons]
mike	mike		mike@ab.com	Active		Dummy	[Icons]
pass	pass		pass@ab.com	Active		Admins	[Icons]
ram	ram	r	ram	Active		Dummy	[Icons]
sub	sub		sub@ab.com	Active		Admins	[Icons]
tted	ted	ted	tted	Active		Dummy	[Icons]

**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>