

LDAP search error Cannot contact LDAP server

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Error: LDAP search error: Can't contact LDAP server

1. Append [log_level trace](#) in `/usr/local/etc/ezlogin/ez.conf` to get the debug log.

```
root@gateway ~]# vim /usr/local/etc/ezlogin/ez.conf

log_level trace
```

2. Tail the latest [application log](#) to see the detailed error log.

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

Refer below example to tail application log

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

```
root@gateway ~]# ls
```

```
log-2022-02-03.php log-2022-02-05.php log-2022-04-16.php
```

```
root@gateway ~]# tail -f log-2022-04-16.php
```

3. You can find below error from application log

```
DEBUG - 2022-04-28 08:56:00 --> uri: ldap://192.168.1.100
DEBUG - 2022-04-28 08:56:00 --> Connected: ldap://192.168.1.100
DEBUG - 2022-04-28 08:56:00 --> No StartTLS
DEBUG - 2022-04-28 08:56:00 --> Bind as:
CN=Administrator,CN=Users,DC=cloudweg,DC=com
DEBUG - 2022-04-28 08:56:00 --> Bind successful
DEBUG - 2022-04-28 08:56:00 --> Filter: (sAMAccountName=*)
DEBUG - 2022-04-28 08:56:00 --> LDAP attributes queried: Array
(
  [0] => sAMAccountName
  [1] => displayName
```

```
[2] => userPrincipalName
)
ERROR - 2022-04-28 08:56:00 --> LDAP search error: Can't contact LDAP
server
DEBUG - 2022-04-28 08:56:00 --> AJAX response sent
```

Make sure to use the correct base dn in Ezeelogin GUI.

4. Run `ldapsearch` to ensure that results are correctly fetched from the [LDAP server](#).

```
root@gateway ~]# ldapsearch -v -x -H
ldap://192.168.1.100 -b "DC=cloudweg,DC=com" -D
"CN=Administrator,CN=Users,DC=cloudweg,DC=com" -W
```

5. `ldapsearch` will list the details of all users present in the base dn.

Refer below example:

```
# jake, cloudweg.com
dn: CN=jake,DC=cloudweg,DC=com
objectClass: top
objectClass: person
objectClass: organizationalPerson
objectClass: user
cn: jake
distinguishedName: CN=jake,DC=cloudweg,DC=com
instanceType: 4
whenCreated: 20220402134641.0Z
whenChanged: 20220402134844.0Z
displayName: jake
uSNCreated: 20577
uSNChanged: 20585
name: jake
objectGUID:: YBID4j+LM06zE9V+aOwVBw==
userAccountControl: 66048
badPwdCount: 0
codePage: 0
countryCode: 0
badPasswordTime: 0
```

```
lastLogoff: 0
lastLogon: 0
pwdLastSet: 132933808016965684
primaryGroupID: 513
objectSid:: AQUAAAAAAAAUVAAAAVypHCV5jLN3fP7biUAQAAA==
accountExpires: 9223372036854775807
logonCount: 0
sAMAccountName: jake
sAMAccountType: 805306368
userPrincipalName: jake@cloudweg.com
objectCategory:
CN=Person,CN=Schema,CN=Configuration,DC=cloudweg,DC=com
dSCorePropagationData: 20220402134641.0Z
dSCorePropagationData: 16010101000000.0Z
```

Copy-paste the base dn and paste it in **Ezeelogin GUI -> Settings -> LDAP -> Edit**. Refer below screenshot.

The screenshot displays the Ezeelogin LDAP Settings configuration page. The left sidebar shows the navigation menu with 'Settings' expanded to 'LDAP'. The main content area contains the following fields:

- Name: windows active directory
- URI(s): ldap://192.168.1.100
- Start TLS:
- Bind RDN: CN=Administrator,CN=Users,DC=cloudweg,DC=com
- UID Attribute: sAMAccountName
- First Name Attribute: (empty)
- Email Attribute: (empty)
- Timeout: 10
- Active:
- Verify Certificate:
- Base DN: DC=cloudweg,DC=com (highlighted with a green arrow)
- Bind Password: (masked with dots)
- Filter: (empty)
- Last Name Attribute: (empty)
- Group Attribute: (empty)
- Rank: 10
- Windows Active Directory:

At the bottom right, there are 'Cancel' and 'Save' buttons. A green arrow points to the 'Save' button.

6. After successfully saving LDAP settings navigate to **Users -> LDAP** and import the users to Ezeelogin by clicking on the option on the right side. Refer below screenshot.

Ezeelogin

Welcome, Administrator Logout

Servers

Web Portals

Users

- User Groups
- LDAP
- Authentication Log
- SSH Log
- RDP Recording
- SCP Log
- Web Proxy Log
- Web Proxy Activity

Users in LDAP find... All Import/Update selected

<input checked="" type="checkbox"/>	Username ↓	First Name	Last Name	Email	Status	User Group	LDAP	Notes
<input checked="" type="checkbox"/>	alex				New	Dummy	windows active directory	
<input checked="" type="checkbox"/>	jake				New	Dummy	windows active directory	

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Users not in LDAP find... All

Username ↓	First Name	Last Name	Email	Status	User Group	Actions
No item						

Related Articles

Can we map existing user group in ldap to ezeelogin as ezeelogin user group ?

Assigning user group for LDAP users?

Online URL:

<https://www.ezeelogin.com/kb/article/ldap-search-error-cannot-contact-ldap-server-500.html>