

LDAP search error Cannot contact LDAP server

500 Nesvin KN February 7, 2025 [Common Errors & Troubleshooting](#) 4338

How to solve LDAP search error Cannot contact LDAP server ?

Overview: This article explains how to troubleshoot and resolve the "Error: LDAP search error: Can't contact LDAP server" issue when integrating LDAP with Ezeelogin.

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

```
root@gateway:~# vim /usr/local/etc/ezeelogin/ez.conf

log_level trace
```

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

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

Refer below example to tail application log:

```
root@gateway ~]# cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezeelogin/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
```

Step 3: The following error can be found in the 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
```

Step 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
```

Step 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:: AQUAAAAAAAAUVAAAVypHCV5jLN3fP7biUAQAAA==
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
```

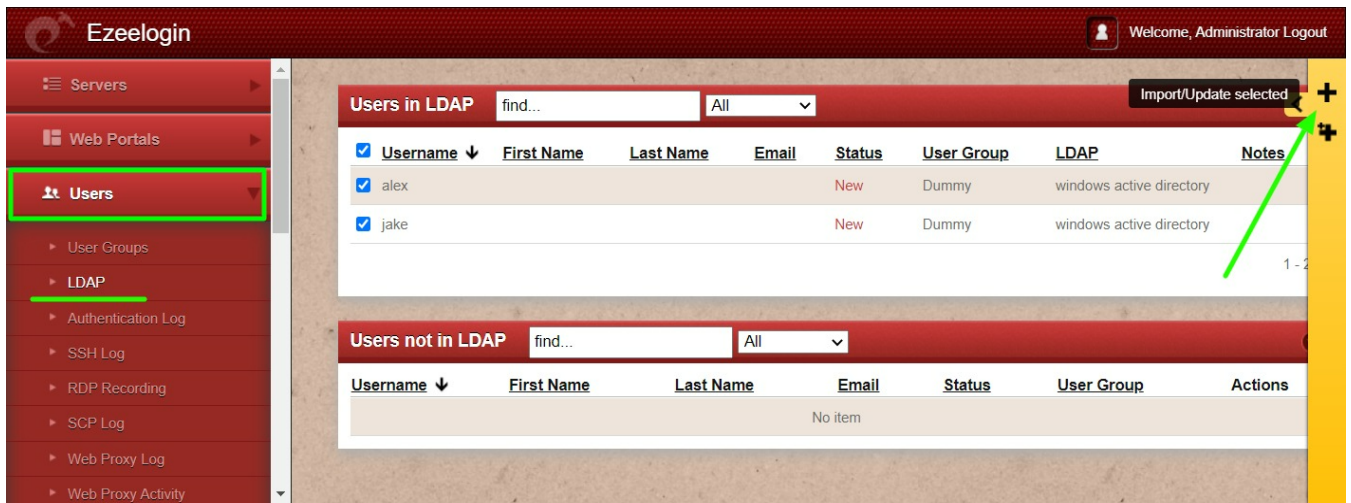
Step 6: Copy-paste the base dn and paste it in **Ezeelogin GUI -> Settings -> LDAP -> Edit**. Refer below screenshot.

The screenshot shows the Ezeelogin GUI with the 'LDAP Settings' configuration page open. The left sidebar contains navigation options like Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License. The 'LDAP Settings' form includes fields for Name, URI(s), Start TLS, Base DN, Bind RDN, Bind Password, UID Attribute, Filter, First Name Attribute, Last Name Attribute, Email Attribute, Group Attribute, Timeout, Rank, Active, Windows Active Directory, and Verify Certificate. A green arrow points from the 'Base DN' field to the 'Save' button.

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

Step 7: After successfully saving LDAP settings navigate to **Users -> LDAP** and select the LDAP users

and import them to Ezeelogin.



Related Articles:

[Can we authenticate internal users along with active existing ldap authentication?](#)

[How to solve LDAP bind error: Invalid credentials ?](#)

[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>