

# 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.

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

```
cd $(awk '/^system_folder/ {print $2}'  
/usr/local/etc/ezlogin/ez.conf)/application/logs/
```

```
cd $(awk '/^system_folder/ {print $2}'  
/usr/local/etc/ezlogin/ez.conf)/application/logs/
```

3. You can find below error from application log

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

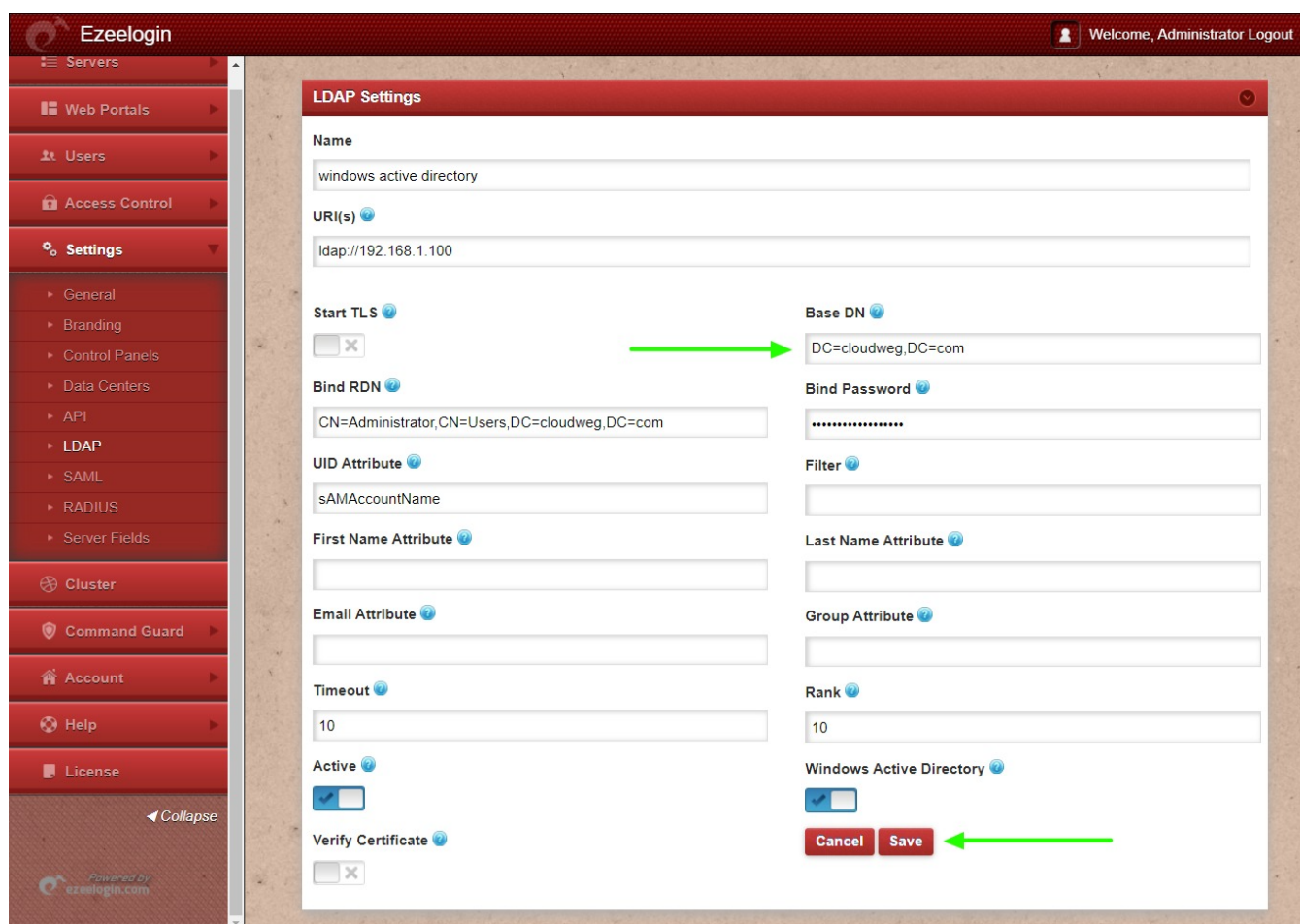
4. Run `ldapsearch` to ensure that results are correctly fetched from the [LDAP server](#).

```
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.

```
DC=cloudweg,DC=com
```

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



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>