

# ERROR: User has not set a security code ldap sasl binds : Cannot contact LDAP server

512 Jisna Joseph January 23, 2025 [Common Errors & Troubleshooting](#) 2070

## How to solve ERROR: User has not set a security code ldap\_sasl\_bind\_s (-1): Can't contact LDAP server

**Overview:** This article explains how to resolve the "ERROR: User has not set a security code ldap\_sasl\_bind\_s (-1): Can't contact LDAP server" error by creating a softlink to the SSL directory or enabling the "skip LDAP user verification" option in Ezeelogin version 7.27.6 and higher.

If this error occurs, create a softlink to the system SSL directory by executing the following command on the server.

```
[root@gateway ~]# openssl version -d  
  
OPENSSLDIR: "/etc/pki/tls"
```

Once the path to the SSL directory is obtained, run the following command:

```
[root@gateway ~]# ln -s path/to/ssl/dir /usr/local/ssl  
  
for example:  
  
[root@gateway ~]# ln -s /etc/pki/tls /usr/local/ssl
```

**OR**

For Ezeelogin version 7.27.6 and above, enable the "Skip LDAP User Verification" option under **Settings -> General -> [Two factor Authentication](#) -> Skip ldap user verification**. This will skip LDAP user verification in the Ezeelogin shell (Ezsh) and **disable the Security Code Ldap** under **Settings -> General -> Authentication -> Security code ldap**. Refer below screenshots.

Ezeelogin

Servers

Web Portals

Users

Access Control

Settings

General

Branding

Control Panels

Data Centers

API

LDAP

SAML

RADIUS

Server Fields

Cluster

Command Guard

Account

Help

General Settings

Authentication

Two Factor Authentication

Security

Defaults

Miscellaneous

Welcome, Administrator Logout

Enable Google Authenticator

Enable Duo

Enable Radius

Yubico Client ID

YubiKey Sync Level

DUO Secret key

Allow Reuse Of Google Authenticator Code

Skip Two Factor Authentication For SAML

Skip LDAP User Verification

Enable Yubikey

Enable Access Keyword

Force Two Factor Authentication

Yubico Secret Key

DUO Integration key

DUO API hostname

Use Email ID for Duo login

Cancel

Save

Enable Google Authenticator

☐

Enable Duo

☐

Enable Radius

☐

Yubico Client ID

[Get Yubico API Key](#)

YubiKey Sync Level

0

DUO Secret key

Allow Reuse Of Google Authenticator Code

☐

Skip Two Factor Authentication For SAML

☐

Skip LDAP User Verification

☒

Enable Yubikey

☐

Enable Access Keyword

☐

Force Two Factor Authentication

☐

Yubico Secret Key

DUO Integration key

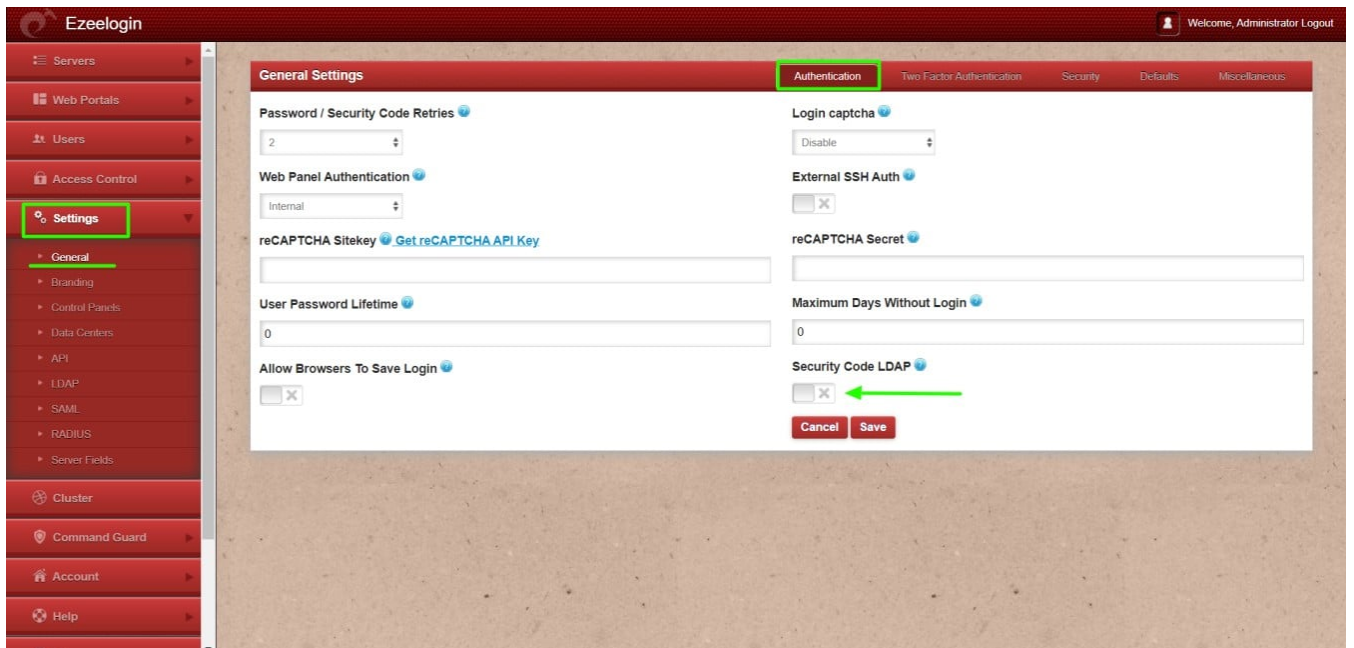
DUO API hostname

Use Email ID for Duo login

☐

Cancel

Save



If you are on a lower version of Ezeelogin refer the following article to upgrade to the latest version <https://www.ezeelogin.com/kb/article/upgrade-ezeelogin-jump-server-to-the-latest-version-136.html>

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## Related Articles:

[How to use the LDAP password as the security code on user login in SSH?](#)

[Could not authenticate with any LDAP server](#)

[how to create a complete backup of ezeelogin installation?](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-user-has-not-set-a-security-code-ldap-sasl-binds-cannot-contact-ldap-server-512.html>