

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

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## How to solve ERROR: User has not set a security code

### ldap\_sasl\_bind\_s (-1): Can't contact LDAP server

If you get this error create a softlink to the system ssl directory which can be found by executing the following command on the server.

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

Once you get the path to the ssl dir, run the below command

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

OR

For Ezeelogin version 7.27.6 You can **enable** skip LDAP user verification under **Settings -> General -> [Two factor Authentication](#) -> skip ldap user verification** which will skip LDAP user verification in Ezeelogin shell(Ezsh) and **disable** the Security code ldap under **Settings -> General -> Authentication -> Security code ldap** . Refer below screenshots.

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>

Ezeelogin Welcome, Administrator Logout

Authentication **Two Factor Authentication** Security Defaults Miscellaneous

**General Settings**

Enable Google Authenticator

Enable Duo

Enable Radius

Yubico Client ID [Get Yubico API Key](#)

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

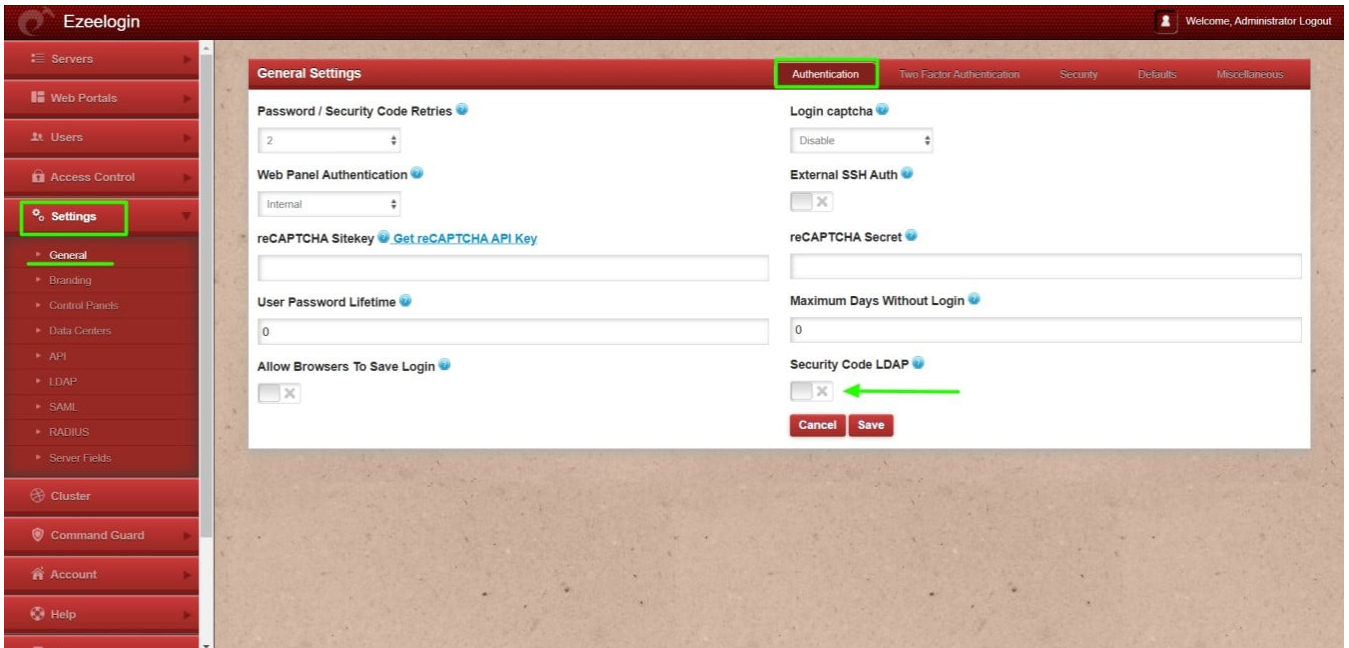
Yubico Secret Key

DUO Integration key

DUO API hostname

Use Email ID for Duo login

**Cancel Save**



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>