

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

512 Jisna Joseph July 13, 2023 [Common Errors & Troubleshooting](#) 1751

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

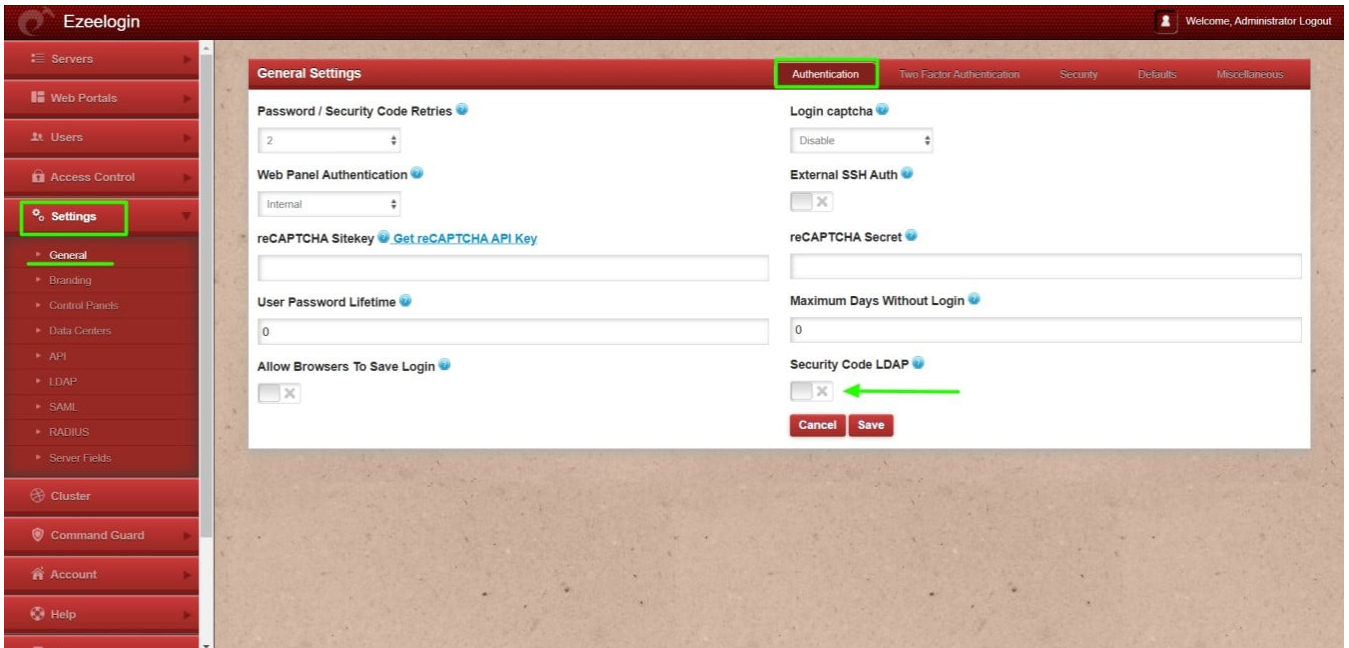
Force Two Factor Authentication

Yubico Secret Key

DUO Integration key

DUO API hostname

Use Email ID for Duo login



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>