

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

512 Jisna Joseph July 13, 2023 [Common Errors & Troubleshooting](#) 1341

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

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

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

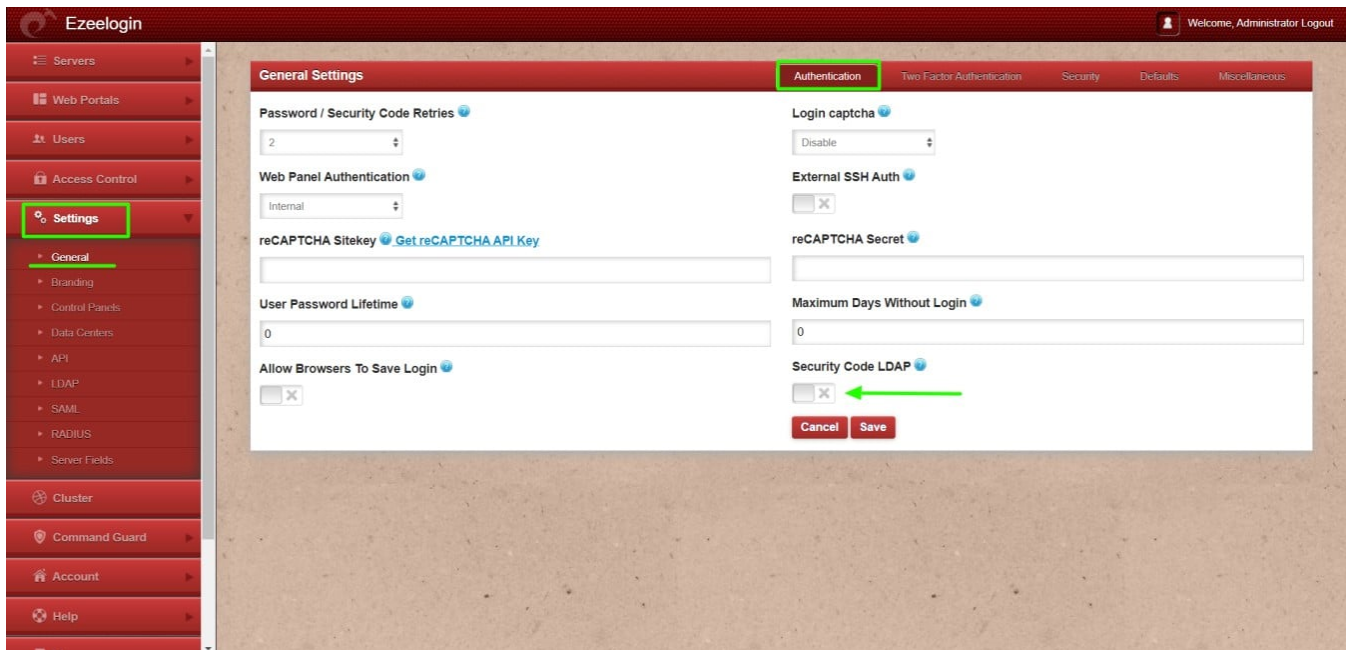
DUO API hostname

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>