

Cannot contact LDAP server

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Error '**Can't contact LDAP server**' while saving LDAP setting from Ezeelogin GUI

1. Append **log_level trace** in **/usr/local/etc/ezlogin/ez.conf** to get the debug log.

```
root@server ~]# vim /usr/local/etc/ezlogin/ez.conf

log_level trace
```

2. Tail the latest application log to see the detailed error log.

```
root@server ~]# cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/
```

Refer below example to tail application log

```
root@server ~]# cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/
```

```
root@server ~]# ls
```

```
log-2022-02-03.php log-2022-02-05.php log-2022-04-16.php
```

```
root@server ~]# tail -f log-2022-04-16.php
```

3. You can find below error from the application log

```
DEBUG - 2022-07-01 14:21:21 --> uris: Array  
(  
[0] => ldaps://ad.cloudweg.com:636  
)  
DEBUG - 2022-07-01 14:21:21 --> uri: ldaps://ad.cloudweg.com:636  
DEBUG - 2022-07-01 14:21:21 --> No StartTLS  
ERROR - 2022-07-01 14:21:21 --> LDAP bind:  
CN=Administrator,CN=Users,DC=ezad,DC=com, password, -1, Can't contact  
LDAP server,  
DEBUG - 2022-07-01 14:21:21 --> AJAX response sent
```

4. Make sure there is certificates in the path and check the permission of owner and group.

```
root@server ~]# chown -R ldap:ldap /etc/openldap/certs/*  
  
root@server ~]# chmod 644 -R /etc/openldap/certs/*  
  
root@server ~]# ls -al /etc/openldap/certs/  
  
-rw-r--r--. 1 ldap ldap 1176 Jun 18 08:45 ldapserver.crt  
  
-rw-r--r--. 1 ldap ldap 985 Jun 18 08:45 ldapserver.csr  
  
-rw-r--r--. 1 ldap ldap 1679 Jun 18 08:47 ldapserver.key
```

5. Add below line in ldap.conf to allow LDAP to connect with SSL

```
root@server ~]# vim /etc/ldap.conf  
  
URI ldaps://ad.cloudweg.com/  
  
TLS_REQCERT allow
```

6. Make sure you have added the path of certificates in slapd.conf and restart slapd to save the changes.

```
root@server ~]# vim /etc/ldap/slapd.conf
```

```
root@server ~]# systemctl restart slapd
```

Online URL: <https://www.ezeelogin.com/kb/article/cannot-contact-ldap-server-514.html>