



## ldap.SERVER\_DOWN: {'result': -1, 'desc': "Can't contact LDAP server", 'errno': 107, 'ctrls': [], 'info': 'Transport endpoint is not connected'}

- Parallels Secure Workspace 5.4.2
- Parallels Secure Workspace 5.4.4
- Parallels Secure Workspace 5.4.0
- Parallels Secure Workspace 5.5.1
- Parallels Secure Workspace 5.6.0
- Parallels Secure Workspace 5.6.1

## Symptoms

Users are unable to log on.

In the log file **awingu-api.service.log**, a similar error can be seen:

```
2022-12-07 15:29:33.123716+00:00
node01 awingu-api.service[/opt/awingu/awingu-core/virtualenv/bin/gunicorn:1263]:
Could not bind to any ldap server.
Traceback (most recent call last):
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/awingucore/cdsession
line 134, in authenticate_ldap
    groups, attributes, rah_token = ldap.authenticate(
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/awingucore/users/au
line 235, in authenticate
    self._bind(username=username, password=password)
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/awingucore/users/au
line 161, in _bind
    bind_function(*args)
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/python_ldap-3.4.3+a
line 248, in simple_bind_s
    msgid = self.simple_bind(who, cred, serverctrls, clientctrls)
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/python_ldap-3.4.3+a
line 242, in simple_bind
    return
self._ldap_call(self._l.simple_bind, who, cred, RequestControlTuples(serverctrls), Reque
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/python_ldap-3.4.3+a
line 128, in _ldap_call
    result = func(*args, **kwargs)
ldap.SERVER_DOWN: {'result': -1, 'desc': "Can't contact LDAP server",
```

```
'errno': 107, 'ctrls': [], 'info': 'Transport endpoint is not connected'}
```

During handling of the above exception, another exception occurred:

Traceback (most recent call last):

```
File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/awingucore/cdsession.py"
line 134, in authenticate_ldap
    groups, attributes, rah_token = ldap.authenticate(
File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/awingucore/users/awingu.py"
line 235, in authenticate
    self._bind(username=username, password=password)
File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/awingucore/users/awingu.py"
line 161, in _bind
    bind_function(*args)
File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/python_ldap-3.4.3+.../python_ldap.py"
line 248, in simple_bind_s
    msgid = self.simple_bind(who, cred, serverctrls, clientctrls)
File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/python_ldap-3.4.3+.../python_ldap.py"
line 242, in simple_bind
    return
self._ldap_call(self._l.simple_bind, who, cred, RequestControlTuples(serverctrls), RequestControlTuples(clientctrls))
File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/python_ldap-3.4.3+.../python_ldap.py"
line 128, in _ldap_call
    result = func(*args, **kwargs)
ldap.SERVER_DOWN: {'result': -1, 'desc': "Can't contact LDAP server",
'errno': 107, 'ctrls': [], 'info': 'Transport endpoint is not connected'}
```

## Cause

This is likely caused by using a deprecated signature algorithm such as sha1rsa.

## Resolution

Reconfigure the LDAP server to use a certificate with a modern signature algorithm.

Workaround: If your LDAP server still allows non-encrypted connections, try to disable SSL ( **System Settings > Global > Domains > select each affected domain > LDAP over SSL** ). Keep in mind that this makes the connection not secure!

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