

Troubleshooting LDAP Problems

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Prompt

A few basic steps for addressing LDAP issues.

Outcome

Connecting Confluence to an LDAP directory is a convenient way to manage users, groups, and permissions in a centralized place. However, there are occasional issues that occur, including how users can or can't view or edit pages, or even lose access to certain elements on the page. The steps below offer a starting point for troubleshooting LDAP issues.

Steps

Try re-applying space permissions or page restrictions

For one reason or another, Confluence may not have saved or synchronized the permissions you set for the space. Try removing, saving, and then [reapplying the space permissions](#). Similarly, if you are having trouble with a particular LDAP group on a page, try removing, and then reapplying, any [page restrictions](#).

Manually synchronize the LDAP connection

Navigate to the "User Directories" page and then click the 'Synchronize' button next to the LDAP directory. Repeat with as many directories that you have. You should see a refresh timestamp immediately after synchronization completes. Afterwards, return to the page, refresh it, and see if that fixed the issue.

[Confluence General Configuration](#) [User Directories](#)

Flush the caches

Similarly, navigate to the "Cache management" page and click "Flush All" at the bottom of the page. This may force a change to the action or actions that were causing the issue. Once the cache has been flushed, return to your page and refresh it. Test to see if the problem remains.

[Confluence General Configuration](#) [Cache management](#)

Note



For more information, we recommend the following documentation pages from Atlassian:

- [Connecting to an LDAP Directory](#)
- [User Management Limitations and Recommendations](#)

Tip

Warning

Info

Related

- [Setting Space Permissions](#)
- [Setting Global Site Permissions](#)
- [Setting Page Restrictions](#)