A Database Error Occurred Error Number: 1062

442 Vishnupriya August 3, 2024 Common Errors & Troubleshooting 4496

Database Error Occurred Error Number: 1062

Overview: This article provides a step-by-step guide to resolving the "duplicate entry" database error in Ezeelogin by truncating the prefix_qlogs table on both master and slave nodes, backing up the relevant databases, and synchronizing the tables through the Ezeelogin web user interface.

A Database Error Occurred

Error Number: 1062 Duplicate entry 'test@test.com' for key 'user_name'

INSERT INTO `ccm_users` (`username`, `password`, `email`, `firstname`, `lastname`, `esc`, `eak`, `egs`, `usergroup_id`, `status`, `priv`, `crypt`, `created`) VALUES ('user2', '6rounds=5476$8pJj9AyVGb8tsq5X$FOsQvq2OszdAB99GZlaRhngaJXuKfs9Fzk9xV1aSnNOHemkyh44CxJbcb2TR/Yur2VIojfngBC15K7jTcWGnn/', 'test@test.com', 'user2', '', '6rounds=5714$Ezm1DqIDVG6Gb2sA$jNoMl4wEsGsyp921H3frCAjuUUiE5J4hfS/UQDrY6fph/8otVODwH2HH5vBgaD1uu1ilu2cifjiDG54ZKk/Pi1', '', '', '2', 1, 0, '6rounds=5323$kZ8aNMQvXy10QaJU$XWlYZNhYV163HWedm2RMu7UjgWKccFEy7qJR.4atSOSsEhUHUSFoVBTnDok4W1abFCkzrgye/j3VwfVzwgVdz0', '2016-10-04 15:07:06')

Filename: models/Mcluster.php Line Number: 257

A Database Error Occurred

Error Number: 1062 Duplicate entry 'test@test.com' for key 'user_email' INSERT INTO `ccm_users` (`username`, `password`, `email`, `firstname`, `lastname`, `esc`, `eak`, `egs`, `usergroup_id`, `status`, `priv`, `crypt`, `created`) VALUES ('user2', '6rounds=5476$8pJj9AyVGb8tsq5X$FOsQvq2OszdAB99GZlaRhngaJXuKfs9Fzk9xV1aSnNOHemkyh44CxJbcb2TR/Yur2VIojfngBC15K7jTcWGnn/', 'test@test.com', 'user2', '', '6rounds=5714$Ezm1DqIDVG6Gb2sA$jNoMl4wEsGsyp921H3frCAjuUUiE5J4hfS/UQDrY6fph/8otVODwH2HH5vBgaD1uu1ilu2cifjiDG54ZKk/Pi1', '', '', '2', 1, 0, '6rounds=5323$kZ8aNMQvXy10QaJU$XWlYZNhYV163HWedm2RMu7UjgWKccFEy7qJR.4atSOSsEhUHUSFoVBTnDok4W1abFCkzrgye/j3VwfVzwgVdz0', '2016-10-04 15:07:06')

Filename: models/Mcluster.php

Line Number: 105

This error can be fixed by truncating the prefix_qlogs table.

Step 1. Login to the MySQL of Master node and take a dump of Ezeelogin database, prefix_qlogs table and truncate prefix_qlogs table
You can find the Ezeelogin database name from /usr/local/etc/ezlogin/ez.conf file.

```
root@jumpserver:~ mysqldump -u root -p ezeelogin_database_name > ezeelogindatabasebackup.sql
```

Note:
You can find the Ezeelogin database name and table prefix from /usr/local/etc/ezlogin/ez.conf file. Replace prefix with your database prefix.

```
root@jumpserver:~ mysqldump -u root -p ezlogindb_prefix prefix_qlogs> prefix_qlogs.sql
```

You should truncate the prefix_qlogs table with the following command.

```
mysql> truncate table prefix_qlogs;
```

Step 2. Login to the MySQL of Slave node and take a dump of Ezeelogin database, prefix_qlogs table and truncate prefix_qlogs table

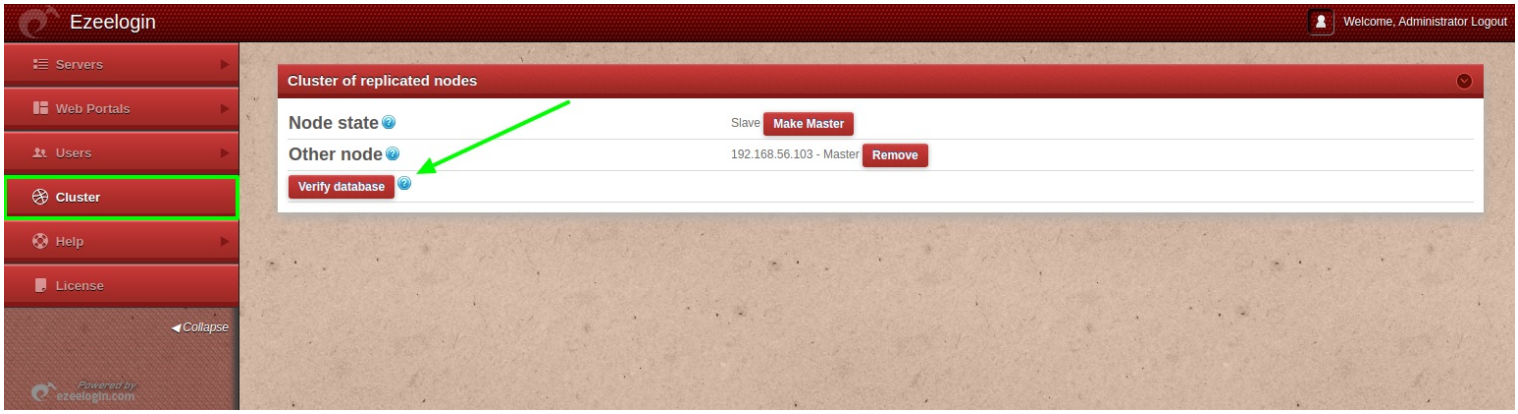
```
root@jumpserver:~ mysqldump -u root -p ezeelogin_database_name > ezeelogindatabasebackup.sql
```

```
root@jumpserver:~ mysqldump -u root -p ezlogindb_prefix prefix_qlogs > prefix_qlogs.sql
```

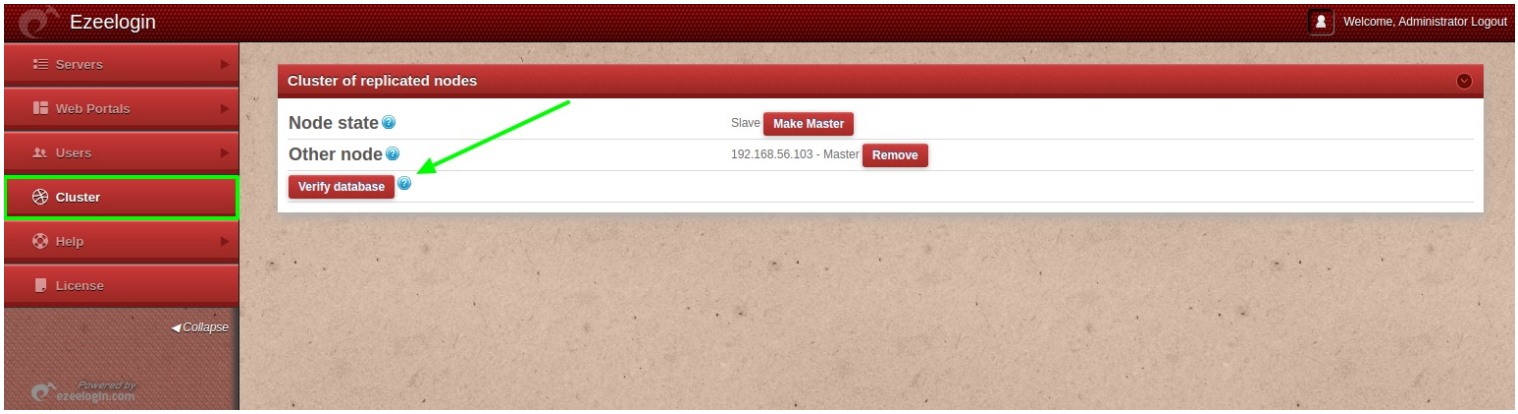
You should truncate the prefix_qlogs table with the following command.

```
mysql> truncate table prefix_qlogs;
```

Step 3. Login to Ezeelogin WUI of Master node and click on cluster tab > Verify database > sync the tables.



Step 4. Login to Ezeelogin WUI of Slave node and click on cluster tab > Verify database > sync the tables.



Related Articles

Error: This node in cluster has local changes. Please verify database and synchronize: DB sync incomplete

Switching node states in Ezeelogin Cluster

Online URL: https://www.ezeelogin.com/kb/article/a-database-error-occurred-error-number-1062-442.html