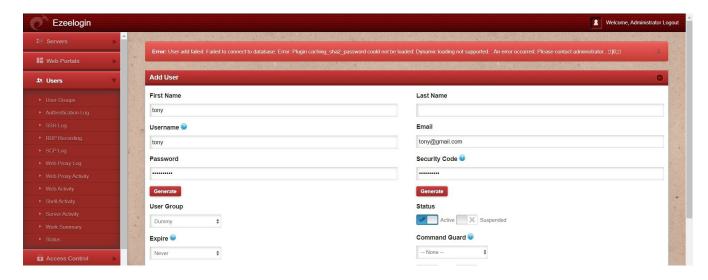
Error: User add failed. Error: Plugin caching_sha2_password could not be loaded

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Error: User add failed. Failed to connect to database: Error: Plugin caching_sha2_password could not be loaded: Dynamic loading not supported. . An error occurred. Please contact administrator..]0;

Error in Ezeelogin software GUI:



Error in Ezeelogin Shell (ezsh)

```
root@gateway:~# ezsh -v
Failed to connect to database: Error: Plugin caching_sha2_password could not be loaded: Dynamic loading not supported
An error occurred. Please contact administrator.
root@gateway:~# |
```

How to fix Error: Plugin caching_sha2_password could not be loaded: Dynamic loading not supported in MySQL version 8.0?

1. Login to the **MySQL server** and **check the plugin used by the Ezeelogin user**. **Ezeelogin user** should use the **mysql_native_password plugin** to fix the above error. Refer below example.

```
ezlogin_qamqje
```

2. Login to the **gateway server** and <u>retrieve the MySQL username and password</u>. Refer below example.

```
php /usr/local/ezlogin/eztool.php
-show_db_credentials

Username: ezlogin_qamqje
Password: MA/f7ZSZsq2G[C}JSPZ$A)/yj8A
```

3. Login to MySQL server as root user and update the user plugin with mysql_native_password.



Related Article

- How to set MySQL root password
- Basic MySQL commands for troubleshooting database related issues in Ezeelogin

Online URL:

https://www.ezeelogin.com/kb/article/error-user-add-failed-error-plugin-caching_sha2_password-couldnot-be-loaded-530.html