

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:

The screenshot shows the Ezeelogin web interface. At the top, a red banner displays the error: "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;". Below this, the "Add User" form is visible. The form includes fields for First Name (tony), Last Name, Username (tony), Email (tony@gmail.com), Password (masked with dots), and Security Code (masked with dots). There are "Generate" buttons for the Password and Security Code fields. The User Group is set to "Dummy" and the Status is "Active". The Command Guard is set to "None". The left sidebar shows a menu with options like Servers, Web Portals, Users, and Access Control.

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 [retrieve the MySQL username and password](#). 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**.

```
mysql_native_password
```

4. Confirm that plugin has changed to **mysql_native_password** for the **Ezeelogin** user.

```
ezlogin_qamqje
```

5. Login to **Ezeelogin GUI** and **backend (ezsh)** to confirm everything works fine.

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-could-not-be-loaded-530.html