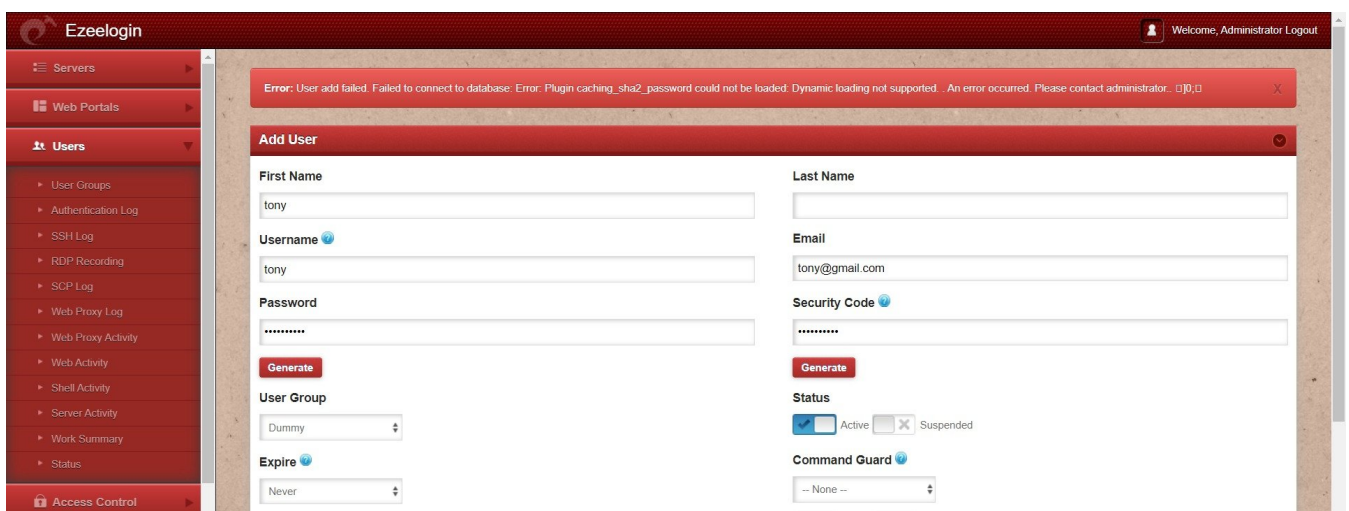


# Error: User add failed. Error: Plugin caching\_sha2\_password could not be loaded

530 Nesvin KN August 30, 2022 [Common Errors & Troubleshooting](#) 2118

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 [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](https://www.ezeelogin.com/kb/article/error-user-add-failed-error-plugin-caching_sha2_password-could-not-be-loaded-530.html)