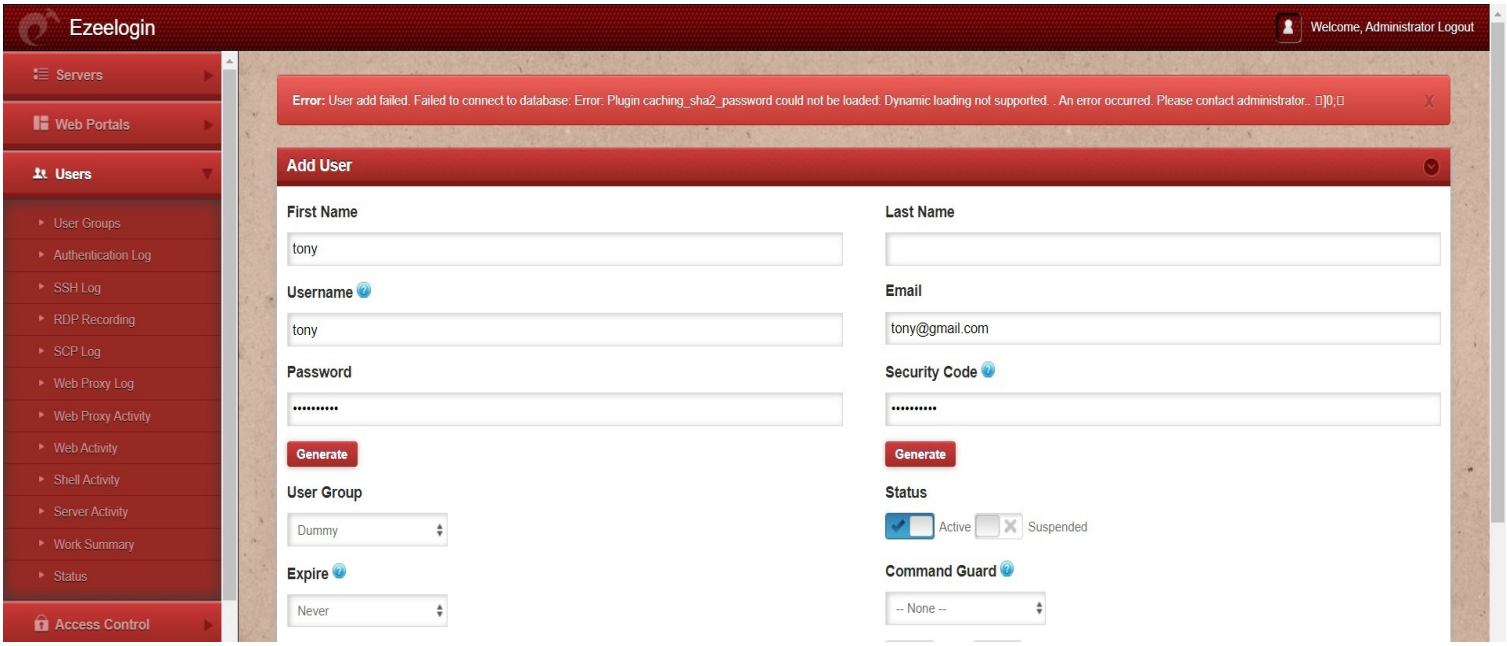
Error: User add failed. Error: Plugin caching_sha2_password could not be loaded

530 Nesvin KN January 31, 2025 Common Errors & Troubleshooting 7356

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;

Overview: This article addresses the "Plugin caching_sha2_password could not be loaded" error in MySQL 8.0 when adding a user in Ezeelogin. It outlines steps to verify the authentication plugin, update it to mysql_native_password and ensure seamless access to the Ezeelogin GUI and shell.

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.

```
root@gateway:~# mysql -u root -p
Enter password:

mysql> use mysql;

mysql> select user,plugin from mysql.user;
```

```
+-----------------+-----------------------+
| user            |plugin                 |
+-----------------+-----------------------+
| ezlogin_qamqje   | caching_sha2_password |
| root            | mysql_native_password |
+-----------------+-----------------------+
```

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

```
root@gateway:~# 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**.

```
root@gateway:~# mysql -u root -p
Enter password:

mysql> alter user 'ezlogin_qamqje'@'localhost' identified with mysql_native_password by
'MA/f7ZSZsq2G[C}JSPZ$A)/yj8A';

mysql> flush privileges;
```

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

```
root@gateway:~# mysql -u root -p
Enter password:

mysql> use mysql;

mysql> select user,plugin from mysql.user;

+-----------------+-----------------------+
| user            |plugin                 |
+-----------------+-----------------------+
| ezlogin_qamqje   | mysql_native_password |
| root            | mysql_native_password |
+-----------------+-----------------------+
```

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