

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

530 Nesvin KN January 31, 2025 [Common Errors & Troubleshooting](#) 3173

**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;**

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**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.

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**Error in Ezeelogin software GUI:**

The screenshot shows the Ezeelogin web interface. At the top, a red banner displays an error message: "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. [X]". Below this, the "Add User" form is visible. It contains fields for First Name (filled with "tony"), Last Name, Username (filled with "tony"), Email (filled with "tony@gmail.com"), Password (masked with dots), and Security Code (masked with dots). There are "Generate" buttons for both Password and Security Code. Below the password field is a "User Group" dropdown menu set to "Dummy". Below the security code field is a "Status" section with "Active" (checked) and "Suspended" (unchecked) radio buttons. At the bottom is a "Command Guard" dropdown menu set to "-- None --". A left sidebar contains navigation links: Servers, Web Portals, Users (expanded), and Access Control. The Users section includes links for User Groups, Authentication Log, SSH Log, RDP Recording, SCP Log, Web Proxy Log, Web Proxy Activity, Web Activity, Shell Activity, Server Activity, Work Summary, and Status.

## 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.

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#### 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)