Cannot Read DB Password

695 · Lekshmi · April 26, 2025 · Common Errors & Troubleshooting · 3157

How to resolve error: Cannot Read DB Password while Ezeelogin version upgrade?

Overview: This article describes resolving the "Cannot Read DB Password" error during Ezeelogin upgrade by restoring ez.conf or DB credentials and resetting the database user's password.

The error below occurred during the Ezeelogin upgrade process because the Ezeelogin database user's password cannot be read from the Ezeelogin configuration file (/usr/local/etc/ezlogin/ez.conf).

> This issue can only be resolved if you have a backup of ez.conf or the latest Ezeelogin full backup

```
 posix  -> Success
 pcre  -> Success
 json  -> Success
 curl  -> Success
Required PHP functions...
 exec  -> Success
 proc_open  -> Success
 proc_close  -> Success
 fopen  -> Success
 fsockopen  -> Success
 file  -> Success
 file_get_contents  -> Success
 escapeshellarg  -> Success
 preg_match  -> Success
 ini_get  -> Success

Operating system: Linux (x86_64)
PHP version: 8.2.15

Checking license... done


Cannot read DB password

Please contact support@ezeelogin.com

root@Remote:~#
root@Remote:~#
```

Below is an example of the **default Ezeelogin configuration file**. The ez.conf file should include a **db_pass** parameter to retrieve details from the database.

```
root@gateway: ~
cver 2
system_folder /var/www/ezlogin/
www_folder /var/www/html/ezlogin/
uri_path /ezlogin/
force_https no
db_host localhost
db_port /var/run/mysqld/mysqld.sock
db_name ezlogin_mev
db_user ezlogin_gytlaa
db_pass CkdZGz0vaAcD902zaQ20LFBUUlV+DmkXJn7VKK6mZNRNixvQzCSC9Wt7ru0vg1R7y7GZO9/Nq5/Ga7cUEdMma2RyXoJtFR85WGu6CfnpYd0=
db_prefix jfr_
cookie_encryption_key /QWvCinUeyG2xWptAwrxeXyXIv0HIbvwo+a89AswOh0BrppKeu2F1t78h1ZjqJOrBVC2KlPjMMCgi77jRMhhA4WM1OmO+NtDJkZ4fUfvM04=
cookie_name qqfa
cookie_path /ezlogin/
admin_user admin
mysql_encrypt no
~
```

Steps to resolve the issue:

Step 1: Run below command to **retrieve the database user's password**. Enter **super admin password** (user created at the time of installation) when prompted.

```
root@gateway:~# php /usr/local/ezlogin/eztool.php -show_db_credentials

Enter the Ezeelogin administrator password:

Example:

    Unable to connect to database (1045): Access denied for user 'ezlogin_tgqd'@'localhost' (using password: YES)
    DB settings:
    Host:
    User: ezlogin_tgqd
    Pass: bb{F*]Y@@%vS7Y&Ukr!p/h(qS
    DB: ezlogin_ubnul
    Port:
    Socket: /var/run/mysqld/mysqld.sock
```

Step 2: Reset the Ezeelogin database user's password back to the original password. Replace the username and original database user's password

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

mysql> ALTER USER 'username'@'localhost' IDENTIFIED BY 'original_password';

mysql> FLUSH PRIVILEGES;

mysql> exit

Example:

mysql> ALTER USER 'ezlogin_tgqd'@'localhost' IDENTIFIED BY 'bb{F*]Y@@%vS7Y&Ukr!p/h(qS';

mysql> FLUSH PRIVILEGES;
```

Step 3: Create a directory and **extract the latest backup file to recover the password**. If you have a backup of ez.conf, replace it with the original configuration file. Backup the current ez.conf file and replace it with the backed-up ez.conf. Ensure to backup the current ez.conf.

```
root@gateway:~# mkdir ./backup_extract

root@gateway:~# sh /var/ezlogin_backup_****.bin --noexec --target ./backup_extract/

root@gateway:~# cp /usr/local/etc/ezlogin/ez.conf /usr/local/etc/ezlogin/ez.conf.backup

root@gateway:~# cp ./backup_extract/etc/ez.conf /usr/local/etc/ezlogin/ez.conf
```

or

```
root@gateway:~# cp /usr/local/etc/ezlogin/ez.conf /usr/local/etc/ezlogin/ez.conf.backup

root@gateway:~# cp ./ez.conf_old_backup /usr/local/etc/ezlogin/ez.conf
```

Step 4: Download Ezeelogin package according to the PHP version you are running and run upgrade script.

For PHP version 8.2 and above:	https://downloads.ezeelogin.com/ezlogin_7.38.0_php82.bin
For PHP version 8.1.x:	https://downloads.ezeelogin.com/ezlogin_7.38.0_php81.bin
For PHP version 7.x (end of life):	https://downloads.ezeelogin.com/ezlogin_7.36.0_php71.bin
For PHP version 5.6 to 7.0 (end of life):	https://downloads.ezeelogin.com/ezlogin_7.27.6_php56-70.bin
For PHP version 5.3 to 5.5 (end of life):	https://downloads.ezeelogin.com/ezlogin_7.10.0_php53-55.bin

```
root@gateway:~# wget https://downloads.ezeelogin.com/ezlogin_7.xx.xx_phpxx.bin
```

Run the command below, replacing binary package with the correct name to upgrade to either the same version or the latest version.

```
root@gateway:~# sh ezlogin_7.xx.xx_phpxx.bin -- -update -skipbackup
```

If you encounter below mentioned error during the upgrade, you need to grant access to the database user.

```
 pcre  -> Success
 json  -> Success
 curl  -> Success
Required PHP functions...
 exec  -> Success
 proc_open  -> Success
 proc_close  -> Success
 fopen  -> Success
 fsockopen  -> Success
 file  -> Success
 file_get_contents  -> Success
 escapeshellarg  -> Success
 preg_match  -> Success
 ini_get  -> Success

Operating system: Linux (x86_64)
PHP version: 8.2.15

Checking license... done
Unable to connect to database (1045): Access denied for user 'ezlogin_rnna'@'localhost' (using password: YES)
DB settings:
Host:
User: ezlogin_rnna
Pass: 3jd*5rm*bJEU*TaAP5/JN.
DB: ezlogin_xltsh
Port:
Socket: /var/run/mysqld/mysqld.sock



Cannot connect to installed Ezeelogin database: Access denied for user 'ezlogin_rnna'@'localhost' (using password: YES)

Please contact support@ezeelogin.com
```

To retrieve the database credentials run the below command and enter the super admin password (user created at the time of installation).

```
root@gateway:~#  php /usr/local/ezlogin/eztool.php -show_db_credentials
```

Example:

User: **ezlogin_tgqd**
Pass: **bb{F*]Y@@%vS7Y&Ukr!p/h(qS**

Execute the following commands to grant access to the database user.

```
mysql> ALTER USER 'db_username'@'localhost' IDENTIFIED BY 'db_user_password';
```

Example

```
mysql> ALTER USER 'ezlogin_tgqd'@'localhost' IDENTIFIED BY 'bb{F*]Y@@%vS7Y&Ukr!p/h(qS';
```

After the successful grant run the upgrade command again.

Step 5: After successful upgrading, login to the Ezeelogin GUI, add some test servers and users, and also login to ezsh and SSH to some random servers to confirm that everything is working fine.

Related Articles:

Extract Ezeelogin backup file

how to create a complete backup of ezeelogin installation?

Upgrade Ezeelogin Jump server to the latest version

How to install and switch different versions of PHP in Ubuntu?

How to downgrade PHP 7.4 to 7.1 in Centos ?

Online URL: https://www.ezeelogin.com/kb/article/cannot-read-db-password-695.html