ERROR db users: Upgrade failed

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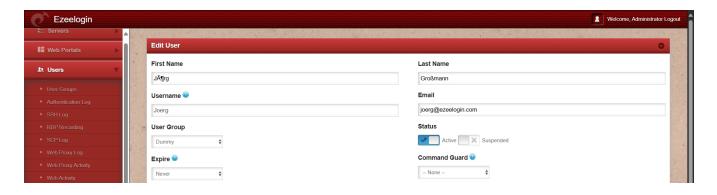
How to fix "ERROR db users - Incorrect string value" while upgrading Ezeelogin?

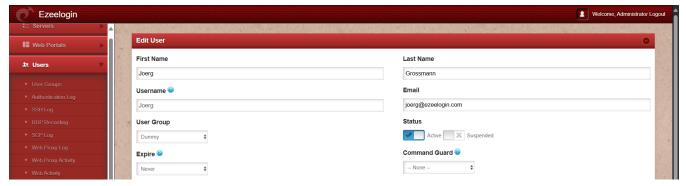
<u>Overview</u>: This article describes how to address the "ERROR db users: Incorrect string value" error encountered during an Ezeelogin upgrade.

The error was triggered because the **firstname** or **lastname** fields in the **user table contained special characters**.

Method 1: If the gateway has only a few users with special characters

Step 1.a: Login to the Ezeelogin GUI, edit the user, and **update the firstname and lastname to an ASCII-friendly spelling or clear the fields**.





Step 2.b: After updating the user with special characters, **proceed with the upgrade**. Once the upgrade is completed, revert the username back to its original spelling with special characters.

Method 2: Set the character set to utf8mb4 to support most special characters in first names and last names.

Step 2.a: Check which character set is currently being used.

```
root@gateway:# mysql
mysql> SHOW VARIABLES LIKE '%char%';
eg: SHOW VARIABLES LIKE '%char%';
 Variable_name | Value
----+
 character_set_client | latin1
 character set connection | latin1
 character_set_database | latin1
 character_set_filesystem | binary
 character_set_results | latin1
 character_set_server
                         latin1
 character_set_system | utf8mb3
 character sets dir | /usr/share/mysql/charsets/
```

```
----+
```

Step 2.b: Edit the MySQL configuration file and set the character set to utf8mb4.

```
root@gateway:#
vim /etc/mysql/mysql.conf.d/mysqld.cnf #for Debian-
based servers

root@gateway:# vim /etc/my.cnf #for RHEL-based
servers

[client]
default-character-set = utf8mb4

[mysql]
default-character-set = utf8mb4

[mysqld]
character-set-client-handshake = FALSE
character-set-server = utf8mb4
collation-server = utf8mb4_general_ci
init_connect = 'SET NAMES utf8mb4'
```

Step 2.c: Restart the MySQL server and try upgrading Ezeelogin again.

```
root@gateway:# systemctl restart mariadb #for RHEL-
based servers
root@gateway:# systemctl restart mysql #for Debian-
based servers
```

Upgrade Ezeelogin Jump server to the latest version

Method 3: If the gateway has many users with special characters

Step 3.a: Before the upgrade, take a full mysqldump of the database and a dump of the user table.

```
root@gateway:# mysqldump -u root -p $(awk
```

```
'/^db_name/ {print $2}'
/usr/local/etc/ezlogin/ez.conf) > $(awk '/^db_name/
{print $2}' /usr/local/etc/ezlogin/ez.conf).sql.old
root@gateway:# mysqldump -u root -p $(awk
'/^db_name/ {print $2}'
/usr/local/etc/ezlogin/ez.conf) $(awk '/^db_prefix/
{print $2}' /usr/local/etc/ezlogin/ez.conf)users >
$(awk '/^db_prefix/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)users.sql.old
```

Step 3.b: Clear the firstname and lastname field for all users.

Step 3.b.i: If the issue is with **lastname** run below command.

```
root@gateway:# /usr/local/ezlogin/ez_queryrunner.php "update prefix_users set lastname=""
```

Step 3.b.ii: If the issue is with **firstname** run below command.

```
root@gateway:# /usr/local/ezlogin/ez_queryrunner.php "update prefix_users set firstname=""
```

Step 3.c: Upgrade Ezeelogin to latest version.

```
Step 3.0. Fake a full impsqldump of the current database.

root@gateway: # mysqldump -u root -p $(awk '/^db_name/ {print $2}' / usr/local/etc/ezlogin/ez.conf) > $(awk '/^db_name/ {print $2}' / usr/local/etc/ezlogin/ez.conf).sql.new

Standant damphetus proceeding with the state comparity. Make sure to take a copy of old root@gateway: # cp prefix_users.sql.old prefix_users.sql.old.backup

eg: cp vuunl_users.sql.old vuunl_users.sql.old.backup

root@gateway: # sed -i 's/old_dbprefix/new_dbprefix/g' prefix_users.sql.old.backup
```

```
eg: sed -i 's/vuunl_/ixvq_/g' vuunl_users.sql.old.backup
```

Step 3.f: Restore updated user table to current Ezeelogin database.

```
root@gateway:# mysql -u root -p db_name <
prefix_users.sql.old.backup

eg: mysql -u root -p ezlogin_ugetdm < vuunl_users.sql.old.backup
```

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Online URL: https://www.ezeelogin.com/kb/article/error-db-users-upgrade-failed-787.html