ERROR db users: Upgrade failed

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

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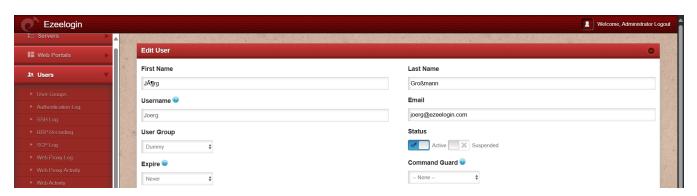

The error was triggered because the firstname and lastname fields in the **user table contained special characters**.

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

Step 1: 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: 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 : If the gateway has many users with special characters

Step 1: 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 2: Clear the firstname and lastname field for **all users**.

- Log in to your MySQL console and clear the firstname and lastname field values on table "users" for all users.

Note: Replace " **dbprefix_**" with the value of dbprefix_ in **/usr/local/etc/ezlogin/ez.conf** of your Ezeelogin jump server.

```
mysql> update dbprefix_users set firstname = '', lastname = '';
```

Step 3: Upgrade Ezeelogin to latest version.

Step 4: Take a **full mysqldump 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
```

Step 5: Restore users table with new database prefix. Make sure to take a copy of old database dump before proceeding with the sed command.

```
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 6: 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
```

Step 7: Post-upgrade validation steps: Log in to the Ezeelogin GUI and verify that the firstname and lastname fields are empty by navigating to Users. Confirm that authentication and access are working as expected after the upgrade.

Related Articles:

[Upgrade Ezeelogin Jump server to the latest version](#)

[How to install and switch different versions of PHP in Ubuntu?](#)

[Upgrade PHP from 7.x to 8.x in RHEL8](#)

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