ERROR db users: Upgrade failed

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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.

```
Review settings:
Install web panel files in                          : /var/www/html/ezlogin/
Install web panel system files in                   : /var/www/ezlogin/
URI path to access web panel                        : /ezlogin/
Gloabl SSH key type                                 :
Cluster SSH key type                                :
MySQL server                                        : localhost
MySQL port/socket                                   : /var/lib/mysql/mysql.sock
MySQL database                                      : ezlogin_igpdsn
MySQL user                                          : ezlogin_ehahs
MySQL password                                      : {M6tve)2SHZvZX
Force HTTPS for web panel?                          : no
Secure MySQL connection?                            : no
Creating and setting up database ... -

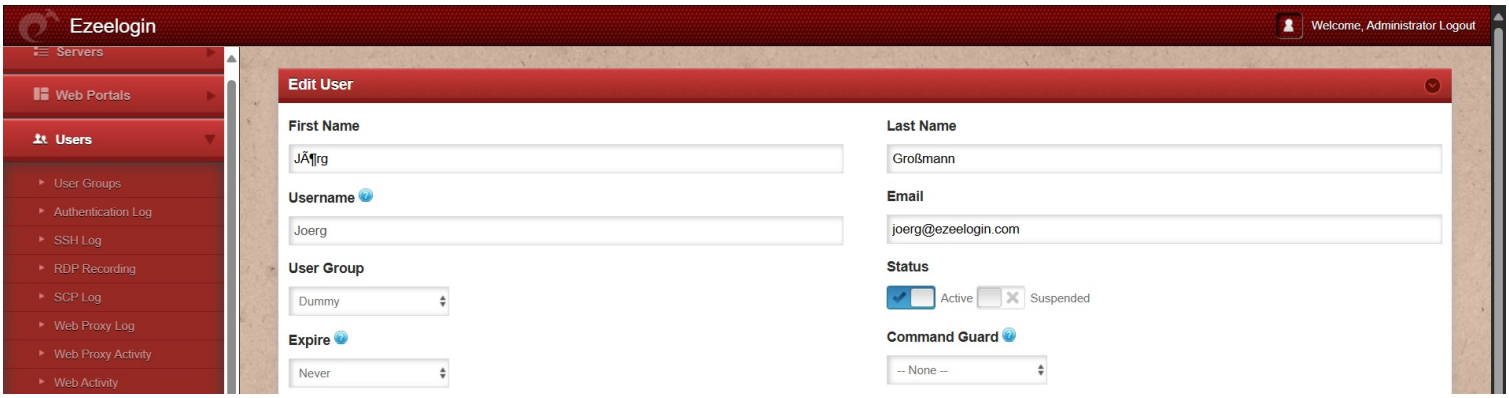
ERROR db users (INSERT INTO `lbh_users` SET `id` = '2', `usergroup_id` = '2', `commandgroup_id` = '0', `ldap_id` = '0', `ssh_user_id` = '0', `firstname` = '
Jörg', `lastname` = 'Gro®mann', `username` = 'gro', `email` = 'gro@ezeelogin.com', `password` = '$2y$10$2zcv/qTqHvLgC84pJ2zPf.BYtHGowCeeJO/JlylTEQByNx8R4Qdc
G', `force_internal` = 'N', `user_pass_through` = 'S', `ssh_private_key` = NULL, `ssh_passphrase` = NULL, `status` = '1', `suspend_reason` = '', `jail` = '0
', `ip_enable` = 'N', `command_guard_type` = 'Disallow', `reason_prompt` = 'N', `priv` = '0', `change_pw` = '0', `crypt` = '$6$rounds=5005$FDUjDZSuYcbDO7jN$
1jp9w3aFdVMXmE8a0g/AqvdyZRFlt.WX7x8Cgcwa.rFDSP1g6h7uz8pVgCeKeWpmgsQ4gJQHe4DTgiwXjOGYr0', `epw` = 'Kf0SD1JKcBxXoX/UJ34f3pNk8Dis8Rse8MGl9p+uQVIl1PRausm3/6f6OC
GxxrTssfFpQGuxAwASjiFR5tDZHvIqD69b47mNvp7WdwVCjIsVl0gYS9PfPu6egZB3U/T5ZqvfhfGXyrDVeBF/e5TcPfw0IdMEqDXuTDxqSjbf6Aai4Z7jG4iKDRvy+oeYhr5nGKl/0iJGG/6xpclOObUxAv
j6RLwON7CFGE4IYBfdAoxrj20FzbVhmpyUWCKV4NCkpo6acOHOUbXBjCx6Z5c9GhVmWSfIFOry/3kWafzaJFRdfNHzcmzgS5bxaX8/rBoGl2VwWB9NnvaqKNC7Phs2cg==', `esc` = '$2y$10$oxnjj8A
eTgu2RGhPMRgDDu3Qog61f3MDxeCFGerDoXSmwb/Pdu1ee', `eak` = NULL, `egs` = NULL, `eyk` = NULL, `eyk2` = NULL, `ews` = NULL, `saml_auth` = NULL, `set_duo` = '0',
 `opws` = 'a:1:{i:0;s:40:\"90416627e96555a458ca55aa7176470l6b5de535\";}', `lpwc_ts` = '1755836398', `last_tfa` = '0', `gac_last` = '', `gac_ts` = '0', `expi
ry` = NULL, `last_login_at` = NULL, `last_login_from` = NULL, `last_login_type` = 'w', `last_activity` = '1755836398', `wse` = '0', `last_rlogin` = '0', `cr
eated` = '2025-08-22 04:20:01', `mtime` = '2025-08-22 09:50:01', 1): Incorrect string value: '\xDFmann' for column `ezlogin_igpdsn`.`lbh_users`.`lastname` a
t row 1

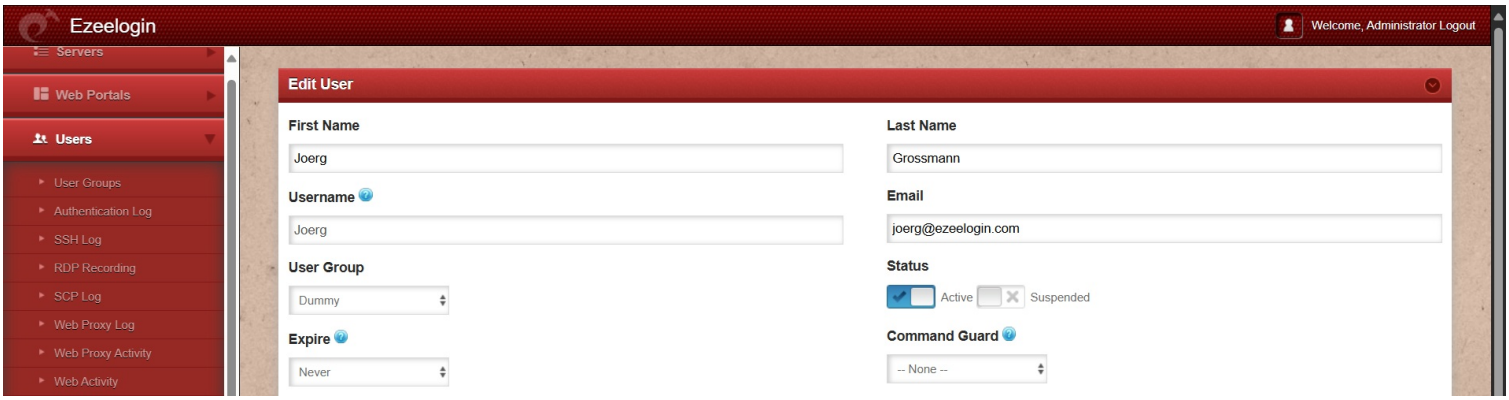
Please contact support@ezeelogin.com
```

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.

Upgrade Ezeelogin Jump server to the latest version

Step 3.d: 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 3.e: 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 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
```

Step 3.g: Post-upgrade validation steps:

Step 3.h: Log in to the Ezeelogin GUI and verify that the **firstname and lastname fields are populated correctly**.

Step 3.i: Log in to the backend and SSH into a few random servers **to 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