

ERROR db users: Upgrade failed

787 Nesvin KN August 22, 2025 [Common Errors & Troubleshooting](#) 23

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/ezeelogin/
Install web panel system files in    : /var/www/ezeelogin/
URI path to access web panel        : /ezeelogin/
Global SSH key type                 :
Cluster SSH key type                :
MySQL server                        : localhost
MySQL port/socket                   : /var/lib/mysql/mysql.sock
MySQL database                      : ezeelogin_igpdsn
MySQL user                          : ezeelogin_ehahs
MySQL password                      : {M6tve}2SHZvZX
Force HTTPS for web panel?          : no
Secure MySQL connection?            : no
Creating and setting up database ... -

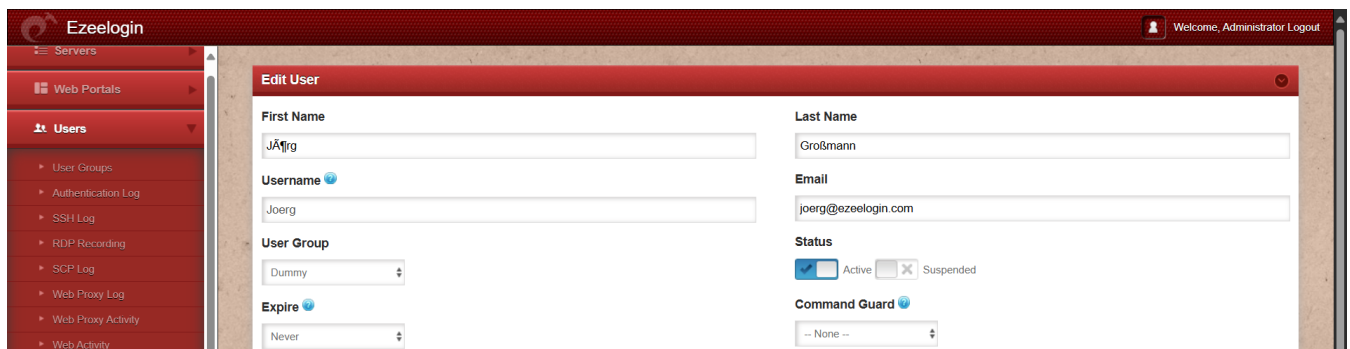
ERROR db users (INSERT INTO `lbh_users` SET `id` = '2', `usergroup_id` = '2', `commandgroup_id` = '0', `ldap_id` = '0', `ssh_user_id` = '0', `firstname` = '
Joerg', `lastname` = 'Großmann', `username` = 'gro', `email` = 'gro@ezeelogin.com', `password` = '$2y$10$2zcv/qTqHvLgC84pJ2zPf.BYtHGowCeeJ0/JlylTEQ8ynX8RHQdc
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$F0Uj0Z5uYcbD007jN$
lj9w3aFdVXMeEa0g/AqvdyZRFlt.WX7x8Cgcwa.rFD5PIg6h7uz8pVgCeKeWpmsQ4gJQHe4DTginXjOGYr0', `epw` = 'Hf8SD1JKcBxXoX/UJ34f3pNH8D1s8Rse8MGL9p+uQVillPRAusw3/6f6OC
GxxrtssffpGuxAwASj1FRStDZHvIqD69B47mNvp7WdWVCJlsVl6gYS9PFPu6egZ83U/T52qvfhfGXYrDVeBF/eStcPfw0IdMEQDXuTdxqSjbf6Aai4Z7jG41KDRvy+oeYhrSnGKL/01JGG/6xpc100bUxAv
t6RLw0N7CFGE41YBfdAoxrj20FzBVhmpyUNCKV4NCKp6ac0H0UbXBjCx6Z5c9GhVmwSfIF0ry/3KwafzaJFRdfNHZcmzcgS5bxaX8/rBoGL2VwM89NnvaqKNC7Phs2cg=', `esc` = '$2y$10$oxnj8A
eTgu2RGhPmRGdDu3Qog6lf3MDxerCFGerDoX5mbb/Pdulce', `eah` = NULL, `egs` = NULL, `eyk` = NULL, `eyk2` = NULL, `ews` = NULL, `saml_auth` = NULL, `set_duo` = '0',
`opws` = 'a:1:1:0;s:40:"90416627e96555a458ca55aa717647016b5de535";', `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 'ezeelogin_igpdsn`.`lbh_users`.`lastname` a
t row 1

Please contact support@ezeelogin.com
```

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.**



The screenshot shows the Ezeelogin web interface. On the left is a sidebar with navigation links: Servers, Web Portals, and Users. The 'Users' section is expanded, showing 'User Groups', 'Authentication Log', 'SSH Log', 'RDP Recording', 'SCP Log', 'Web Proxy Log', 'Web Proxy Activity', and 'Web Activity'. The main content area is titled 'Edit User' and contains a form for editing a user. The form has two columns. The left column contains: 'First Name' (JÃ¶rg), 'Username' (Joerg), 'User Group' (Dummy), and 'Expire' (Never). The right column contains: 'Last Name' (Großmann), 'Email' (joerg@ezeelogin.com), 'Status' (Active), and 'Command Guard' (None). The 'Status' field has checkboxes for 'Active' and 'Suspended', with 'Active' selected. The 'Command Guard' field has a dropdown menu with 'None' selected.

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.

[Upgrade Ezeelogin Jump server to the 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: Backup before proceeding with the sed command. 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: and verify that the firstname and lastname fields authentication and access are working as expected after the upgrade. firm that

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>