

Cannot connect to installed Ezeelogin database:mysqlnd cannot connect to MySQL 4.1 using the old insecure authentication.

457 Riya Francis October 19, 2021 [Common Errors & Troubleshooting](#) 1558

Cannot connect to installed Ezeelogin database:mysqlnd cannot connect to MySQL 4.1 using the old insecure authentication

```
ezeelogin

#####
# Ezeelogin Installer #
#####

Checking environment... done
Required PHP extensions...
mysql  -> Success
openssl -> Success
posix  -> Success
pcntl  -> Success
json   -> Success
curl   -> Success
crypt  -> 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

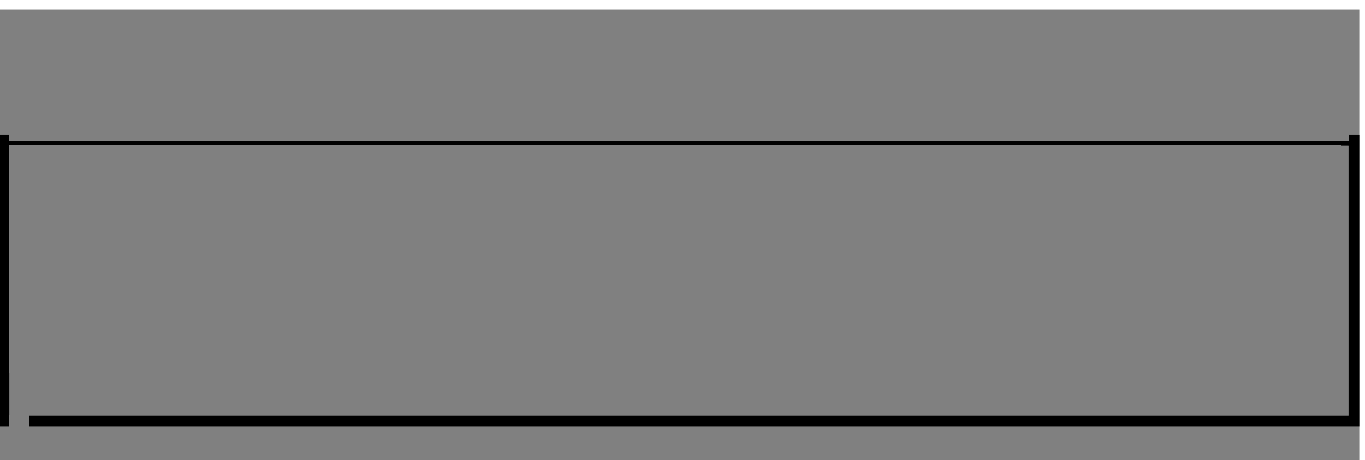
Operating system: Linux (x86_64)
PHP version: 7.1.33

Checking license... done

Cannot connect to installed Ezeelogin database: mysqlnd cannot connect to MySQL 4.1+ using the old insecure authentication. Please use an administration tool to reset your password with the command SET PASSWORD = PASSWORD('your_existing_password'). This will store a new, and more secure, hash value in mysql.user. If this user is used in other scripts executed by PHP 5.2 or earlier you might need to remove the old-passwords flag from your my.cnf file

Please contact support@ezeelogin.com
```

The above errors occur when you use passwords with older hashes. To solve this error reset your MySQL root user password and the Ezeelogin database password so that it can use the latest password hashes. You can run the following command on the MySQL server and find out if the user uses older password hashes.



As you can see in the above example except for the first **root** user all other users use the old password

hash. The old password hashes are 16 characters, the new ones are 41 characters.

1. Make sure to comment the **old_passwords = 1** in the my.cnf and restart the MySQL server so that the changes can be applied.

2. Rest your MySQL superuser and Ezeelogin database user password if it uses the old password hash and run the upgrade command again.

" ezlogin_user " refers to the Ezeelogin database user which you can find from the ez.conf.

Online URL:

<https://www.ezeelogin.com/kb/article/cannot-connect-to-installed-ezeelogin-databasemysqld-cannot-connect-to-mysql-4-1-using-the-old-insecure-authentication-457.html>