

Error: User add failed. Error: Plugin caching\_sha2\_password could not be loaded

530 Nesvin KN January 31, 2025 [Common Errors & Troubleshooting](#) 2785

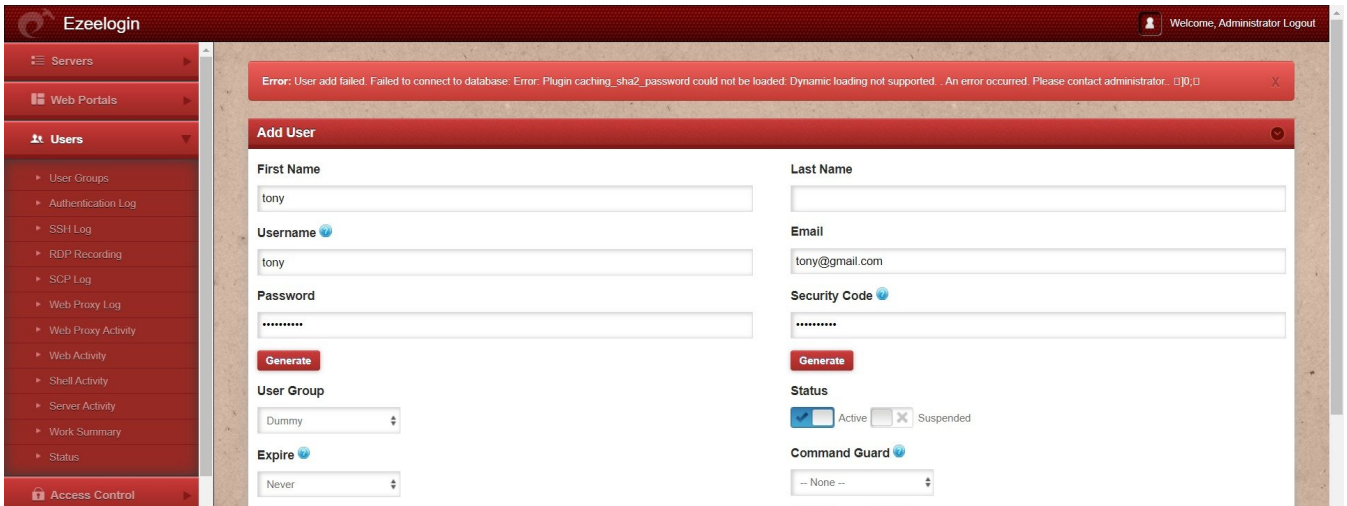
**Error: User add failed. Failed to connect to database: Error: Plugin caching\_sha2\_password could not be loaded: Dynamic loading not supported. . An error occurred. Please contact administrator.. ]0;**

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**Overview:** This article addresses the "Plugin caching\_sha2\_password could not be loaded" error in MySQL 8.0 when adding a user in Ezeelogin. It outlines steps to verify the authentication plugin, update it to mysql\_native\_password and ensure seamless access to the Ezeelogin GUI and shell.

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**Error in Ezeelogin software GUI:**



## Error in Ezeelogin Shell (ezsh)

```
root@gateway:~# ezsh -v
Failed to connect to database: Error: Plugin caching_sha2_password could not be loaded: Dynamic loading not supported

An error occurred. Please contact administrator.
root@gateway:~# |
```

How to fix **Error: Plugin caching\_sha2\_password could not be loaded: Dynamic loading not supported in MySQL version 8.0?**

1. Login to the **MySQL server** and **check the plugin used by the Ezeelogin user**. **Ezeelogin user** should use the **mysql\_native\_password plugin** to fix the above error. Refer below example.

```
root@gateway:~# mysql -u root -p
Enter password:

mysql> use mysql;

mysql> select user,plugin from mysql.user;

+-----+-----+
| user |plugin |
+-----+-----+
| ezlogin_qamqje | caching_sha2_password |
| root | mysql_native_password |
+-----+-----+
```

2. Login to the **gateway server** and [retrieve the MySQL username and password](#). Refer below example.

```
root@gateway:~# php /usr/local/ezlogin/eztool.php -show_db_credentials

Username: ezlogin_qamqje
Password: MA/f7ZSZsq2G{C}JSPZ$A)/yj8A
```

3. Login to **MySQL server as root user** and update the user plugin with **mysql\_native\_password**.

```
root@gateway:~# mysql -u root -p
Enter password:

mysql> alter user 'ezlogin_qamqje'@'localhost' identified with mysql_native_password by
'MA/f7ZSZsq2G{C}JSPZ$A)/yj8A';

mysql> flush privileges;
```

4. Confirm that plugin has changed to **mysql\_native\_password** for the **Ezeelogin user**.

```
root@gateway:~# mysql -u root -p
Enter password:

mysql> use mysql;
```

```
mysql> select user,plugin from mysql.user;

+-----+-----+
| user | plugin |
+-----+-----+
| ezlogin_qamqje | mysql_native_password |
| root | mysql_native_password |
+-----+-----+
```

5. Login to **Ezeelogin GUI** and **backend (ezsh)** to confirm everything works fine.

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#### Related Article:

[How to set MySQL root password](#)

[Basic MySQL commands for troubleshooting database related issues in Ezeelogin](#)

Online URL:

[https://www.ezeelogin.com/kb/article/error-user-add-failed-error-plugin-caching\\_sha2\\_password-could-not-be-loaded-530.html](https://www.ezeelogin.com/kb/article/error-user-add-failed-error-plugin-caching_sha2_password-could-not-be-loaded-530.html)