

Hosting Control Panels

How do I fix Unable to connect to database: saved admin password is incorrect (Plesk)?

ERROR: PleskFatalException

Unable to connect to database: saved admin password is incorrect.

0: /usr/local/psa/admin/plib/common_func.php3:190

psaerror(string 'Unable to connect to database: saved admin password is incorrect.')

1: /usr/local/psa/admin/auto_prepend/auth.php3:93

The following instructions assume your Plesk admin user is “admin” and you wish to reset the password to “setup”. You can check the password Plesk is expecting to use by doing “cat /etc/psa/.psa.shadow”.

1. Using your favoured editor create the file “/root/mysqlreset.sql” with the content “UPDATE mysql.user SET Password=PASSWORD('setup') WHERE User='admin';FLUSH PRIVILEGES;”.
2. Stop the mysql server “/etc/init.d/mysql stop” (this will cause issues with any sites utilising MySQL).
3. Start the MySQL server using the initial SQL file created above “mysqld_safe -init-file=/root/mysqlreset.sql &”.
4. This should have reset the password and you can now restart MySQL.

You should now be able to login to the Plesk control panel via <http://<sitename>:8443/>.

Unique solution ID: #1007

Author: Chris Burton

Last update: 2014-12-16 21:32