Command Line

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 with 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/mysqld 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/.

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