

How to Resolve Password Authentication Failed Errors in PostgreSQL

Overview

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Stop Tailwatch

Change the encryption to md5

Restart PostgreSQL

Change the PostgreSQL password

Change the encryption back to md5

Remove the Tailwatch touch file and restart it

Additional documentation

Overview

If your server returns a `Password authentication failed for user` error when you try to access MySQL® resources, the most likely culprit is an invalid or missing PostgreSQL® user password.

Solution

Check the `/root/.pgpass` password file to confirm that the password exists in `::*:postgres:PASSWORD` format.

if the password does not exist, you **must** edit the `/var/lib/pgsql/data/pg_hba.conf` file directly with the following steps:

Stop Tailwatch

Run the following commands to disable and stop Tailwatch:

```
touch /etc/tailwatchddisable
killall tailwatchd
```

Change the encryption to md5

Edit the `/var/lib/pgsql/data/pg_hba.conf` file and change `md5` to `trust`

Restart PostgreSQL

Run the `/scripts/restartsrv_postgresql restart` command to restart PostgreSQL.

Change the PostgreSQL password

Change the PostgreSQL password with the following command, where `new_pass` represents the new password:

```
postgres=# alter user postgres with encrypted password =new_pass postgres=#
\q
```

Change the encryption back to md5

Edit the `/var/lib/pgsql/data/pg_hba.conf` file and change `trust` back to `md5`

Remove the Tailwatch touch file and restart it

Run the following commands to remove the Tailwatch touch file and restart the service:

```
rm /etc/tailwatchddisable  
/scripts/restartsrv_tailwatchd
```

Previously, the system stored passwords in the `/var/lib/pgsql/.pgpass` file.

If the `/root/.pgpass` file does not exist, the system copies the `.pgpass` file to the `/root/.pgpass` file.

Additional documentation

Suggested documentation [For cPanel users](#) [For WHM users](#) [For developers](#)

- [Service and Proxy Subdomains](#)
- [System User Accounts](#)
- [Install or Update PostgreSQL on Your cPanel Server](#)
- [How to Restart Services](#)
- [TailWatch](#)

- [System User Accounts](#)
- [The cPanel Service Daemons](#)
- [The `cpuser_service_manager` script and the Ubic subsystem](#)
- [AutoConfig and Autodiscover](#)
- [Connect to Web Disk with Third-Party Software](#)

- [Service and Proxy Subdomains](#)
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- [Install or Update PostgreSQL on Your cPanel Server](#)
- [How to Restart Services](#)
- [TailWatch](#)

- [cPanel API 1 Modules - Postgres](#)
- [UAPI Modules - Postgresql](#)
- [WHM API 1 Functions - `rename_postgresql_user`](#)
- [WHM API 1 Functions - `rename_postgresql_database`](#)
- [cPanel API 2 Functions - `Postgres::listusersindb`](#)