

## Resolution of Recent MariaDB Authentication Issue

Dear Valued User,

First and foremost, we sincerely apologize for any delays experienced during the recent database service disruption. We understand the critical nature of uptime and data accessibility, and we deeply regret any inconvenience caused.

The issue has now been fully resolved. All MariaDB services are stable and operational.

### Summary of the Incident:

The disruption was caused by a system-wide update from SHA1 to SHA256 authentication in MariaDB 10.11, as referenced in the official documentation: [SHA-256 Pluggable Authentication](#). This upgrade rendered many existing database credentials invalid.

Due to incompatibilities, a direct downgrade was not feasible. As a corrective measure, we performed a complete redump and restoration of database authentication settings. Following this intervention, all services—including associated websites—have been thoroughly tested and are functioning correctly.

### Required Action from Your End If Facing Issue:

If your SQL credentials are still based on SHA1 or have not been updated in over two years, you may need to reset your database password. Alternatively, you can reach out to our support team via the ticketing system, and we will assist you in updating your credentials.

### Preventive Measures:

We have implemented stricter controls to avoid the recurrence of such incidents. Moving forward:

- Only thoroughly tested MariaDB versions will be deployed in production.
- We have successfully upgraded MariaDB to version 11.4, introducing critical InnoDB enhancements such as improved space management and faster response times.

If you are still encountering issues with your database or website, please contact our support team immediately by submitting a ticket.

We thank you for your patience and continued trust.

Sincerely,  
**Mr. Rajan**

*Dev Rajan*  
Senior Data Engineer