Resolving MySQL Error Code 1142 - Command denied to user

Symptom

When applying an update to WHMCS, a **Command denied to user** error displays. For example:

```
Unable to complete incremental updates: Unable to import the 7.5.0  Alpha1 database
file. Unable to import  /path/to/whmcs/resources/sql/upgrade750alpha1.sql:
SQLSTATE[42000]: Syntax error or access violation: 1142 CREATE command  denied to user
'dbuser'@'localhost' for table  'tblaffiliates_hits'
```

or

```
Unable to complete incremental updates: Unable to import the 8.0.0  Alpha1 database
file. Unable to import  /path/to/whmcs/resources/sql/upgrade800alpha1.sql:
SQLSTATE[42000]: Syntax error or access violation: 1142 INDEX command  denied to user
'dbuser'@'localhost' for table  'tblactivitylog'
```

Cause

This error occurs when the MySQL® user has insufficient privileges in the WHMCS database to perform the schema changes that the update process requires.

In the above examples, the `dbuser` user does not have the `CREATE` and `INDEX` privileges. A system administrator has restricted the database user's privileges.

Resolution

To resolve this issue, update the database user to include the required privileges.

For example, in cPanel & WHM, you could perform the following steps:

1. In the cPanel interface, navigate to **Databases > MySQL® Databases**.

2. Click the **Privileged Users** link that corresponds to the WHMCS database:

3. Check the missing privileges or check **ALL PRIVILEGES**.

4. Click **Save**.

5. In WHMCS, attempt the update process again.

For more information, see Database Privileges.