

## AIK step 6.3: "Failed to connect to aleph21 ... TNS:lost contact"

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20
- 

### Problem Symptoms:

1. In AIK step 6.3:

```
LOG: inserting 3 to ./tmp/src_ts_list.list ...  
LOG: finish creating ./tmp/src_ts_list.list ...
```

Performing some calculations, patient is a virtue ... please wait ...

Error: Failed to connect to aleph21

Tue Apr 23 09:29:30 EDT 2013 Step aleph21\_add\_datafiles.bash [ Failed ]

UNIX user aleph could not connect to the Oracle database aleph21 as database user ALEPH\_ADMIN.

2. When trying to connect to the database as user ALEPH\_ADMIN by means of SQL\*Plus the following error message was received:

```
aleph@aleph-arc(a21_1):> sqlplus $ALEPH_ADMIN
```

```
SQL*Plus: Release 11.2.0.3.0 Production on Mon Apr 29 08:24:00 2013
```

```
[...]
```

```
ERROR:
```

```
ORA-12547: TNS:lost contact
```

### Cause:

The permissions on the file `/exlibris/app/oracle/product/11r2/bin/oracle` (the Oracle server binary) are incorrect. In order to allow UNIX users other than `oraleph` (owner of the Oracle 11.2.0.3 software) to connect to the Oracle database instance `aleph21`, the Set-User-ID Bit and the Set-Group-ID Bit of the file `/exlibris/app/oracle/product/11r2/bin/oracle` must be set. This means that the permissions on the file `/exlibris/app/oracle/product/11r2/bin/oracle` must look as follows (file mode 6751):

```
-rwsr-s--x /exlibris/app/oracle/product/11r2/bin/oracle
```

However, the permissions look like this (file mode 755):

```
-rwxr-xr-x /exlibris/app/oracle/product/11r2/bin/oracle
```

### Resolution:

(1)

Shut down the Oracle database `aleph21` (as UNIX user `oraleph`):

```
$ sqlplus / as sysdba
SQL> shutdown immediate
```

(2)  
Execute the script [root.sh](#) to set the correct the permissions on the files extjob, ..., oradism listed above (as UNIX user root):

```
$ su - root
# cd /exlibris/app/oracle/product/11r2
# ./root.sh
```

(3)  
Set the correct the permissions on the file /exlibris/app/oracle/product/11r2/bin/oracle (as UNIX user oraleph):

```
$ chmod 6751 /exlibris/app/oracle/product/11r2/bin/oracle
```

(4)  
Start the Oracle database aleph21 (as UNIX user oraleph):

```
$ sqlplus / as sysdba
SQL> startup
```

(5)  
Verify that UNIX user aleph can connect to the Oracle database aleph21 as database user ALEPH\_ADMIN:

```
$ su - aleph
$ sqlplus $ALEPH_ADMIN
[...]
Connected to:
Oracle Database 11g Enterprise Edition Release 11.2.0.3.0 - 64bit Production
```

(6)  
Execute AIK Step 6.3 again.

---

## Additional Information

When checking the Oracle binaries in the directory /exlibris/app/oracle/product/11r2/bin, it was found that the permissions on the following files were also incorrect:

```
/exlibris/app/oracle/product/11r2/bin/extjob
/exlibris/app/oracle/product/11r2/bin/jssu
/exlibris/app/oracle/product/11r2/bin/nmb
/exlibris/app/oracle/product/11r2/bin/nmhs
/exlibris/app/oracle/product/11r2/bin/nmo
/exlibris/app/oracle/product/11r2/bin/oradism
```

Oracle requires that the Set-User-ID Bit of these files is set, too. To be more precise, the permissions on these files must look as follows:

```
-rwsr-x--- /exlibris/app/oracle/product/11r2/bin/extjob
```

-rwsr-x--- /exlibris/app/oracle/product/11r2/bin/jssu  
-rws--x--- /exlibris/app/oracle/product/11r2/bin/nmb  
-rws--x--- /exlibris/app/oracle/product/11r2/bin/nmhs  
-rws--x--- /exlibris/app/oracle/product/11r2/bin/nmo  
-rwsr-x--- /exlibris/app/oracle/product/11r2/bin/oradism

**Category:** Installation

---

- **Article last edited:** 10/8/2013