
ARC 4: Error "CAF-WRN-2082"

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 4
-

Description

In the ARC portal the error "CAF-WRN-2082" is displayed

In /c10/logs/cogserver.log you can find the following errors:

```
QE-DEF-0285 The logon failed
QE-DEF-0323 The DSN(ODBC)/ServiceName is invalid.
RQP-DEF-0068 Unable to connect to at least one database during a multi-database attach to 1
database(s) in: Aleph_Reporting
UDA-SQL-0031 Unable to access database "Aleph_Reporting"
UDA-SQL-0532 Data Source is not accessible: "ARC41"
```

Cause:

Wrong configuration of SQL*Net string in Aleph_reporting
Mismatch between tnsnames.ora and ARC portal definition

Resolution

Change SQL*Net string or tnsnames.ora definition to match.

1. Connect as administrator
2. Launch IBM Cognos Administration
3. Go to Configuration / Data sources
Directory > Cognos
4. Choose Aleph_reporting
5. Click on 'More ...' / Set Properties
6. Go to tab Connection
7. Click on the pencil icon to edit the Connection string
8. Adapt the SQL*Net connection string
9. Save and Test the connection.

In case of doubt contact your Ex Libris Support for detailed instructions.
Status should be 'Succeeded'

Additional Information

Example from /exlibris/app/oracle/product/11r2/network/admin/tnsnames.ora

```
arc.arc4=(description=
  (address=
    (protocol=ipc)
    (key=arc4))
  (address=
    (protocol=tcp)
    (host=il-arc02)
    (port=1521))
(connect_data=(service_name=arc4.il-arc02.corp.exlibrisgroup.com) (server=DEDICATED)))
```

In the example above the SQL*Net connection string is: arc.arc4

-
- **Article last edited:** 19-July-2016