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## manage-01 is stalled; "unable to CONNECT to ORACLE after 3 attempts"

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20
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### Problem Symptoms:

1. manage-01 ("Rebuild Word Index") is stalled
2. messages such as "unable to CONNECT to ORACLE after 3 attempts" and the others shown in Additional Information, below, appear in the log
3. the \$alephe\_scratch p\_manage\_01.nnnnn log may have the following error: "ORA-28000: the account is locked"

### Cause:

Previous run of p\_manage\_01 not canceled properly; xxx01 oracle user locked.

### Resolution:

1. If the log has the "ORA-28000: the account is locked" message, perform the SQL described in document attached to Article 7570 ("How to identify a locked Oracle user and unlock it").
  - a. If xxx01 is one of the locked accounts, use the "alter user" SQL to unlock it
  - b. If CTXSYS is one of the locked accounts, use the "alter user" SQL to unlock it
2. Kill any aleph\_load and p\_file\_11 processes seen in util c/1
3. Do "ps -ef |grep manage\_01" and kill any processes found (except the grep itself)
4. Do util c/1 to confirm that no manage-01 processes are running
5. Unlock the xxx01 library with util c/6
6. Resubmit the manage-01 job

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## Additional Information

Sample messages seen in the manage-01 log:

Enter user-name: SP2-0306: Invalid option.

Usage: CONN[ECT] [{logon|/proxy} [AS {SYSDBA|SYSOPER|SYSASM}]] [edition=value]]

where <logon> ::= <username>[/<password>][@<connect\_identifier>]

<proxy> ::= <proxyuser>[<username>][/<password>][@<connect\_identifier>]

SP2-0157: unable to CONNECT to ORACLE after 3 attempts, exiting SQL\*Plus

cat: cannot open /exlibris/aleph/a21\_1/tmp/head\_z97.lst

**Category:** Batch (500)

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