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## ORA-28000 Unlocking an Oracle User

- **Product:** Voyager
  - **Product Version:** All
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### Problem Symptoms

ORA-28000 error message when starting tomcat: `java.sql.SQLException: ORA-28000: the account is locked`

`ORA-28000: the account is locked` when connecting to database from Prepackaged Reports

### Cause

Oracle user is locked

### Resolution

1. Note {username} of locked user.
  2. Log into the server as the oracle Unix user
  3. Connect to SQLPlus as the sysdba user: `sqlplus '/ as sysdba'`
  4. `ALTER USER {username} ACCOUNT UNLOCK`
  5. `quit`
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