
ORA-28000: The Account Is Locked

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
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Description:

When forcing the immediate update of a single document using util f/13, the following error occurs:

```
Oracle error: handle_connection  
ORA-28000: the account is locked
```

The pc_server and www_server logs may also have these errors.

Cause:

An Oracle dba_user (such as CTXSYS) is locked.

Resolution:

To Unlock the CTXSYS Oracle user, execute the following SQL in any aleph library:

```
> s+ aleph_admin  
SQL> select USERNAME,ACCOUNT_STATUS from dba_users where ACCOUNT_STATUS not like  
'OPEN';  
SQL> alter user CTXSYS identified by CTXSYS account unlock;
```

In another case, the select command showed user "ALEPH" being locked; unlocking "ALEPH" with the alter command corrected the problem. (Note: In this case, in GUI users were getting "Password not verified on connectable hosts" and, in the upper left, "Failed to read reply" on any attempt to connect to the server.)

Additional Information

Other users possible causing problems when locked, are:

ALEPH_ADMIN

ALEPH

- **Article last edited:** 24-Aug-2016