
Extract fails with java.lang.NullPointerException during startup

- **Article Type:** General
 - **Product:** Voyager
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Problem Symptoms:

* Extract fails during startup with error in log:

```
2014-08-26 07:00:03,393 811 [main] ERROR com.endinfosys.voyager.primo.PrimoExp - Main caught exception
java.lang.NullPointerException
at com.endinfosys.util.Normalization$2.convert(Normalization.java:70)
at com.endinfosys.util.DBUtils.convLookups(DBUtils.java:244)
at com.endinfosys.voyager.primo.PrimoExp.preInitExcludeOperator(PrimoExp.java:516)
at com.endinfosys.voyager.primo.PrimoExp.innerPreInit(PrimoExp.java:400)
at com.endinfosys.voyager.extract.Extract.init(Extract.java:864)
at com.endinfosys.voyager.primo.PrimoExp.execute(PrimoExp.java:605)
at com.endinfosys.voyager.primo.PrimoExp.main(PrimoExp.java:732)
at com.endinfosys.voyager.primo.PrimoExtract.runSingleThreaded(PrimoExtract.java:115)
at com.endinfosys.voyager.primo.PrimoExtract.main(PrimoExtract.java:60)
```

Cause:

Null OPERATOR_ID in database.

Resolution:

1. System Administration > Security > Operator Profiles
2. Highlight operator with null operator ID.
3. Click Delete.

If unable to delete operator via System Administration, open a Case with Voyager Support for further assistance.

Additional Information

System Administration should prevent addition of operators without adding all required fields, and not clear how this situation may occur.

Category: Interoperability (Voy) - Voyager

Subject: Primo (Voy) - Voyager

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