
All util a functions get "ORA-28000: the account is locked"

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18.01
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Description:

All util a functions get the following error:

ERROR:

ORA-28000: the account is locked

SP2-0306: Invalid option.

Usage: CONN[ECT] [logon] [AS {SYSDBA|SYSOPER}]

where <logon> ::= <username>[/<password>][@<connect_identifier>] | /

SP2-0306: Invalid option.

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where <logon> ::= <username>[/<password>][@<connect_identifier>] | /

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

Enter CR to continue...

Resolution:

I tried to follow KB's 8192-10697 and 7216, but it showed that the locked user was not "CTXSYS" but rather "ALEPH_ADMIN".

We unlocked the aleph_admin log-in, but were still getting errors (see above) in doing util a. We observed that the password for aleph_admin had been changed in Oracle but *not* in Aleph.

We unlocked it again, this time, changing the password in Oracle back to the default (ALEPH_ADMIN) -- to match how it was set in Aleph.

Please instruct your staff that if they want to change the password for ALEPH_ADMIN or the passwords for other logins used by Aleph, they need to use util y/8 to do so. util y/8 changes the password both in Aleph *and* in Oracle. That is why it must be used.

- **Article last edited:** 10/8/2013