
ALEPH_DBA user: "insufficient privileges" / "invalid username/password"

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 21
-

Problem Symptoms:

After installing new ARC version, ALEPH and ALEPH_DBA Oracle users get "insufficient privileges" or "invalid username/password".

1. Util O/7/3 (Show Archiving Status) doesn't work:

To continue you will need to enter ALEPH_DBA username/password.

```
username/password:aleph_dba/aleph_dba
SQL*Plus: Release 11.2.0.3.0 Production on Fri Feb 28 09:08:38 2014
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idle> ERROR:
ORA-01031: insufficient privileges
idle> idle> ORA-01012: not logged on
```

2. The backup for the archive doesn't work. See Additional Information below for detailed log.

Cause:

Change of Oracle user password not done through util y/8.

Possibly, the case of the username/password. (See last sentence of Resolution below.)

Resolution:

Login as sys user:

```
> sqlplus sys/oradba as sysdba
```

And type this command:

```
sys@ALEPH2n> ALTER USER aleph_dba IDENTIFIED BY aleph_dba; [User altered]
```

If the username/password is being entered in in lowercase (aleph_dba/aleph_dba), try entering it in uppercase (ALEPH_DBA/ALEPH_DBA). (Case sensitive passwords are a default feature of newly created database since version 11g. See Additional Information #2 below.)

Additional Information

1. Message in the archive backup log:

```
/exlibris/backup/logs/ora_archive_a3_Detail_140227_2302.log
```

```

exec_backup_main 27-02-2014 23:02:02
BKP_TYPE = ora_archive
SLOT = a3
BKP_USER = aleph
BKP_DB = aleph-arc.aleph21
BKP_UDIR = /exlibris/aleph/a21_1
BKP_DIR = /exlibris/backup_files/
RM_USER = aleph_dba
ORACLE_HOME = /exlibris/app/oracle/product/11r2
ORACLE_SID = aleph21
HOST = aleph-arc
OS = Linux
su = /bin/su -f
Recovery Manager: Release 11.2.0.3.0 - Production on Thu Feb 27 23:02:02 2014
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RMAN-00571: =====
RMAN-00569: ===== ERROR MESSAGE STACK FOLLOWS =====
RMAN-00571: =====
RMAN-00554: initialization of internal recovery manager package failed
RMAN-04005: error from target database:
ORA-01017: invalid username/password; logon denied
>>>rman_set_config ... bstatus=1
>>> 27-02-2014 23:02:02
>>>Error in rman_set_config ... bstatus=1
<end log>

```

2. Case sensitive passwords are a default feature of newly created database since version 11g. You can revert these setting by issuing an ALTER SYSTEM command:

Connect to sqlplus as sysdba:

```
> sqlplus / as sysdba
```

to show the current status of the case sensitivity:

```
SQL> SHOW PARAMETER SEC_CASE_SENSITIVE_LOGON
```

```
NAME TYPE VALUE
```

```
-----
sec_case_sensitive_logon boolean TRUE
```

To change the case sensitivity:

```
SQL> ALTER SYSTEM SET SEC_CASE_SENSITIVE_LOGON = FALSE;
```

System altered.

If the SEC_CASE_SENSITIVE_LOGON is TRUE, the password needs to be entered with the precise mixed case letters as defined when the user was created.

3. Article 000019082 ("Unable to add file to a Tablespace; insufficient privileges") is a similar case.

Note: Ex Libris strongly recommends keeping your passwords secure based on the [Ex Libris Password Management Policy](#).

We recommend that the default passwords be changed to a complex combination and maintained.

Cloud customers are assured that Ex Libris maintains passwords based on best practice in the industry.

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