
p_manage_05 stalls; "invalid username/password; logon denied"

- **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Description:

The manage-05 Service in abc30 stalls. (The \$data_scratch logs show no activity for the past half hour.)
The \$data_scratch/p_manage_05_c.log shows this:

ERROR:

```
ORA-01017: invalid username/password; logon denied
```

```
Enter user-name: SP2-0306: Invalid option.
```

We found that "s+ abc30" also got the above error. (s+ abc01, abc50, and abc60 work OK.)

Resolution:

We did the following util y/8 to make sure that the abc30 oracle password was set properly:

```
Enter User Name:ABC30
```

```
Enter New Password:ABC30
```

```
Do you want to update this password in ALEPH Password file ([n]/y)? y
```

```
The password for ABC30 was saved in ALEPH password file
```

```
If you want to update this password in Oracle
```

```
Enter ALEPH_DBA user/passwd, or press [Enter] to exit :ALEPH_DBA/ALEPH_DBA
```

```
Change passwd in Oracle
```

```
SQL*Plus: Release 11.2.0.3.0 Production on Tue Jul 10 13:58:40 2012
```

```
Copyright (c) 1982, 2011, Oracle. All rights reserved.
```

```
idle> Connected.
```

```
idle> idle>
```

```
User altered.
```

```
idle> Disconnected from Oracle Database 11g Enterprise Edition Release 11.2.0.3.0 - 64bit  
Production
```

```
With the Partitioning, OLAP, Data Mining and Real Application Testing options
```

```
Enter CR to continue...
```

But then I found that abc30 was locked:

```
aleph@libms1(a21_1) ABC30> s+ aleph_admin
```

```
SQL*Plus: Release 11.2.0.3.0 Production on Tue Jul 10 14:09:47 2012
```

```
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```

```
Connected to:
```

```
Oracle Database 11g Enterprise Edition Release 11.2.0.3.0 - 64bit Production
```

With the Partitioning, OLAP, Data Mining and Real Application Testing options
aleph_admin@ALEPH21> select ACCOUNT_STATUS from dba_users where username = 'ABC30';
**** Hit return to continue ****
ACCOUNT_STATUS

LOCKED

So I unlocked it as follows:

```
aleph_admin@ALEPH21> alter user ABC30 identified by ABC30 account unlock;  
User altered.
```

After which, "s+ abc30" worked OK. Then I killed the p_manage_05 processes and unlocked abc30.

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