
Rosetta will not start

- **Product:** Rosetta
 - **Product Version:** All Versions
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
-

Scenario:

When you log onto the terminal as dps user on the Rosetta server you may have received this warning:

```
ERROR Failed to get the operational_shared.
```

When you attempt to run `dps_start` you receive the error:

```
op_dir: Undefined variable
```

This command also returns "Undefined variable" error:

```
cd $op_dir
```

Explanation:

When the dps user logs onto a terminal session the logon script `.cshrc` sets various environment variables from values in the database, one of these being the `$op_dir` variable which contains the path to the `operational_shared` directory.

If the dps user logs-on whilst the database is unavailable there will be missing environment variables in the SSH session. Even if the database is then started, the environment variables for the ssh session will continue to be incorrect, and

```
"dps_start" will fail.
```

Solution:

In order for the dps user session to have the correct environment variables to run `dps_start`, the Oracle database and listener service must first be running.

If the "Undefined variable" is still returned when we run "cd \$op_dir", we simply need to log out of the dps user session, and log on again for the logon script to set the correct environment variables from the database.

We should then be able to run `"dps_start"` without any issues.

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