
ORA-12514 when try to connect to Prepackaged Reports

- **Product:** Voyager
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Problem Symptoms

Attempt to link tables in Prepackaged Reports, receive error:

```
ODBC--call failed.  
[Oracle][ODBC][Ora]ORA-12514: TNS:listener does not currently know of service requested in  
connect descriptor  
[#12514] [Microsoft][ODBC Driver Manager] Driver's SQLSetConnectAttr failed IM006 0  
[Microsoft][ODBC Driver Manager] Driver's SQLSetConnectAttr failed (#0)
```

Cause

Service name in tnsnames.ora file is not set correctly

Resolution

1. Open tnsnames.ora file on workstation.
2. Replace `(SERVICE_NAME = VGER.{hostname})` with `(ORACLE_SID = VGER)`
3. Save change.
4. Relink tables

Additional Information

Some older versions of Oracle may have required SERVICE_NAME instead of ORACLE_SID but current versions of Voyager should use the above in tnsnames.ora, and current template for tnsnames.ora is available in [Installation and Configuration of ODBC for Voyager](#)

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