



Common Brio System Messages

Purpose

Use this quick reference to resolve common system prompts and messages.

System Messages and How to Resolve Them

Message	Reason	How to Resolve
Oracle Error 1017:ORA-01017: invalid username/password: logon denied	Your user account has not been set up to access the database requested.	Have your manager submit a user access request for Ad-Hoc responsibilities to Apps Admin.
Oracle Error 28000:ORA-28000: the account is locked	Your user account is locked at the database level, generally because the nightly load process is not yet complete, or the system is down for scheduled maintenance.	Check the time against the system hours of operation posted on ABLE at http://able.harvard.edu/ . If you're querying outside those hours, or if the system is down for scheduled maintenance (see service alerts posted at http://www.uis.harvard.edu/system_status/) or as the result of a delayed load (check e-mail for notification), you should try again once the system is brought back up.
Oracle Error 904:ORA-00904: invalid column name	The column you are pulling a field is not in the Data Model.	Review each column in your request line and check if the column has been changed. Open the Data Model file or drag in the tables to see what column is causing the error.
Oracle Error 942:ORA-00942: table or view does not exist	The table you are requesting does not exist.	Double check the table list to your query to make sure you have the correct table names.



Message	Reason	How to Resolve
<ul style="list-style-type: none"> An unknown error has occurred. Please save your document and restart your application. Oracle Error 1013:ORA-01013: user requested cancel of current operation 	<p>Either the query caused an error or you typed Alt-End to end the query.</p>	<p>Click OK in each dialog box save the files, review the limit line and then rerun the query.</p>
<ul style="list-style-type: none"> Oracle Error 12541:ORA-12541: TNS:no listener Oracle Error 3120: ORA-03120: two task conversion routine: integer overflow 	<p>There is a problem with the database connection set up.</p>	<p>You will need to recreate the correct path for the database you are using. Follow the step in setting up the Brio open catalog extension (.oce) file posted at: http://able.harvard.edu/ad-hoc/create-database-connection.pdf. When you select Finish and Yes from the <i>Do you want to save your OCE?</i> Dialog box. Click Save to overwrite the earlier version with the one you just updated.</p>
<p>Oracle Error 12154:ORA-12154: TNS:could not resolve service name</p>	<p>There is a problem with the database configuration files.</p>	<p>You will need to set up the configuration files for the Oracle Internet Directory again. Have your department's desktop support person check the information posted at http://www.uis.harvard.edu/server_hosting/oid_info.php.</p>
<p>Table list is blank</p>	<p>There's a problem with your Oracle drivers. You have selected Oracle 8/9, but you have an old version of Oracle (6 or earlier) on your desktop.</p>	<p>Have your department's desktop support person check the version of Oracle loaded on your desktop. If it's not 8/9, have them install the later version.</p>