

Ezenia InfoWorkSpace

Technical Bulletin TB08-015 Change Request: n/a

Title: Resetting the Oracle Password

Platform	Version	Operating System	Category
IWS Server	3.0.x	Windows, Solaris	Oracle

Description:

This technical bulletin describes how to reset the Oracle database password if the previous password gets locked because of lockdown scripts.

When this happens, the following message appears in the pw-errlog-*<yyyymmddi>* file:

```
Error making connection to database
java.sql.SQLException: Protocol violation
```

Action:

To unlock the iws_sys and the iws_app accounts:

1. Stop the PlaceWare service:
 - a. Click **Start / Settings / Control Panel**
 - b. Open **Administrative Tools**
 - c. Open **Services**
 - d. Select **PlaceWare Service on Port 8087**
 - e. Right click and select **Stop**
2. Open a command prompt (Start > Run > type: cmd <enter>) and enter the following:

```
sqlplus /nolog
```

```
SQL> connect / as sysdba
```

```
SQL> alter user iws_sys account unlock;
```

```
SQL> alter user iws_sys identified by password;
```

```
SQL> alter user iws_app account unlock;
```

```
SQL> alter user iws_app identified by password;
```

```
SQL> exit;
```

```
exit
```

3. Navigate to the \placeware\data directory.
4. Open the datasource.properties file (using Notepad or WordPad).
5. Find the line schema_usernm=iws_app
6. Change the next line (should start with schema_passwd=) to **schema_passwd=password**

NOTE: These steps remove the previously encrypted password and replace it with the word password. When PlaceWare is restarted at the end, the word password changes to a random password and is encrypted.

7. Find the line schema_usernm=iws_sys
8. Change the next line (should start with schema_passwd=) to schema_passwd=password

NOTE: These steps remove the previously encrypted password and replace it with the word password. When PlaceWare is restarted at the end, the word password changes to a random password and is encrypted.

9. Save the file and exit the editor.
10. Start PlaceWare:
 - a. Click **Start / Settings / Control Panel**
 - b. Open **Administrative Tools**
 - c. Open **Services**
 - d. Select **PlaceWare Service on Port 8087**
 - e. Right click and select **Start**
11. Check the latest pw-errlog-<yyyymmddi> for any errors, then log in to InfoWorkSpace. The system should return to normal operation. Test fix by connecting.