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**How to identify a locked Oracle user and unlock it**

**OR**

**Problem solving regarding ADAM full text indexing**

Question

When I save a digital object which is a Microsoft Word file in ADAM and then select it and click “Indexing” a new record with usage type “Indexing text” is created. However, the text is not searchable via web or GUI?

Resolution

In order to see where the problem is coming from we updated the record via the **UTIL**:

**F. View Procedures and Files**

**1. BIB Procedures and Files**

**13. Immediate Update of a Single Document**

After doing so we updated the record and received the following error message:

**Oracle error: handle\_connection  
ORA-28000: the account is locked**

Thus we determined that an Oracle user is locked and needed to unlock it.

We entered Oracle from the prompt as follows:

**s+ aleph\_admin**

Then we performed the following command to see the fields of the dba\_users file:

**desc dba\_users**

Then we performed the following command to see who is locked:

**select USERNAME,ACCOUNT\_STATUS from dba\_users where ACCOUNT\_STATUS not like 'OPEN';**

We could also have done this:

**select USERNAME,ACCOUNT\_STATUS from dba\_users;**

We then saw that user CTXSYS was locked, this was obvious from the following line:

**CTXSYS LOCKED(TIMED)**

We then unlocked this user as follows:

aleph\_admin@ALEPH0> **alter user CTXSYS identified by CTXSYS account unlock;**

**User altered.**

aleph\_admin@ALEPH0> **exit**

We then performed the UTIL F / 1 / 13 which was performed above and did not receive any error message.

We then did “Indexing” on a digital object in ADAM and then searched for it and it worked.