

Oracle® Application Server Portal

Error Messages Guide

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Oracle Application Server Portal Error Messages Guide, 10g (9.0.4)

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- Did you find any errors?
- Is the information clearly presented?
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If you find any errors or have any other suggestions for improvement, please send your comments to appserverdocs_us@oracle.com. Please indicate the title and part number of the documentation and the chapter, section, and page number (if available). If you would like a reply, please give your name, address, telephone number, and email address.

If you have problems with the software, go to <http://www.oracle.com/forums> and find the appropriate OracleAS Portal forum to which to direct your question. These forums are constantly monitored, and you should receive a reply shortly. Alternatively, you can contact your local Oracle Support Services.

Preface

This manual provides information about the error messages you may encounter when installing and using OracleAS Portal. It augments the message texts by providing additional cause and action information. For more information on error messages in the Oracle Application Server 10g, browse the documentation on the Oracle Technology Network (<http://otn.oracle.com/products/ias/>).

Intended Audience

This manual is intended for anyone who uses OracleAS Portal and requires more information about an error message encountered in the product. For more information about OracleAS Portal, refer to Portal Center at <http://portalcenter.oracle.com>.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle Corporation is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

Structure

The information in this manual is organized into four main sections, based on when the error message is encountered:

1. During installation, refer to [Chapter 1, "Installation Error Messages"](#). For more information on installing OracleAS Portal, refer to the installation instructions packaged with Oracle Application Server.
2. While setting up the Oracle Application Server Web Cache, refer to [Chapter 2, "Oracle Application Server Web Cache Error Messages"](#). For more information on setting up the Oracle Application Server Web Cache, refer to the *Oracle Application Server Portal Configuration Guide*.
3. While configuring and setting up security, refer to [Chapter 3, "Security Error Messages"](#). For more information on using security with OracleAS Portal, refer to the *Oracle Application Server Portal Configuration Guide*.
4. While developing applications, refer to [Chapter 4, "Portlet Development Error Messages"](#). For more information on portlet development in OracleAS Portal, refer to the online help or documentation on Portal Center (<http://portalcenter.oracle.com>).
5. While exporting or importing applications, refer to [Chapter 5, "Export/Import Error Messages"](#). For more information on exporting and importing your OracleAS Portal applications, refer to the *Oracle Application Server Portal Configuration Guide*.
6. While upgrading from an earlier version of OracleAS Portal to a higher version, refer to [Chapter 6, "Upgrade Error Messages"](#). For more information on upgrading your OracleAS Portal instance, refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)*.

For all other messages, refer to [Chapter 7, "Other Error Messages"](#).

References

You can find more documentation about OracleAS Portal on Portal Center (<http://portalcenter.oracle.com>), as well as in the OracleAS Portal online help.

Abnormal conditions

Sometimes you may encounter an error that is known as an abnormal condition, which may arise from one of the following causes:

- Someone has done something that prevented your application from completing the requested task. For example, if someone bypassed the user interface and changed data in a database table, they might have typed an invalid value.
- A software bug prevented the requested task from completing.

Action: First contact your system administrator to determine if the message was caused by something other than OracleAS Portal. If you determine that the message was not the result of user error or a system problem, then contact Oracle Support Services.

Calling Oracle Support Services

Some errors (that is, internal errors) will require that you call Oracle Support Services to report the error. When you call Support Services, please have the following information at hand:

1. Your name, company, and Oracle Support ID number.
2. The hardware, operating system, and release number of the operating system you are using.
3. The complete version number of the component you were using when you encountered the error, including revision number and port release number, if any.

Note: If you are unsure of the component's version number, click the Global Settings link in the Services portlet (by default, this portlet is located on the Portal sub-tab of the Administer tab of the Portal Builder Page). On the resulting page, the version number is displayed in the Version Information section of the Main tab (at the bottom of the page).

4. All other products (and version numbers) in use when you encountered the error (for example, Oracle 8.0.4).
5. If you encountered one or more error messages, the exact message numbers and descriptions, in the order they appeared.

-
6. A description of the problem, including any unusual conditions.
 7. The problem severity, according to the following codes:
 1. Program not usable. Critical impact on operations.
 2. Program usable. Operations severely restricted.
 3. Program usable with limited functions. Not critical to overall operations.
 4. Problem circumvented by customer. Minimal effect, if any, on operations.

Installation Error Messages

This chapter describes the error messages, their causes, and suggested actions, that you may encounter when installing and configuring OracleAS Portal. For more information on configuring OracleAS Portal, refer to the *Oracle Application Server Portal Configuration Guide*.

This chapter contains the following sections:

[Section 1.1, "OracleAS Portal Repository installation errors"](#)

[Section 1.2, "OracleAS Portal Middle-Tier configuration errors"](#)

[Section 1.3, "OracleAS Portal Runtime configuration errors"](#)

[Section 1.4, "Other Installation Error Messages"](#)

1.1 OracleAS Portal Repository installation errors

This section contains the following error messages that occur during the installation of the OracleAS Portal Repository:

ORA-04031: unable to allocate 40972 bytes of shared memory ("large pool","unknown object","koh-kghu sessi","pl/sqlvc2")

ORA-06500: PL/SQL: storage error

PLS-00201. 'CTX_DOC.PKENCODER' must be declared

PLS-00201. identifier 'DBMS_LDAP_UTL.SUCCESS' must be declared

ORA-04031: unable to allocate 40972 bytes of shared memory ("large pool","unknown object","koh-kghu sessi","pl/sqlvc2")

ORA-06500: PL/SQL: storage error

Cause: Database does not meet the minimum system requirements for Portal repository install.

Action: Check database system requirements are met and reinstall Portal repository.

PLS-00201. 'CTX_DOC.PKENCODE' must be declared

Cause: Intermedia is not installed in the DB.

Action: Install intermedia in the DB and reinstall Portal repository.

PLS-00201. identifier 'DBMS_LDAP_UTL.SUCCESS' must be declared

Cause: DBMS_LDAP_UTL package is not installed in the DB.

Action: Run the catldap.sql script under *ORACLE_HOME/admin/* to install these packages. This script should be run as SYS user. Reinstall the Portal repository.

1.2 OracleAS Portal Middle-Tier configuration errors

This section contains the error messages that you may encounter when configuring the OracleAS Portal Middle-Tier:

[LDAP Error : 49: Invalid credentials](#)

[LDAP error : 53: DSA is unwilling to perform](#)

[ORA-01017: Invalid username/password provided](#)

LDAP Error : 49: Invalid credentials

Cause: The OID username and password passed for the OID configuration are not correct.

Action: Specify the correct username and password in the calling script.

LDAP error : 53: DSA is unwilling to perform

Cause: The value passed for the Portal OID user password does not follow the password policy applied to OID.

Action: Specify a password that conforms to the password policy applied on the OID.

ORA-01017: Invalid username/password provided

Cause: Invalid username/password provided.

Action: Check schema usernames/passwords are correct. Connect to SQL*Plus to verify schema passwords, such as:

Table 1–1 Schema Details

Value	Description
-P	SYS Schema Password
-s	Portal Repository schema name
-sp	Portal Repository schema password
-o	SSO Repository schema name
-op	SSO Repository schema password
-pa	SSO Partner application schema name
-pap	SSO Partner application schema password
-ps	SSO Password store schema name
-pp	SSO Password store schema password

1.3 OracleAS Portal Runtime configuration errors

This section contains the following error messages that you may encounter when configuring OracleAS Portal.

[WWC-43000: An unexpected error occurred. Error accessing remote provider group server: java.sql.SQLException.](#)

WWC-43000: An unexpected error occurred. Error accessing remote provider group server: java.sql.SQLException.

Cause: The provider group could not be contacted, which could be due to several reasons. For example, if Oracle Wireless was not selected during installation, certain settings that Ultrasearch relies upon were not added to the configuration files during the install.

Action: Make sure that the provider group service is up and running. See the articles *Understanding Provider Groups* and *Provider Group Server Setup* on Portal Center for more information.

1.4 Other Installation Error Messages

The following error messages are unnumbered, and occur during installation of OracleAS Portal. This section contains the following error message:

[Error: Preference path not found.](#)

Error: Preference path not found.

Cause: The OracleAS Portal installation failed when installing the Portal repository in the database.

Action: Check the installation log located in the `ORACLE_HOME/assistants/opca/portal_schema.log` file for ORA-, PLS-, SP2, or IMP- errors. The most common causes of this error are lack of `shared_pool_size`, `large_pool_size`, or the `java_pool_size`.

Oracle Application Server Web Cache Error Messages

This chapter describes the error messages, their causes, and suggested actions, that you may encounter when using OracleAS Web Cache, or even after you disable the use of OracleAS Web Cache.

This chapter contains the following OracleAS Web Cache error messages:

- [Error: Could not open Web cache connection. \(WWC-40019\)](#)
- [Error: "No Response from Application Server" displays in the browser](#)
- [WWC-40018 - General invalidation message processing exception: %1](#)

Error: Could not open Web cache connection. (WWC-40019)

Cause: This error message is shown in the browser when the invalidation fails. In this case OracleAS Portal was not able to send the invalidation message to OracleAS Web Cache. This happens when the use of OracleAS Web Cache is enabled in OracleAS Portal and any of the following also happen either alone, or together:

- OracleAS Web Cache might not be running. It might have been stopped purposefully in a conscious effort to front-end with the Oracle HTTP Server, instead of OracleAS Web Cache. OracleAS Web Cache might have crashed, or it could have been bounced at the time when the invalidation messages were sent from OracleAS Portal or Providers.
- The OracleAS Web Cache invalidation port could have problems, this can happen because the OracleAS Web Cache invalidation port value in OracleAS Portal is different from the actual OracleAS Web Cache invalidation port. The invalidation port value supplied to the portal using the "-cport_i" parameter during installation could also have been wrong, or

the OracleAS Web Cache invalidation port was changed in OracleAS Web Cache after the OracleAS Portal install.

- Some other process grabs the OracleAS Web Cache invalidation port before OracleAS Web Cache can listen on it.
- Trouble with OracleAS Web Cache invalidation password, perhaps because the OracleAS Web Cache invalidator password value in the Portal is different from the actual OracleAS Web Cache invalidator password, or because the invalidator password value supplied to OracleAS Portal using the "-wc_inv_pwd" parameter during the installation was wrong.
- Some security setting in OracleAS Web Cache could have been enabled which might require the OracleAS Web Cache administrator password, instead of the invalidator password.
- Trouble with OracleAS Web Cache hostname because the OracleAS Web Cache hostname value in the Portal is different from the actual OracleAS Web Cache hostname, or the hostname value supplied to the portal using the "-host" and "-chost" parameter during the install could have been wrong.
- OracleAS Web Cache might have been moved to a different Server after the Portal Install, leaving the host on which OracleAS Web Cache runs inaccessible from OracleAS Portal.
- The hostname specified may not include the entire domain name.
- Oracle Application Server Web Cache is not fully disabled. OracleAS Portal can work even without OracleAS Web Cache front-ending the middle-tier. To do this, the "enable_wc_caching" flag in OracleAS Portal should be turned "Off" in addition to shutting down the Oracle Application Server Web Cache. If this is not done any operation which attempts to send an invalidation message will fail with exceptions like "Portal Web Cache settings is On while Web Cache may be down".

Action: Check whether any of the above cases are causing this behavior.

Error: "No Response from Application Server" displays in the browser

Cause: The Oracle HTTP Server might be down.

Action: Check if the Oracle HTTP Server needs to be started.

WWC-40018 - General invalidation message processing exception: %1

Cause: One of the following has happened: 1. An error occurred while sending an invalidation message. This can typically happen when OracleAS Web Cache goes down or is stopped while OracleAS Portal is writing an invalidation message to the OracleAS Web Cache invalidation port. 2. Some other unexpected exception occurred while processing an invalidation message.

Action: Ensure that OracleAS Web Cache is running and the invalidation port is accepting connections.

Security Error Messages

This chapter describes the error messages, their causes, and suggested actions, that you may encounter while configuring or logging into OracleAS Portal. For more information on securing OracleAS Portal, refer to the *Oracle Application Server Portal Configuration Guide*, located on Portal Center (<http://portalcenter.oracle.com>).

This chapter contains the following security error messages:

- [Section 3.1, "WWC-41031 to WWC-41657"](#)
- [Section 3.2, "Login Error Messages"](#)

3.1 WWC-41031 to WWC-41657

This section contains the following error messages:

[WWC-41031 Unable to connect to the LDAP server](#)

[WWC-41415. You do not have sufficient privileges to perform this operation.](#)

[WWC-41426. There is no such user or group found. Please enter the name of a valid user or group and try again.](#)

[WWC-41439 You cannot login because there is no configuration information stored in the enabler configuration table.](#)

[WWC-41443. user name, you are not authorized to log in. Please see your portal administrator to enable logins for your account.](#)

[WWC-41470. Error while connecting to the Oracle Internet Directory.](#)

[WWC-41496. An error was encountered while refreshing the cache for OID Parameters.](#)

WWC-41657 Your account is globally locked. Please try logging on after the global lockout duration has passed.

WWC-41031 Unable to connect to the LDAP server

Cause: The Portal is unable to access the OID server. The Portal stores the OID host, OID port, Application DN and Application password in its own schema. It would be unable to access the OID server if any one of these values is incorrect.

Action: Use the command line tool `ldapbind` to verify that the OID server is up and running. If the OID server is up but the Portal application is still unable to access the OID server, then run `ptlasst` using `-mode MIDTIER - type OID` to rewire the Portal with the OID server. The `ptlasst` script is located in the directory `ORACLE_HOME/assistants/opca`.

WWC-41415. You do not have sufficient privileges to perform this operation.

Cause: The user does not have permission to perform the operation. This is a common error message that is displayed for all the portal UI objects when viewing the page, or when editing a page, layout or style.

Action: Make sure that you are logged on as the user who has permission to perform the operation.

WWC-41419 Authentication failed. Please try again.

Cause: The specified username and password is incorrect.

Action: Please verify the username and password. The username must correspond to the nickname attribute of the user entry in the OID server. The passwords are case-sensitive.

Note: The seeded user accounts `orcladmin`, `PORTAL` and `PORTAL_ADMIN` are created with the password specified for the Oracle Application Server Administrator during install. However, if you have done a custom Portal install with a schema name other than `Portal`, then you may have specified the initial password using the `-pwd` parameter during the middle-tier wiring of the OracleAS Portal. This password would have been used when creating the schema and `schema_ADMIN` accounts in OID.

WWC-41426. There is no such user or group found. Please enter the name of a valid user or group and try again.

Cause: When creating or editing a page, an invalid user or group name is entered when trying to set the access privileges for the page.

Action: Check that the name for the user or group is valid. Use the popup list next to the name field to try and find the user or group name.

WWC-41439 You cannot login because there is no configuration information stored in the enabler configuration table.

Cause: An alias defined in the Apache configuration causes Apache to translate host.domain.com to just host. In this case, the login link will show only host:port (dropping the domain).

Action: Remove all such aliases from your Apache configuration.

Cause: The default domain is not set in the Apache configuration. When this occurs, only the hostname is shown in the login link and the domain is not included.

Action: Include the domain in the ServerName parameter.

Cause: The Portal was configured with an incorrect host or port.

Action: Run ptlasst using -mode MIDTIER -type SSO. The ptlasst script is located in the directory ORACLE_HOME/assistants/opca. The 9.0.2 version of ptlasst had -mode SSOPARTNERCONFIG which has been replaced with -mode MIDTIER -type SSO in 9.0.4.

WWC-41443. *user name*, you are not authorized to log in. Please see your portal administrator to enable logins for your account.

Cause: The option 'Allow User to Log On' is not checked in the user preferences. The user may log on to the server, but not Portal.

Action: Ask your Portal Administrator to check the option.

WWC-41433. Please specify an appropriate database user name. It should be an existing proxy client to *user name*.

Cause: When editing a user's profile, you assign a database schema to the user's account, and the database schema that you select has not granted connect privileges to the schema owner (Portal schema).

Action: To create a schema that you can assign to users, you need to use the Schema portlet to create a new schema and check the box that indicates "Use

this Schema for Portal Users". You can also update an existing schema for this purpose by going in through Edit Schema on the Schema portlet.

WWC-41470. Error while connecting to the Oracle Internet Directory.

Cause: The OID server may not be operational.

Action: Check with the administrator to make sure the OID server is operational.

WWC-41496. An error was encountered while refreshing the cache for OID Parameters.

Cause: The OID Server may not be operational.

Action: Check whether the OID port is operational and that the Portal configuration is referring to the correct hostname and port. A command line LDAPbind can be used to check if the LDAP port is up and running.

WWC-41657 Your account is globally locked. Please try logging on after the global lockout duration has passed.

Cause: The user's account has been locked out. The account is typically locked out if the user tries to login repeatedly using an incorrect password. The number of failed attempts allowed is controlled by the password policy stored in the OID server.

Action: The OID administrator can reset a user's password to release the lockout. The user's account is automatically released after the lockout duration has elapsed if the password policy contains a non-zero Account Lockout Duration.

3.2 Login Error Messages

This section contains unnumbered login error messages, and are described in detail below.

Error: "Proxy logon failed" together with the message "TNS could not resolve service name" when trying to connect or login to OracleAS Portal.

Error: "Database Login Failure" while trying to connect to OracleAS Portal.

Error: Internal Server error when trying to access any page in OracleAS Portal.

Error: "Proxy log on failed" together with the message "TNS could not resolve service name" when trying to connect or login to OracleAS Portal.

Error: The enabler configuration table (WWSEC_ENABLER_CONFIG_INFO\$) does not have any entries.

Error: Cannot log in to OracleAS Portal due to an incorrect Proxy Setting.

Error: "Proxy logon failed" together with the message "TNS could not resolve service name" when trying to connect or login to OracleAS Portal.

Cause: The logon is using a tnsalias in the DAD configuration that is not correct.

Action: Make sure the net service name that is in the DAD for the database connect has been defined in the TNSNAMES.ORA or LDAP.ORA file.

Error: "Database Login Failure" while trying to connect to OracleAS Portal.

Cause: The target database is not up and running, or the DAD is not properly configured.

Action: Make sure the Oracle database is up and running.

Make sure the connect information, database user, and password information is correctly specified in the DAD. (The DAD can only be configured and edited through OEM.) The DAD can be edited within OEM by navigating to the "PLSQL Properties" under the HTTP Server. The orasso DAD is created under the Infrastructure HTTP Server, while the OracleAS Portal DAD is created under the midtier server. The connect information should be specified in host:port:sid format or net service format.

Error: Internal Server error when trying to access any page in OracleAS Portal.

Cause: This problem is most likely due to the Parallel Page Engine or the Portal OC4J Instance process having gone down or been misconfigured.

Action: Ensure that the Portal OC4J Instance process has been started and is configured correctly by trying to access the following URL from any browser:

`http://host.domain:port/jpdk/providers/sample`

If this does not work, then Portal OC4J Instance is failing. Check the OC4J log files for more details. The log files are located in:

`<ORACLE_HOME>/j2ee/OC4J_Portal/application-deployments/portal/OC4J_Portal_default_island_1`

Error: "Proxy log on failed" together with the message "TNS could not resolve service name" when trying to connect or login to OracleAS Portal.

Cause: This is likely due to a Net8 configuration problem.

Action: Make sure that the ORACLE_HOME where the listener was started is pointing to the same home where the TNSNAMES.ORA or LDAP.ORA file is located. Check that TNSNAMES.ORA or LDAP.ORA exists, is valid, and that it contains the service name associated with your DAD. Refer to the Net8 documentation provided with your database for more information.

Error: The enabler configuration table (WWSEC_ENABLER_CONFIG_INFO\$) does not have any entries.

Cause: The Configuration Assistant did not detect any entries in the WWSEC_ENABLER_CONFIG_INFO\$ table after the configuration was complete. OracleAS Portal uses the WWSEC_ENABLER_CONFIG_INFO\$ table when contacting the Single Sign-On Server. This table must have at least one entry for OracleAS Portal to function properly.

Action: Check the OracleAS Portal installation/configuration log file for other errors. Additional errors in the log file are usually an indication that there is a more fundamental problem with the way the database is configured. The log file is located in ORACLE_HOME/assistants/opca/install.log. If there are no other errors, the problem can manually be resolved by running the ptlasst script, mode SSOPARTNERCONFIG... Refer to the Configuration Guide for more information.

Error: Cannot log in to OracleAS Portal due to an incorrect Proxy Setting.

Cause: If the Proxy Setting is incorrect or invalid, OracleAS Portal cannot process logins correctly.

Action: Using SQL*Plus, login as the OracleAS Portal schema owner (default is portal) and issue the following statements:

```
begin
wwpre_api_value.set_value_as_varchar2(
p_path=> 'oracle.portal.proxy',
p_name=> 'name', p_level_type =>wwpre_api_value.SYSTEM_LEVEL_TYPE, p_
level_name => null,
```



```
p_value => NULL);  
wwpre_api_value.set_value_as_number(  
p_path=> 'oracle.portal.proxy',  
p_name=> 'port',  
p_level_type =>  
wwpre_api_value.SYSTEM_LEVEL_TYPE,  
p_level_name => null,  
p_value=> NULL);  
end;  
/
```

After issuing these statements, the value of the proxy setting will be NULL.

Portlet Development Error Messages

This chapter describes the error messages, their causes, and suggested actions, that you may encounter while developing applications and portlets in OracleAS Portal. For more information on using OracleAS Portal, refer to the *Oracle Application Server Portal User's Guide*, located on Portal Center (<http://portalcenter.oracle.com>).

This chapter contains the following portlet development error messages:

- Section 4.1, "ORA-06510 to ORA-20000"
- Section 4.2, "WWC-43102 to WWC-43112"
- Section 4.3, "WWC-44009 to WWC-51000"
- Section 4.4, "WWC-44761 to WWC-44795"
- Section 4.5, "WWC-44801 to WWC-44997"
- Section 4.6, "WWC-49104 to WWC-57272"
- Section 4.7, "WWS-19679 to WWS-25838"
- Section 4.8, "WWV-01801 to WWV-17128"
- Section 4.9, "Other Application Development Error Messages"
- Section 4.10, "Standard HTTP Error Codes"

4.1 ORA-06510 to ORA-20000

This section contains the following error messages:

ORA-06510 and ORA-06512. PL/SQL: Unhandled user-defined exception.

ORA-20000. Error raised from call to WPG_SESSION.

ORA-06510 and ORA-06512. PL/SQL: Unhandled user-defined exception.

Cause: The host name was changed and Oracle Portal was not correctly configured with the new host name.

Action: Run opca MIDTIER mode to associate Oracle Portal with the new host name.

ORA-20000. Error raised from call to WPG_SESSION.

Cause: The authentication mode of the DAD is "Basic" rather than "Single Sign-on." It could also be caused by the session row having been deleted from the session table, if the cleanup job cleaned out an active session that was still being used. By default, active sessions are cleaned out 1 week after they are created.

Action: Check that the authentication mode of the DAD is "Single Sign-on," rather than "Basic". Close all browser windows (to remove session cookies) and reconnect to OracleAS Portal.

Cause: The cookie value is used to select the session row from the session table. Therefore, a NO_DATA_FOUND error can result from a bogus cookie (such as the portal=true cookie), or from a cookie corrupted in some manner (such as clicking Stop in mid-request).

Action: Close the browser and try to connect to OracleAS Portal only. The "portal=true" cookie is generated by the Web calendar application.

Cause: If a problem has occurred in process_signon (such as an OID problem or a webcache invalidation problem), the session row gets updated in process_signon with the new cookie value, but the cookie does not get set in the browser because of an exception raised in process_signon that causes the error page to show.

Action: Determine what's causing the problem in process_signon and fix that. Examining the Oracle HTTP Server error_log may provide clues to the nature of the process_signon problem.

4.2 WWC-43102 to WWC-43112

WWC-43102. The name field is empty.

WWC-43103. The name field exceeds the maximum length.

WWC-43105. The implementation owner field is empty.

WWC-43107. The implementation name field is empty.

WWC-43109. The implementation name exceeds the maximum length.

WWC-43112. The timeout must be left blank or be a positive value.

WWC-43102. The name field is empty.

Cause: The provider name field was not populated.

Action: Fill in the provider name field.

WWC-43103. The name field exceeds the maximum length.

Cause: The provider name you have entered is too long.

Action: Enter a provider name less than 200 characters long.

WWC-43105. The implementation owner field is empty.

Cause: The implementation owner field is mandatory for database providers.

Action: Enter an implementation owner.

WWC-43107. The implementation name field is empty.

Cause: The implementation name field is mandatory for database providers.

Action: Enter an implementation name.

WWC-43109. The implementation name exceeds the maximum length.

Cause: The implementation name entered is too long.

Action: Enter an implementation name less than 2000 characters long.

WWC-43112. The timeout must be left blank or be a positive value.

Cause: The timeout value entered is negative.

Action: Either leave the timeout blank or enter a positive value.

4.3 WWC-44009 to WWC-51000

This section contains the following error messages:

WWC-44009. The name you specified is already in use. Recommended Name: New Name.

WWC-44081. Specify a display name for this style.

WWC-44091. Specify a numeric value for the region width.

WWC-44102. Please specify a valid name and display name.

WWC-44156. Specify a display name for this layout.

WWC-44234. Page not found.

WWC-44552. Please specify a numeric value for the space between portlets.

WWC-44009. The name you specified is already in use. Recommended Name: *New Name*.

Cause: There already exists a page with the name specified.

OracleAS Portal recommends the usage of a new name for the page.

WWC-44081. Specify a display name for this style.

Cause: When the user does not enter a display name for a style. Error message is seen both when creating a style and when copying a style.

Action: Make sure that the display name for the style is not blank.

WWC-44091. Specify a numeric value for the region width.

Cause: This error is seen in the Edit Region screen. If the user tries to specify a non-numeric value for the Width attribute

Action: Make sure that the value is an integer value (preferably between 1 and 100). If the width is a relative width, make sure to specify the % symbol (e.g., 65%). If the width is an absolute width, then specify only the numeric value (e.g., 35).

WWC-44102. Please specify a valid name and display name.

Cause: If the user does not enter a name or a display name for a page.

Action: Make sure that the name and the display name for the page are not left blank.

WWC-44156. Specify a display name for this layout.

Cause: The user did not enter a display name for a layout. Error message is seen both when creating a layout and when copying a layout.

Action: Make sure that the display name for the layout is not blank.

WWC-44234. Page not found.

Cause: The portal page does not exist.

Action: Check that the Name or the ID of the page that you are trying to view or edit is correct.

WWC-44552. Please specify a numeric value for the space between portlets.

Cause: This error is seen in the Edit Region screen when the user tries to specify a non-numeric value for the "Space between Portlets" attribute.

Action: Make sure that the value is an integer value (preferably between 1 and 100). If you do not want to specify any value for the space between portlets, then either set the value = 0 or null the field.

WWC-44570. Please specify a numeric value for the space around portlets.

Cause: This error is seen in the Edit Region screen when the user tries to specify a non-numeric value for the "Space around Portlets" attribute

Action: Make sure that the value is an integer value (preferably between 1 and 100). If users do not want to specify any value for the space around portlets, then either set the value = 0 or null the field.

WWC-44704. Error while creating the page parameter

Cause: An error occurred while creating the page parameter.

Action: Please refresh the screen and verify that the page is still available.

WWC-44705. Error while reordering page parameter "*page parameter*"

Cause: An error occurred while reordering the page parameter.

Action: Please refresh the screen and verify that the page and page parameter are still available.

WWC-44706. Error while deleting page parameter "*parameter*"

Cause: An error occurred while deleting the page parameter.

Action: Please refresh the screen and verify that the page and the page parameter are still available.

WWC-44707. Error while editing page parameter "*page parameter*"

Cause: An error occurred while editing the value of the page parameter.

Action: Please refresh the screen and verify that the page parameter is available.

WWC-44708. Invalid page parameter name "*page parameter name*"

Cause: The page parameter name is not valid.

Action: Enter a valid page parameter name. See the Page Properties Parameter tab for a list of valid page parameter names.

WWC-44709. Error while editing value of portlet parameter "*portlet parameter*"

Cause: An error occurred while editing the value of the portlet parameter.

Action: Please refresh the screen and verify that the portlet parameter is available.

WWC-44714. Error while customizing page parameter "*page parameter*"

Cause: An error occurred while customizing the page parameter.

Action: Please refresh the screen and verify that the page parameter is still available.

WWC-44715. Error while resetting page parameters to default values.

Cause: An error occurred while resetting the page parameters to default values.

Action: Please refresh the screen and verify that you still have access to the customization screen.

WWC-44721. Error while fetching portlet parameters

Cause: An error occurred while fetching portlet parameters.

Action: Please refresh the screen and verify that the portlet is still available.

WWC-44751. Error while editing value of parameter "*parameter*"

Cause: An error occurred while editing the value of the event parameter.

Action: Please refresh the screen and verify that the event parameter is available.

WWC-44752. Error while linking event "*event*" to page "*page*"

Cause: An error occurred while linking an event to a page.

Action: Please refresh the screen and verify that the event and the page are available.

WWC-44753. Error while removing link from event "*event*"

Cause: An error occurred while removing a link from an event.

Action: Please refresh the screen and verify that the event is available.

WWC-44754. Error while updating link between event "*event*" and page "*page*"

Cause: An error occurred while updating the target page for an event.

Action: Please refresh the screen and verify that the event and page are available.

WWC-44755. Invalid event output name "*event output name*"

Cause: The event output name is not valid.

Action: Enter a valid event output name.

WWC-44756. The name that you entered has already been used. Pick a name that is unique.

Cause: The name that you entered has already been used.

Action: Pick a name that is unique.

WWC-44757. Error while creating the parameter: *parameter*

Cause: An error occurred while creating the parameter.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-44758. Error while editing the parameter: *parameter*

Cause: An error occurred while editing the parameter.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-44759. Parameter cannot be customized

Cause: The parameter cannot be customized.

Action: Please refresh the screen and verify that the parameter is not customizable.

4.4 WWC-44761 to WWC-44795

This section contains the following error messages:

WWC-44761. Error while deleting parameter: parameter

WWC-44762. Parameter "parameter" not found

WWC-44765. Search for parameter "parameter" caused an error: error

WWC-44766. Error while creating the parameter mapping: parameter

WWC-44767. Error while updating the parameter mapping: parameter

WWC-44768. Unsupported from type "source type"

WWC-44769. Parameter "parameter" already has the smallest display order and can't be moved up.

WWC-44770. Moving parameter "parameter" up in the display order failed: %2

WWC-44775. Flow element not found

WWC-44779. Error while creating flow link "flow link"

WWC-44780. Error while deleting flow link "flow link"

WWC-44781. Flow link not found

WWC-44783. Invalid parent type for event "event"

WWC-44784. Parent of event "event" is not a portlet

WWC-44786. Event "event" already exists

WWC-44787. Error while creating event "event": event

WWC-44788. Error while deleting event: event

WWC-44789. Error while deleting events: event

WWC-44790. Event not found

WWC-44791. Event "event" not found

WWC-44792. Events not found

WWC-44793. Error while creating event map: event map

WWC-44794. Error while deleting event map: event map

WWC-44795. Event map not found

WWC-44761. Error while deleting parameter: *parameter*

Cause: An error occurred while deleting the parameter.

Action: Please refresh the screen and verify that the parent object and the parameter are still available.

WWC-44762. Parameter "*parameter*" not found

Cause: The parameter was not found.

Action: Please refresh the screen and verify that the parent object is still available and that you have access to it.

WWC-44765. Search for parameter "*parameter*" caused an error: *error*

Cause: An error occurred while searching for the parameter.

Action: Please refresh the screen and verify that the object is still available and that you have access to it.

WWC-44766. Error while creating the parameter mapping: *parameter*

Cause: An error occurred while creating the parameter map.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-44767. Error while updating the parameter mapping: *parameter*

Cause: An error occurred while editing the parameter map.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-44768. Unsupported from type "*source type*"

Cause: This type of source object is not supported.

Action: Please select another source object.

WWC-44769. Parameter "*parameter*" already has the smallest display order and can't be moved up.

Cause: You attempted to move the parameter up in the display order even though it first in the list.

Action: Please refresh the screen and verify that the parameter is first in the list.

WWC-44770. Moving parameter "*parameter*" up in the display order failed: %2

Cause: You attempted to move the parameter up in the display order.

Action: Please refresh the screen and verify that the parameter is still available.

WWC-44775. Flow element not found

Cause: The flow element was not found.

Action: Please refresh the screen and verify that the dependent object is still available.

WWC-44779. Error while creating flow link "*flow link*"

Cause: An error occurred while creating a flow link.

Action: Please refresh the screen and verify that the parent page is still available.

WWC-44780. Error while deleting flow link "*flow link*"

Cause: An error occurred while deleting a flow link.

Action: Please refresh the screen and verify that the parent page is still available.

WWC-44781. Flow link not found

Cause: The flow link was not found.

Action: Please refresh the screen and verify that the parent page is still available.

WWC-44783. Invalid parent type for event "*event*"

Cause: The parent object does not have a valid type.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-44784. Parent of event "*event*" is not a portlet

Cause: The parent object is not a portlet.

Action: Please specify a portlet.

WWC-44786. Event "*event*" already exists

Cause: The event name is a duplicate.

Action: Please enter a unique event name.

WWC-44787. Error while creating event "*event*": *event*

Cause: An error occurred while creating an event.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-44788. Error while deleting event: *event*

Cause: An error while deleting an event.

Action: Please refresh the screen and verify that the event is still available.

WWC-44789. Error while deleting events: *event*

Cause: An error occurred while deleting events.

Action: Please refresh the screen and verify that the events are still available.

WWC-44790. Event not found

Cause: The event was not found.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-44791. Event "*event*" not found

Cause: The event was not found.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-44792. Events not found

Cause: The events were not found.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-44793. Error while creating event map: *event map*

Cause: An error occurred while creating an event map.

Action: Please refresh the screen and verify that the event is still available.

WWC-44794. Error while deleting event map: *event map*

Cause: An error occurred while deleting an event map.

Action: Please refresh the screen and verify that the event is still available.

WWC-44795. Event map not found

Cause: The event map was not found.

Action: Please verify that the parent object is still available.

4.5 WWC-44801 to WWC-44997

This section contains the following error messages:

WWC-44801. Error while searching for parameter mapping: parameter map

WWC-44803. Duplicate event maps not allowed

WWC-44812. Error while fetching portlet events

WWC-44815. Error while retrieving link from event "event"

WWC-44816. Error while retrieving the target page for event "event"

WWC-44829. Error while writing parameter map metadata: parameter map metadata

WWC-44833. Error adding display name or description for event "event"

WWC-44834. Error while editing the event: %1

WWC-44835. Error while creating page event from portlet event "event": event

WWC-44836. Error while invalidating page cache after updating event: event

WWC-44840. Invalid context for parameter "parameter"

WWC-44841. Error during a parameter change event: event

WWC-44843. Page not found: page, page

WWC-44891. The system variable "variable" is not valid. Please choose a different value.

WWC-44899. Error during a parameter map change event: parameter map

WWC-44901. Error while deleting flow link children: flow link children

WWC-44902. Error while deleting parameter maps: parameter map

WWC-44997. An error occurred while refreshing the portlet repository. Because this page is published as a portlet, you may want to refresh the repository manually.

WWC-44801. Error while searching for parameter mapping: *parameter map*

Cause: The parameter map was not found.

Action: Please refresh the screen and verify that the parent object is still available and that you have access to it.

WWC-44803. Duplicate event maps not allowed

Cause: You tried to duplicate an event map.

Action: Please edit or delete the existing event map instead of creating a new event map.

WWC-44812. Error while fetching portlet events

Cause: An error occurred while fetching portlet events.

Action: Please refresh the screen and verify that the portlet is still available.

WWC-44815. Error while retrieving link from event "*event*"

Cause: An error occurred while retrieving the link for an event.

Action: Please refresh the screen and verify that the event is available.

WWC-44816. Error while retrieving the target page for event "*event*"

Cause: An error occurred while retrieving the target page for an event.

Action: Please refresh the screen and verify that the event is available.

WWC-44829. Error while writing parameter map metadata: *parameter map metadata*

Cause: An error occurred while writing the parameter map metadata.

Action: Please refresh the screen and verify that the parameter map is still available.

WWC-44833. Error adding display name or description for event "*event*"

Cause: An error occurred while adding a display name or description.

Action: Please refresh the screen and verify that the event is still available.

WWC-44834. Error while editing the event: %1

Cause: An error occurred while editing the event.

Action: Please refresh the screen and verify that the event is still available.

**WWC-44835. Error while creating page event from portlet event "*event*":
*event***

Cause: An error occurred while creating a page event from a portlet event.

Action: Please refresh the screen and verify that the portlet event is still available.

**WWC-44836. Error while invalidating page cache after updating event:
*event***

Cause: An error occurred while updating a event.

Action: Please refresh the screen and verify that the event or dependent object is still available.

WWC-44840. Invalid context for parameter "*parameter*"

Cause: The parent object (portlet, page, or event) for the parameter is not valid.

Action: Please refresh the screen and verify that the parent object exists.

WWC-44841. Error during a parameter change event: *event*

Cause: An error occurred while updating a parameter.

Action: Please refresh the screen and verify that the parameter and/or dependent object are still available.

WWC-44843. Page not found: *page*, *page*

Cause: The page was not found.

Action: Verify that the page exists and that you have entered the page correctly.

WWC-44891. The system variable "*variable*" is not valid. Please choose a different value.

Cause: The system variable is not valid.

Action: Enter one of the following valid system variables: 1. USER_NAME 2. USER_ID 3. COMPANY_NAME 4. SUBSCRIBER_ID 5. NLS_LANG 6. NLS_TERRITORY 7. TRANSLATION_LANG

WWC-44899. Error during a parameter map change event: *parameter map*

Cause: An error occurred while updating a parameter map.

Action: Please refresh the screen and verify that the parameter map and/or the dependent objects are still available.

WWC-44901. Error while deleting flow link children: *flow link children*

Cause: An error occurred while deleting a flow link's children.

Action: Please refresh the screen and verify that the dependent objects are still available.

WWC-44902. Error while deleting parameter maps: *parameter map*

Cause: An error occurred while deleting the parameter maps.

Action: Please refresh the screen and verify that the dependent objects are still available.

WWC-44997. An error occurred while refreshing the portlet repository. Because this page is published as a portlet, you may want to refresh the repository manually.

Cause: An error occurred while refreshing the portlet repository.

Action: This page is published as a portlet, therefore you may want to refresh the repository manually.

4.6 WWC-49104 to WWC-57272

This section contains the following error messages;

[WWC-49104. The date entered uses an invalid format.](#)

[WWC-49105. The color value entered uses an invalid format.](#)

WWC-51000: The preference path does not exist.

WWC-57267.- An error occurred while configuring the page group.

WWC-57268. Error while writing parameter metadata: parameter metadata

WWC-57269. The parent object 'parent object' does not have a valid ID.

WWC-57270. Error during a flow link change event: flow link

WWC-57272. The reference path reference path ID for the portlet instance portlet instance is not valid.

WWC-49104. The date entered uses an invalid format.

Cause: When the user enters an invalid format for the date.

Action: Use valid Oracle Date format for entering dates, such as 23-apr-2000 for April 23, 2000.

WWC-49105. The color value entered uses an invalid format.

Cause: The value for the color is invalid.

Action: Make sure that the color value is in hexadecimal format (for example, #FFFF93).

WWC-51000: The preference path does not exist.

Cause: This error will occur when leaving the heading blank on the Column Formatting tab and then trying to run a Report from SQL Query.

Action: Fill in every heading on the Column Formatting tab.

WWC-57267.- An error occurred while configuring the page group.

Cause: An error occurred while configuring the page group.

Action: Please refresh the screen and verify that the page group is still available.

WWC-57268. Error while writing parameter metadata: *parameter metadata*

Cause: An error occurred while writing the parameter metadata.

Action: Please refresh the screen and verify that the parameter is still available.

WWC-57269. The parent object '*parent object*' does not have a valid ID.

Cause: The parent object does not have a valid ID.

Action: Please refresh the screen and verify that the parent object is still available.

WWC-57270. Error during a flow link change event: *flow link*

Cause: An error occurred while updating a flow link.

Action: Please refresh the screen and verify that the dependent pages are still available.

WWC-57272. The reference path *reference path ID* for the portlet instance *portlet instance* is not valid.

Cause: The reference path for the portlet instance has an incorrect format. This may happen due to some data corruption in the user's instance.

Action: Contact Support Services to resolve this issue. For more information on contacting Support Services, refer to [Calling Oracle Support Services](#).

4.7 WWS-19679 to WWS-25838

WWS-19679. Item has been approved!

WWS-19680. Item has been rejected!

WWS-19699. You do not have permission to view this item.

WWS-22507. Item does not exist.

WWS-25827. This portlet can not search any of the submitted page groups.

WWS-25828. This portlet can not search all the submitted page groups.

WWS-25829. This portlet can not search any of the default page groups from the submitted portlet.

WWS-25830. This portlet can not search all of the default page groups from the submitted portlet.

WWS-25838. The expiry time must be an integer value between 1 and 1440 minutes.

WWS-19679. Item has been approved!

Cause: You are trying to approve or reject an item that has already been approved.

Action: Refresh your browser window to update your notifications. The item you were trying to approve or reject will no longer be listed.

WWS-19680. Item has been rejected!

Cause: You are trying to approve or reject an item that has already been rejected.

Action: Refresh your browser window to update your notifications. The item you were trying to approve or reject will no longer be listed.

WWS-19699. You do not have permission to view this item.

Cause: You do not have the appropriate privilege to view this item.

Action: Ask the page group administrator or page manager to grant you the appropriate privilege.

WWS-22507. Item does not exist.

Cause: You attempted to perform an action on an item that no longer exists.

Action: Refresh the page so that it displays the current content.

WWS-25827. This portlet can not search any of the submitted page groups.

Cause: A search portlet has submitted a search to a different search portlet to show the search results. The results portlet is customized to show results from a specific set of page groups which do not include any of the page groups chosen in the the submission portlet.

Action: Review the list of page groups chosen in the submission portlet or change the customizations in the Edit Defaults of the results portlet to allow it to search in the page groups chosen in the submission portlet.

WWS-25828. This portlet can not search all the submitted page groups.

Cause: A search portlet has submitted a search to a different search portlet to show the search results. The results portlet is customized to show results from a specific set of page groups which do not include all of the page groups chosen in the the submission portlet. Only those page groups common to the submission portlet and the customizations of the result portlet will be searched.

Action: Review the list of page groups chosen in the submission portlet or change the customizations in the Edit Defaults of the results portlet to allow it to search in the page groups chosen in the submission portlet.

WWS-25829. This portlet can not search any of the default page groups from the submitted portlet.

Cause: A search portlet has submitted a search to a different search portlet to show the search results. The list of page groups to search from the submission portlet are those chosen as the defaults for that portlet. The results portlet is customized to show results from a specific set of page groups which do not include any of the page groups chosen as the default list of page groups to search in the submission portlet.

Action: Review the list of default page groups chosen in the Edit Defaults of the submission portlet or change the customizations in the Edit Defaults of the results portlet to allow it to search in the page groups chosen in the submission portlet.

WWS-25830. This portlet can not search all of the default page groups from the submitted portlet.

Cause: A search portlet has submitted a search to a different search portlet to show the search results. The list of page groups to search from the submission portlet are those chosen as the defaults for that portlet. The results portlet is customized to show results from a specific set of page groups which do not include all of the page groups chosen as the default list of page groups to search in the submission portlet. Only those page groups common to the submission portlet's default page groups and the customizations of the result portlet will be searched.

Action: Review the list of default page groups chosen in the Edit Defaults of the submission portlet or change the customizations in the Edit Defaults of the results portlet to allow it to search in the page groups chosen in the submission portlet.

WWS-25838. The expiry time must be an integer value between 1 and 1440 minutes.

Cause: An expiry time has been specified that is not an integer between 1 and 1440 minutes.

Action: Enter an expiry time that is an integer between 1 and 1440 minutes.

4.8 WWV-01801 to WWV-17128

This section contains the following error messages:

[WWV-01801. Took exception](#)

WWV-06406. No link is specified.

WWV-13003. Invalid component name: component name - Name already exists in the schema: %2. Please choose another name.

WWV-17005. Invalid column column datatype: Mismatch between datatype and default value.

WWV-17027. Duplicate constraints are not allowed : constraint name is already used for specifying a constraint.

WWV-17078. You need to specify a constraint name

WWV-17083. Cannot edit index (index name) used for enforcement of unique/primary key. Change the integrity constraints instead of editing the index.

WWV-17128. The constraint has not been added to the list. Click the Add-to-List button to do the same.

WWV-01801. Took exception

Cause: Editing a dynamic page that contains 32k of HTML code.

Action: Avoid writing more than 32k of HTML code into a dynamic page.

WWV-06406. No link is specified.

Cause: Attempting to edit a link on the 'Column Formatting' tab that has not been selected and given a value.

Action: Select a link from the combo box.

WWV-13003. Invalid component name: *component name* - Name already exists in the schema: %2. Please choose another name.

Cause: Attempting to create a new application component within the same db schema using the same name.

Action: Create the new component using a different name or within a different schema.

WWV-17005. Invalid column *column datatype*: Mismatch between datatype and default value.

Cause: The default value and the column are different datatypes.

Action: Change the datatypes to match.

WWV-17027. Duplicate constraints are not allowed : *constraint name* is already used for specifying a constraint.

Cause: Trying to name a new constraint with a name that is already in use.

Action: Select a different name.

WWV-17078. You need to specify a constraint name

Cause: You haven't specified a name for the constraint you are creating.

Action: Name the constraint.

WWV-17083. Cannot edit index (*index name*) used for enforcement of unique/primary key. Change the integrity constraints instead of editing the index.

Cause: Trying to edit an index from a unique/primary key.

Action: Change the integrity constraints from the table instead of the unique/primary key.

WWV-17128. The constraint has not been added to the list. Click the Add-to-List button to do the same.

Cause: The constraint was not added to the table.

Action: Click the **Add to List** button to add the constraint to the table.

4.9 Other Application Development Error Messages

The following error messages are unnumbered, and occur while running OracleAS Portal.

[499 SSO Error on Provider Test Pages](#)

[An Unhandled Exception has occurred. ORA-20100: ORA-06512: at "PORTAL.WWV_UTIL", line 1038. ORA-01555: snapshot too old: rollback segment number with name "" too small. ORA-22924: snapshot too old](#)

[Error: Insufficient Privilege. Please contact the administrator for privilege in Default Provider Builder Instance.](#)

[Error: Missing string \(login link text\) language\(e\) domain\(wwc\) sub_domain\(sec\). Missing string\(pages\) language\(e\) domain\(wwc\) sub_domain\(pob\).](#)

[Error: 'Call to utl_http failed' when clicking on a URL item link rendered 'in-place'.](#)

[Error: "Timeout for content" in one or more portlets.](#)

Error: "400 bad request" or the Web browser just hangs when trying to access OracleAS Portal.

The portlet has not been defined. The publisher must define the portlet by clicking on Edit Defaults for the portlet on the edit mode of this page. Please contact the publisher of this page.

499 SSO Error on Provider Test Pages

Cause: You may encounter this error if you click an Edit link on a Provider test page for the Web Clipping Provider, OmniPortlet Provider, or Sample Provider, and Oracle Application Server Single Sign-On protection of these pages is enabled, or if Oracle Application Server Single Sign-On is not configured correctly.

Action: Disable Oracle Application Server Single Sign-On protection on these pages. To do this, change the parameter value for `oracle.webdb.providerui.securedAccessParam` to `false` in the following file:

```
$ORACLE_HOME/j2ee/OC4J_  
Portal/applications/portalTools/providerBuilder/WEB-INF/web.xml
```

You can set the value back to `true`, when you are finished editing the test pages.

An Unhandled Exception has occurred. ORA-20100: ORA-06512: at "PORTAL.WWV_UTIL", line 1038. ORA-01555: snapshot too old: rollback segment number with name "" too small. ORA-22924: snapshot too old

Cause: This error can sometimes occur when editing text items. This issue only occurs if you are using an Oracle Database version prior to 9.2

Action: Modify the table `wwv_text` and disable LOB caching as follows:

```
alter table wwv_text modify lob (text) (nocache);
```

Error: Insufficient Privilege. Please contact the administrator for privilege in Default Provider Builder Instance.

Cause: Unable to connect to the OracleAS Portal database.

Action: Contact your administrator.

Error: Missing string (login link text) language(e) domain(wwc) sub_domain(sec). Missing string(pages) language(e) domain(wwc) sub_domain(pob).

Cause: This error may display when you try to access the OracleAS Portal home page and National Language Support (NLS) files are missing.

Action: There are several solutions for this error message:

- Check to make sure your browser language preference is set to the language you've installed with Oracle Portal. Oracle Portal is supported on 24 different languages, with English as the default language.
- Make sure that your browser is set to accept Java and Javascript.
- Check the installation log file to see if `wwvcbus.ctl` and `wwcus.ctl` were loaded into OracleAS Portal's NLS table, `wwnls_strings$`.

Error: 'Call to utl_http failed' when clicking on a URL item link rendered 'in-place'.

Cause: An incorrect proxy value may have been specified if running within a firewall.

Action: Click on the 'Administer' tab on the OracleAS Portal home page. Click the 'Global Settings' link under the 'Services' banner. Make sure that the values specified under the 'Proxy Server' section are correct. Provide appropriate values for 'HTTP Server', 'HTTP Server Port', and 'No Proxy Servers for Domains beginning with' fields.

Error: "Timeout for content" in one or more portlets.

Cause: The Parallel Page Engine is timing out before the portlet has a chance to respond.

Action: Do one of the following:

1. Scan the file `ORACLE_HOME/j2ee/OC4J_Portal/applications/portal/portal/WEB-INF/web.xml` for the parameter "requesttime" (default is 15 seconds). If you expect that your portlet should be taking less time than this to respond, then there is something wrong on the provider side. Look at the response characteristics of your provider, and make sure that it is performing within the period defined for "requesttime."
2. Tune the performance of your provider so that it can respond within the "requesttime" interval defined in the PPE configuration.

3. Increase the default requesttime for the Parallel Page Engine. Note that the increased value should still be within limits of what end users expect to be acceptable web performance.

4. Edit the file `ORACLE_HOME/j2ee/OC4J_Portal/applications/portal/portal/WEB-INF/web.xml`

Locate the section `<servlet-class>oracle.webdb.page.ParallelServlet`

Add or edit the parameter "requesttime" to a value high enough to allow the portlet time to respond. For example:

```
<init-param>
    <param-name>requesttime</param-name>
    <param-value>40</param-value>
</init-param>
```

The value "40" can be substituted with a higher or lower number, depending on your requirements. For individual database portlets, you can also set the timeout in the portlet record. For web portlets, you can increase the timeout in provider.xml.

Note: In all the above options, the upper limit of how much time any portlet can take is defined by the PPE configuration parameter "stall." Make sure that this parameter is configured a little above the maximum request time for any portlet in your system.

Error: "400 bad request" or the Web browser just hangs when trying to access OracleAS Portal.

Cause: If SSL has been configured, the most likely reason for this error is because the Parallel Page Engine is trying to communicate with HTTP over an HTTPS port.

Action: Add the following configuration lines in the web.xml file. It is located in `ORACLE_HOME/j2ee/OC4J_Portal/applications/portal/portal/WEB-INF` :

```
<init-param>
    <param-name>httpsports</param-name>
    <param-value><your HTTPS port></param-value>
</init-param>
```

The portlet has not been defined. The publisher must define the portlet by clicking on Edit Defaults for the portlet on the edit mode of this page. Please contact the publisher of this page.

Cause: When you place a Web portlet on a page, you can display a link to the portlet, rather than the portlet itself. The link can be set to either:

- Display Item In Full Browser Window
- Display Item In New Browser Window

In either case, in some modes for the portlet (e.g. Customize, Edit Defaults etc.), this error message may display.

Action: Display the portlet *in place*, rather than a link.

4.10 Standard HTTP Error Codes

The following are standard HTTP error messages that may occur when using OracleAS Portal:

HTTP-400. Bad Request/Malformed Host Header.

HTTP-500 - java.lang.NoClassDefFoundError: oracle/webdb/cache/jni/Cache at oracle.webdb.cache.CacheFactory.init(Unknown Source) at oracle.webdb.page.ContentManager.init(Unknown Source)

HTTP-500 - In ORACLE_HOME/Apache/Apache/logs/error_log file: [error] [client address] MOD_OC4J_0013: Failed to call destination: OC4J_Portal's service() to service the request.

HTTP-503 with ORA-6550. Service Temporarily Unavailable.

HTTP-503 with ORA-12560. Service Temporarily Unavailable.

HTTP-503 with ORA-06506. Service Temporarily Unavailable.

HTTP-400. Bad Request/Malformed Host Header.

Cause: This situation can happen when the hostname on the machine where OHS is running contains the underscore '_' character. Underscores are invalid in URLs.

Action: Change the name of the host to something without an underscore or access the machine by IP Address.

HTTP- 403. Creating a Provider Group from the Portal user interface is not possible in OracleAS Portal 9.0.4.

Cause: You cannot create a provider group from the Portal user interface in OracleAS Portal 9.0.4.

Action: See the articles *Understanding Provider Groups* and *Provider Group Server Setup* on Portal Center for more information about how to configure provider groups manually.

HTTP- 403 with ORA1017. HTTP 403 Forbidden.

Cause: The password has changed or the tnsalias entry was changed.

Action: Make sure the password is correct in the DAD for the schema you're trying to connect to. Also, make sure the tnsnames.ora file and verify that the tnsalias is pointing to the correct database. The tnsnames.ora file is located here:

`ORACLE_HOME/network/admin`

**HTTP-500 - java.lang.NoClassDefFoundError:
oracle/webdb/cache/jni/Cache at
oracle.webdb.cache.CacheFactory.init(Unknown Source) at
oracle.webdb.page.ContentManager.init(Unknown Source)**

Cause: wwjni.jar library reference is not present in the `ORACLE_HOME/j2ee/OC4J_Portal/application-deployments/portal/orion-application.xml` file. This file's library entry may have been deleted during the redeployment of portal.ear, or may have been accidentally deleted.

Action: Make sure the following entry is in the `$ORACLE_HOME/j2EE/OC4J_Portal/application-deployments/portal/orion-application.xml` file:

```
<orion-application><library path=ORACLE_
HOME/portal/jlib/wwjni.jar"/></orion-application>
```

HTTP-500 - In ORACLE_HOME/Apache/Apache/logs/error_log file: [error] [client address] MOD_OC4J_0013: Failed to call destination: OC4J_Portal's service() to service the request.

Cause: The OC4J_Portal instance is down. This may have been caused by any of the following:

1. The instance crashed (i.e., JVM crashed).

2. The instance overloaded and was restarted by OPMN.
3. The instance did not start up correctly.
4. The instance was intentionally shut down.

Action: Start the OC4J_Portal in the Oracle Application Server instance via Enterprise Manager or via the dmctl command. If Cause #2 occurred, no action is required since it may take a few moments for the instance to restart.

HTTP-503 with ORA-6550. Service Temporarily Unavailable.

Cause: A DAD was configured using SSO authentication, but the PL/SQL application does not use SSO authentication. This may occur when the DAD was added using Enterprise Manager and the user chose type "Portal" or "General."

Action: Modify the authentication mode by opening the file \$ORACLE_HOME/Apache/modplsql/conf/dads.conf. Remove the line from the DAD that includes the following:

```
PlsqlAuthenticationMode SingleSignOn
```

HTTP-503 with ORA-12560. Service Temporarily Unavailable.

Cause: Unable to connect to the OracleAS Portal database.

Action: Make sure the database connect information in the DAD is configured correctly. This is typically configured to use the host:port:sid syntax of connecting to the backend database. If you have changed this to use a TNS entry, then make sure that the TNS_ADMIN environment variable is pointing to the correct tnsnames.ora file and that this entry can be resolved. You should also make sure that the TNS Listener and the database are up and running.

Cause: Maximum number of database sessions has been reached.

Action: Check the processes parameter in your database configuration file (init\$SID.ora => processes=NNN). This number should be greater than or equal to the maximum number of Apache processes configured in httpd.conf (StartServers+MaxSpareServers). One quick way to verify that you are hitting this issue is to connect as SYS through SQL*Plus, and issue this query:

```
select username from v$session
```

If the count of the number of rows is almost the same as the value of the processes parameter, then you are likely exceeding the maximum number of processes.

HTTP-503 with ORA-06506. Service Temporarily Unavailable.

Cause: OWA_UTIL package of the OWA packages is invalid in the SYS schema.

Action: Follow these steps:

1. Change to the directory: \$ORACLE_HOME/Apache/modplsql/owa.
2. Run SQL*Plus as the SYS user and run the following scripts in the provided order:

```
SQL> @pubutil.sql
```

```
SQL> @privutil.sql
```

Other HTTP Error Codes (400 - 600)

Cause: Failure in mod_plsql while executing an OracleAS Portal stored procedure or in the Portal OC4J instance while executing OracleAS Portal code.

Action: Follow these steps:

1. Check the following error log files for more details:
 - OHS error log `ORACLE_HOME/Apache/Apache/logs/error_log`
 - Portal OC4J error log `ORACLE_HOME/j2ee/OC4J_Portal/application-deployments/portal/OC4J_Portal_default_island_1`.
2. Verify that the Oracle Application Server HTTP Listener is up and running and that you can access static files. Access the URL `http://host:port`.
3. If there are mod_plsql related errors in the Apache error log file, do one of the following:
 - Confirm that you are trying to access a valid URL and that the URL name has been entered correctly.
 - For database connectivity issues:
 - Be sure that the database is up and running, and that you can connect to it using SQL*Plus with your ORACLE_HOME set to the Oracle Application Server home.
 - Check the DAD configuration file for valid username, password, and connect string.

- If there are multiple Oracle homes on the system, be sure that the proper `tnsnames.ora` file has been updated. If in doubt, you can use the `host:port:SID` syntax in the connect string field.
- If you do not have connectivity issues, verify that you can access simple PL/SQL procedures through the Portal DAD; for example, `http://host:port/pls/portal/htp.p?cbuf=test`.
- For `WPG_SESSION` or `WPG_SESSION_PRIVATE` related errors, be sure that your install completed without problems. Verify that all the packages are valid by connecting as `SYS` and issuing the command `"select object_name, status from all_objects where status like '%INVALID%'"`.
- Verify that you can access the OC4J Portal instance by accessing `http://host.domain:port/jpdk/providers/sample`.
- If you still have issues, refer to the "Troubleshooting" chapter in the `mod_plsql` documentation.

Export/Import Error Messages

This chapter describes the error messages, their causes, and suggested actions that you may encounter while exporting and importing applications with OracleAS Portal. For more information about exporting and importing, refer to the *Oracle Application Server Portal Configuration Guide*.

Note: During the export/import process, you can click the View Log of Actions link to display a log of the export and import process, which includes the error messages contained in this chapter. To view a more detailed log of your export and import process, as well as more detailed debugging messages, select the **Advanced Logging** option.

This chapter contains the following export/import error messages:

- [Section 5.1, "ORA-00001 to ORA-02291"](#)
- [Section 5.2, "WWU-52883 to WWU-52927"](#)
- [Section 5.3, "Other Export/Import Error Messages"](#)

5.1 ORA-00001 to ORA-02291

This section contains the following error messages:

[ORA-00001: Unique constraint \(PORTAL.WWSBR_PORTLET_OBJECT_UK\) violated](#)

[ORA-02291: Integrity constraint \(PORTAL.WWSBR_SILA_SITE_IS_SITE_FK\) violated - parent key not found.](#)

ORA-02291: Integrity constraint (PORTAL.WWSBR_THINGSUBTYPE_ID_FK) violated - parent key not found

ORA-02291: integrity constraint (PORTAL.WWPOB_PORTLET_INST_SITE_FK) violated - parent key not found

ORA-04088: Error during execution of trigger "PORTAL.WWSBR_THAT_BRIUD_TRG"

ORA-00001: Unique constraint (PORTAL.WWSBR_PORTLET_OBJECT_UK) violated

Cause: wwsbr_portlet\$ raises the unique constraints violation when the corresponding entry is updated with new values. This error can occur when the page portlet or a navigation page imported in overwrite mode was not resolved.

Action: Perform the following actions:

1. Back up the page portlet.
2. Try deleting the page (exposed as portlet) in the target.
3. Run the import for this page portlet again in overwrite mode.

ORA-02291: Integrity constraint (PORTAL.WWSBR_SILA_SITE_IS_SITE_FK) violated - parent key not found.

Cause: The site language record for the page group does not match any of the page groups in the target.

Action: Check whether the corresponding page group included in the transport set is resolved and propagating its values to wwutl_sbr_tx_site_language\$.

ORA-02291: Integrity constraint (PORTAL.WWSBR_THINGSUBTYPE_ID_FK) violated - parent key not found

Cause: The subtype attribute (wwv_subtypeattribute) for thingsubtype, thingsubtype_siteid (itemtype information) is unresolved.

Action: Make sure the item type is resolved and propagating its new values to wwutl_sbr_tx_subtypeattribute\$.

ORA-02291: integrity constraint (PORTAL.WWPOB_PORTLET_INST_SITE_FK) violated - parent key not found

Cause: The `portlet_instance` table from the transport set is pointing to the wrong `siteid`. This problem can occur when you import some of the external page portlets (other than porlets that are local to that page group), but not the page group.

Action: Make sure that all the page portlets for a given page are included with the page group or exist in the target.

ORA-04088: Error during execution of trigger "PORTAL.WWSBR_THAT_BRIUD_TRG"

Cause: The `subtypeattributeid` of the Item Attributes transport table cannot find its corresponding `subtypeattributeid` from `wwv_subtypeattributes` table. The `no_data_found` exception is raised when the item attributes are inserted or updated.

Action: Make sure the `subtypeattributeid` exists in the target before the insertion of item attributes by doing the following:

1. For any page that is brought in the transport set which has an item based on a custom item type, the custom item type should already exist with all its attributes in the target.
2. If the custom item type is already a part of the transport set, make sure the records are inserted into the target before hand.

Note: The import of the item types occurs before the insertion of the items.

5.2 WWU-52883 to WWU-52927

This section contains the following error messages:

WWU-52883. Transport Set name cannot be NULL

Cause: No Name has been specified for the transport set.

Action: Please specify a name for the transport set

WWU-52884. Transport Set %1 has already been exported and is now available for import

Cause: Export of the transport set is already done.

Action: Transport set could be used for import if export was successful.

WWU-52885. Transport Set %1 has not yet been exported and hence is unavailable for import

Cause: Export of the transport set is not yet done.

Action: Export the transport set.

WWU-52886. Transport Set %1 does not exist

Cause: Transport set was not found on the server.

Action: Verify the transport set name or probably recreate it.

WWU-52887. Transport Set %1 is currently unavailable either for export or import. Browse the Transport Set for more details.

Cause: Transport set status is neither EXTRACT_COMPLETE nor AVAILABLE.

Action: Browse the list of transport sets and find out the status.

WWU-52888. Multiple matches found for Transport Set %1. Please choose the right one from the LOV.

Cause: More than one transport set was found having the same name.

Action: LOV helps to identify the right transport set with the user/timestamp.

WWU-52889. Transport Set %1 is not available for adding more objects.

Cause: The transport set has already been exported or imported.

Action: Browse the list of transport sets and find out the status.

WWU-52926. Transport Set %1 does not contain any objects.

Cause: The transport set is empty.

Action: Add at least one object to the transport set in order to access it.

WWU-52927. Logged-in user %1 does not have MANAGE privilege on any transport set, and hence cannot perform this action.

Cause: Logged-in user does not have MANAGE privilege on any transport sets.

Action: Contact your administrator for acquiring this privilege.

5.3 Other Export/Import Error Messages

This section contains the following unnumbered error messages:

Error: WWUTL_API_IMPORT_PAGEGROUP.post_resolve_items: ORA-01403: no data found

Error: Error in insert item - ORA-06510: PL/SQL unhandled user-defined exception ORA-06512: at "PORTAL.WWERR_API_EXCEPTION", line 71 ORA-06512: at "PORTAL.WWSBR_THIN_BRI_TRG", line 340 ORA-01403: no data found ORA-04088: error during execution of trigger.

Error: WWUTL_API_IMPORT_PAGEGROUP.process_value_column: ORA-01403: no data found and WWUTL_API_IMPORT_PAGEGROUP.ResolveSubPagesAndListOfObjs: ORA-06510: PL/SQL: unhandled user-defined exception.

Error: Page <pagename> does not exist. Category <category> does not exist. Perspective <pers_name> does not exist.

Error: Unexpected error - Default Language <language> does not exist.

Error: The site does not exist in the target.

Error: Updating attributes to resolved ID failed

Error: Error updating style to new ID.

Error: Encountered unknown error while registering portlet.

Error: Error in insert item - ORA-06510: PL/SQL: unhandled user-defined exception ORA-06512. ORA-01403: no data found ORA-04088: error during execution of trigger.

Error: ORA-02291: integrity constraint (Portal user ID.WWSBR_SILA_SITE_IS_SITE_FK) violated - parent key not found.

**Error: WWUTL_API_IMPORT_PAGEGROUP.post_resolve_items:
ORA-01403: no data found**

Cause: Some of the item-related entries are not properly resolved, so the bulk post-resolve of some of the items raised no data found exception. The reason may be that the corresponding page is not resolved properly, or one of the item entries in `wwv_things$` is not resolved properly. This is an abnormal situation.

Action: Since this error may occur when importing some of the navigation pages, try importing the navigation pages before importing any of the pages that reference this navigation page.

**Error: Error in insert item - ORA-06510: PL/SQL unhandled user-defined exception ORA-06512: at "PORTAL.WWERR_API_EXCEPTION", line 71
ORA-06512: at "PORTAL.WWSBR_THIN_BRI_TRG", line 340 ORA-01403:
no data found ORA-04088: error during execution of trigger.**

Cause: `wwv_things$` is pointing to wrong `cornerid` or `siteid`. The associated page is not resolved properly or the propagation of the page to this item did not happen.

Action: This is an abnormal situation, for some reasons where the page is not resolved or propagated. Make sure the `cornerid` and `siteid` for `wwutl_sbr_tx_things$` (the transport table for item table which are marked for insert) match those of the page in the target.

**Error: WWUTL_API_IMPORT_PAGEGROUP.process_value_column:
ORA-01403: no data found and WWUTL_API_IMPORT_
PAGEGROUP.ResolveSubPagesAndListOfObjs: ORA-06510: PL/SQL:
unhandled user-defined exception.**

Cause: List of objects could not process its value column. One possible reason is that the data is corrupted.)

Action: Make sure that the list of objects is rendered in the source before export.

Error: Page <pagename> does not exist. Category <category> does not exist. Perspective <pers_name> does not exist.

Cause: The transport set contains hierarchical objects, but does not find the parent objects for the hierarchical objects.

Action: Verify whether the parent object exists in the target or in the transport set (resolved).

Error: Unexpected error - Default Language <language> does not exists.

Cause: An object in the transport set does not have its corresponding default language installed in the target. For example, the transport set contains a pagetype object in the non-default language => 'russian," but the default language of the pagetype object being is Italian, which is not installed on the target.

Action: Install the default language of the page group in question and try importing the page group from the transport set.

Error: The site does not exist in the target.

Cause: The object cannot find its corresponding site information in the specified language.

Action: Check whether the site information already existed before you attempted to import this object.

Error: Updating attributes to resolved ID failed

Cause: Exception raised when the transport attributes were updated to a new ID.

Action: Abnormal condition. Contact your Support Representative.

Error: Error updating style to new ID.

Cause: Exception raised when the transport style was updated to a new ID.

Action: Abnormal condition. Contact your Support Representative.

Error: Encountered unknown error while registering portlet.

Cause: The target or transport set does not contain the underlying portlet for this page that contains a shared instance portlet. For example, page X contains a shared instance portlet, the shared instance portlet is based on a calendar portlet, the target or transport set only contains Page X.

Action: Include the underlying portlet in the transport set.

Note: The portlet's container object will not be shown in the Manifest. Make sure the container object is also part of the transport set or exists in the target.

Error: Error in insert item - ORA-06510: PL/SQL: unhandled user-defined exception ORA-06512. ORA-01403: no data found ORA-04088: error during execution of trigger.

Cause: When a transport set contains a page and template with the same name, the import will fail in overwrite mode.

Action: Make sure the page and page template have different names within the same page group.

Error: ORA-02291: integrity constraint (*Portal user ID.WWSBR_SILA_SITE_IS_SITE_FK*) violated - parent key not found.

Cause: Import of the transport set failed because a page group being imported with a database provider references a shared attribute that is not included in the transport set.

Action: Ensure that all the external objects for an explicit object already exist in the target. Otherwise, include them in the transport set (by promoting them).

[WARNING] id = NULL context = wwutl_api_import_security.propagate_names user = *Portal user ID* PAGE name not updated: *page ID*

Cause: A suitable mapping was not found to propagate changes for non-existent entries in the privilege table.

Action: Ignore this warning.

Upgrade Error Messages

This chapter describes the error and warning messages, their causes, and suggested actions that may be encountered when upgrading to OracleAS Portal or when using an upgraded OracleAS Portal repository. The messages have been listed in alphabetical order in each section for easy location. For more information on upgrading the Oracle9iAS Portal repository, refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide, or the Upgrade documentation, available on Portal Center (<http://portalcenter.oracle.com/upgrades>).

This chapter contains the following upgrade error messages:

- [Section 6.1, "Installation Issues"](#)
- [Section 6.2, "Repository Upgrade Error Messages"](#)
- [Section 6.3, "Repository Upgrade Warning Messages"](#)
- [Section 6.4, "Errors When Using OracleAS Portal After Upgrading"](#)

6.1 Installation Issues

The following issues might be seen when the OUI installer was run.

6.1.1 java.lang.OutOfMemory

Cause: This error can be caused by the JRE_MEMORY_OPTIONS being set too low on UNIX platforms.

Action: Consider running the installer with a high java heap size:

```
$ runInstaller -ms64m -mx128m
```

6.2 Repository Upgrade Error Messages

All of the messages are prefixed with ERROR: unless noted in the description. Some of the errors can be followed by additional Oracle messages, such as:

```
ERROR: ORA-12154: TNS:could not resolve service name
```

Error messages that are generated after the upgrade script has progressed past the precheck stage indicate that the Oracle9iAS Portal schema has had modifications. If you receive any error messages after the precheck step, you must fix the problem, restore your Oracle9iAS Portal from its backup and then run the upgrade script again.

6.2.1 32/5 PLS-00593: default value of parameter "P_BUTTON_STYLE" in body must match that of spec

Cause: This is the actual PL/SQL error in the WWUI_API_ALERT type body.

Action: Verify that this error is from the WWUI_API_ALERT type body. Also, confirm that the type is valid at the end of the upgrade. If this is the case, this error is benign and can be ignored. This error can cause the upgrade to state Upgrade Failed. However, if this is the only error, you can consider your upgrade successful.

6.2.2 An error was reported during the SSO ID precheck. No External Application ID conversion is being performed.

Cause: The script that generates or validates the SSO ID reported an error so a valid SSO ID is not available to perform conversion.

Action: Run the upgrade again, specifying a valid SSO ID value for the `-ssoid` parameter. The value of the SSO ID can be obtained from the SSO migration log. The SSO ID appears in this log in the form `SSO_IDENTIFIER:<string>`, for example, `SSO_IDENTIFIER:9E3985C4F187966`.

6.2.3 An unexpected error was encountered during the auto-generation of SSO ID. <string>

Cause: An unexpected error was encountered while generating the SSO ID required for conversion of external application identifiers.

Action: Run the upgrade again, specifying a valid SSO ID value for the `-ssoid` parameter. The value of the SSO ID can be obtained from the SSO

migration log. The SSO ID appears in this log in the form SSO_IDENTIFIER:<string>, for example, SSO_IDENTIFIER:9E3985C4F187966.

6.2.4 An unexpected error was encountered while accessing the preference store during the auto-generation of SSO ID.

Cause: An unexpected error was encountered when reading the preference store.

Action: Run the upgrade again specifying a valid SSO ID value for the `-ssoid` parameter. The value of the SSO ID can be obtained from the SSO migration log. The SSO ID appears in this log in the form SSO_IDENTIFIER:<string>, for example, SSO_IDENTIFIER:9E3985C4F187966.

6.2.5 An unexpected exception was raised: <exception and where it occurred>

Cause: An unexpected error caused the script to abort.

Action: Based on the details in the message, correct the problem, restore your database from its backup and run the upgrade script again.

6.2.6 An unexpected exception was raised during the upgrade prechecks: <exception where it occurred>

Cause: An unexpected error caused the script to abort.

Action: Based on the details in the message, correct the problem and run the upgrade script again. For example:

If the following lines are found in the log, then the error may be because Oracle Text is not installed correctly.

```
### PHASE I STEP 8: Perform pre upgrade checks
Upgrade step started at Fri Apr 4 02:28:18 2003
Running upg/common/utlchvpd.sql
Connected
Calling DoPreChecks()
Starting precheck at Fri Apr 4 02:28:21 2003
Calling upg/common/sysuppre.sql
Connected.
```

ERROR: An unexpected exception was raised during the upgrade prechecks:

```
ORA-00942: table or view does not exist
```

```
----- PL/SQL Call Stack -----
object handle line number object name
80bc68c4 76 anonymous block
80bc68c4 380 anonymous block
```

Verify if the Oracle Text component is installed and reinstall it if it does not exist. Refer to the *Oracle Application Server Portal Configuration Guide*.

6.2.7 Assertion Violation

Cause: This error often accompanies the following errors:

```
32/5 PLS-00593: default value of parameter "P_BUTTON_STYLE" in body must
match that of spec
In alter type <portal_schema>.WWUI_API_ALERT compile body.
```

If the assertion violation accompanies these errors, its cause is the preceding errors. Refer to [32/5 PLS-00593: default value of parameter "P_BUTTON_STYLE" in body must match that of spec](#) on page 6-2 and [In alter type WWUI_API_ALERT compile body reuse settings.](#) on page 6-8.

Action: If the assertion violation error accompanies the previously mentioned errors, it is benign and can be ignored. However, if an assertion violation appears in any other context, it is not benign and should be investigated.

6.2.8 Back up your database before running the upgrade.

Cause: You have answered n (no) when asked if the schema has been backed up.

Action: Back up the database and restart the script.

6.2.9 Cannot connect to the LDAP server.

Cause: This error is seen in the log file when loading the LDIF files into OID. One error file, with the extension err, is created for each LDIF file. Each erroneous entry is listed in the LDIF format followed by the OID error code. An error file can be corrected and loaded again by using the ldapadd or ldapmodify command line utility. Refer to the *Oracle Internet Directory Administrator's Guide* for details on these commands.

For example:

```
dn:cn=PORTAL,cn=users, dc=us,dc=oracle,dc=comchangetype:modify
replace:OrclIsVisible
```

```
OrcLIsvisible:true  
# LDAP Error code: 32
```

In this particular case, either the host name or the port number is incorrect, or the OID server can not be accessed.

OID error code 49 -LDAP_INVALID_CREDENTIALS - The bind failed because the credentials are not correct.

6.2.10 Connection as SYS to the SSO repository failed.

Cause: Invalid SYS password for SSO.

Action: Confirm that you have completed the configuration steps in the documentation.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.11 Connection to the SSO repository failed.

Cause: Incorrect SSO schema or password or connect string.

6.2.12 Connection as SYS to the Portal repository failed.

Cause: An invalid SYS password was supplied or the orapw file is missing.

Action: Supply the correct SYS password. If the password is correct, make sure you can connect to SYS as sysdba by creating a orapw<SID> file in the database Oracle Home's dbs directory by running orapwd with the same password used by the SYS database account.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.13 Connection to the Portal repository failed.

Cause: Incorrect Oracle9iAS Portal schema, password or connect string.

Action: Supply the correct Oracle9iAS Portal schema, password or connect string.

6.2.14 Connection to the Partner Application schema failed.

Cause: Incorrect SSO Partner Application schema or password.

Action: Supply the correct SSO Partner Application schema or password.

6.2.15 Connection to the Password Store schema failed.

Cause: Incorrect password store schema or password or connect string.

Action: Supply the correct Password Store schema or password.

6.2.16 Connection to OID failed.

Cause: Either the OID host, port, admin dn or admin password is not correct.

Action: Verify and correct the OID host, port, admin dn or admin password.

6.2.17 Dropping Oracle Text Indexes has failed, upgrade cannot continue.

Cause: Dropping the Oracle Text indexes, or removing the synchronization or optimization jobs has failed. Find the output of the `uptxtdrp` script in the upgrade log to see what should be done. The entire `uptxtdrp.log` is appended to the error message output in the upgrade log.

Action: If the error was encountered while dropping the Oracle Text indexes, make sure that all the Oracle Text indexes are dropped before restarting the upgrade. For information about dropping Oracle Text indexes, refer to the *Index Maintenance* chapter of the *Oracle Text Application Developer's Guide*.

If the error was encountered while removing the synchronization or optimization jobs, make sure that these jobs are removed from the job queue before restarting the upgrade. For information about breaking or removing jobs, refer to the *Managing Job Queues* chapter of the *Oracle9i Database Administrator's Guide*.

After upgrading, manually recreate the Oracle Text indexes and the synchronization and optimization jobs if you wish to use Oracle Text searching in your OracleAS Portal. Refer to the *Oracle Application Server Portal Configuration Guide* for complete instructions.

6.2.18 Environment variable ORACLE_HOME is not set.

Cause: The ORACLE_HOME environment variable is not set.

Action: Review your environment and set the Oracle Home environment variable.

6.2.19 granting execute on <schema>.<procedure> to <application_schema> as <schema>--ORA-01001:invalid cursor

Cause: The schema or procedure is missing. For example:

```
ERROR: granting execute on SCHEMA1.CHECK_SAL to SCHEMA1B as
SCHEMA1--ORA-01001:invalid cursor
```

In this case, there is a form in a database provider based on SCHEMA1B, on the procedure SCHEMA1 . CHECK_SAL and either the procedure CHECK_SAL is missing or one of the schemas SCHEMA1 or SCHEMA1B is missing. Therefore, the form will not run. However, it would not have run before the upgrade either.

Action: Determine if the form or database provider is obsolete. If it is obsolete, delete it. If not, supply the missing schema or procedure.

6.2.20 .In alter type <portal_schema>.WWUI_API_ALERT compile body.

Cause: This error can be seen during the patch application. It is caused by a Oracle9iAS Portal 3.0.9 type body that compiled normally in Oracle Database 8.1.7 and prior versions. However, it does not compile in Oracle9i databases.

This error is expected while a patch is being applied. The type body becomes valid before the end of the upgrade, so the error no longer appears in the final validation step.

Action: Make sure `WWUI_API_ALERT` is valid at the end of the upgrade. If this is the case, this error is benign and can be ignored. This error can cause the upgrade to state `Upgrade Failed`. However, if this is the only error, you can consider your upgrade successful.

6.2.21 In alter type `WWUI_API_ALERT` compile body reuse settings.

Cause: This error is due to the previous error. It occurs shortly after the patch application, during the early package recompiling step.

Action: Make sure `WWUI_API_ALERT` is valid at the end of the upgrade. If this is the case, this error is benign and can be ignored. This error can cause the upgrade to state `Upgrade Failed`. However, if this is the only error, you can consider your upgrade successful.

6.2.22 `ldap_bind`: Invalid credentials.

Cause: This error is seen in the log file when loading the LDIF files into OID. One error file, with the extension `err`, is created for each LDIF file. Each erroneous entry is listed in the LDIF format followed by the OID error code. An error file can be corrected and loaded again by using the `ldapadd` or `ldapmodify` command line utility. Refer to the *Oracle Internet Directory Administrator's Guide* for details on these commands.

For example:

```
dn:cn=PORTAL,cn=users, dc=us,dc=oracle,dc=comchangetype:modify
replace:OrclIsVisible
OrclIsVisible:true
# LDAP Error code: 32
```

In this case, either the OID administrator's Distinguished Name (DN) or the password is incorrect, or is not specified.

OID error code 49 -`LDAP_INVALID_CREDENTIALS` - The bind failed because the credentials are not correct.

6.2.23 `ldap_modify`: additional info: Entry to be modified not found.

Cause: This is an OID error related to the modification of entries. While trying to modify an attributes value, it was discovered that an entry does not exist.

OID error code 32 - LDAP_NO_SUCH_OBJECT because the base specified for the operation does not exist.

Related files used during the SSO migration: sm#.ldif

Related files used during the Oracle9iAS Portal upgrade: pappacp.ldif, pu#.ldif, pacp#.ldif, pm#.ldif

6.2.24 ldap_modify: additional info: uniquemember attribute has duplicate value.

Cause: This is an OID error related to the modification of entries. While trying to add an attribute value to an existing entry in OID, it was discovered that an attribute value already exists.

OID error code 20 - LDAP_TYPE_OR_VALUE_EXISTS because of duplicate values specified for the attribute.

Related files used during the SSO migration: sm#.ldif

Related files used during the Oracle9iAS Portal upgrade: pappacp.ldif, pu#.ldif, pacp#.ldif, pm#.ldif

6.2.25 ldap_modify: matched: *cn=Users, dc=us, dc=oracle, dc=com*.

Cause: This is an OID error related to the modification of entries. While trying to modify an attributes value, it was discovered that an entry does not exist.

OID error code 32 - LDAP_NO_SUCH_OBJECT because the base specified for the operation does not exist.

Related files used during the SSO migration: sm#.ldif

Related files used during the Oracle9iAS Portal upgrade: pappacp.ldif, pu#.ldif, pacp#.ldif, pm#.ldif

6.2.26 ldap_modify: No such object.

Cause: This is an OID error related to the modification of entries. While trying to modify an attributes value, it was discovered that an entry does not exist.

OID error code 32 - LDAP_NO_SUCH_OBJECT because the base specified for the operation does not exist.

Related files used during the SSO migration: sm#.ldif

Related files used during the Oracle9iAS Portal upgrade: pappacp.ldif, pu#.ldif, pacp#.ldif, pm#.ldif

6.2.27 ldap_modify: Type or value exists.

Cause: This is an OID error related to the modification of entries. While trying to add an attribute value to an existing entry in OID, it was discovered that an attribute value already exists.

OID error code 20 - LDAP_TYPE_OR_VALUE_EXISTS because of duplicate values specified for the attribute.

Related files used during the SSO migration: sm#.ldif

Related files used during the Oracle9iAS Portal upgrade: pappacp.ldif, pu#.ldif, pacp#.ldif, pm#.ldif

6.2.28 Missing strings reported in <filename> file: <strings>

Cause: SQLLDR encountered issues when trying to load the languages.

Action: Look at the corresponding log and the .log and .bad files from <upgrade_tmp_dir> for specific issues. Give these to Oracle Support along with the upgrade logs.

6.2.29 Missing \$ on loop variable at upgrade.pl line 124

Cause: An incorrect perl executable is being used to run the upgrades.

Action: Refer to the Conventions and Definitions section in the Upgrade documentation.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.30 o7_dictionary_accessibility should be set to TRUE when a Portal patch has to be applied.

Cause: The init parameter `o7_dictionary_accessibility` is set to FALSE and a patch is being installed.

Action: Change the parameter `o7_dictionary_accessibility` to TRUE. In addition, the `remote_login_passwordfile` init parameter must be set to EXCLUSIVE. The upgrade can then be restarted. You can change the parameter `o7_dictionary_accessibility` back to FALSE after the upgrade has completed.

6.2.31 Obtaining Oracle Text information failed. Please check Oracle Text has been correctly installed. Reinstall Oracle Text schema (CTXSYS) if necessary.

Cause: An error has occurred whilst attempting to retrieve information about the Oracle Text installation.

Action: Ensure the Oracle Text component is correctly installed. If necessary, reinstall the Oracle Text component. Refer to the *Oracle Application Server Portal Configuration Guide* for complete instructions.

6.2.32 One or more one-off patches with schema changes have been applied. Please wait until upgrade from the next higher version is supported.

Cause: One or more one-off patches that have schema changes have been applied to the Oracle9iAS Portal schema. These changes have not been tested with this release of the upgrade scripts, so the upgrade cannot proceed.

Action: See if a version of the upgrade scripts based on the next patch set has been released on Metalink. If so, download and run the new version. If not, wait until it is released. For example: You currently have Oracle9iAS Portal version 3.0.9.8.5 installed along with a one-off patch that has a schema change. The upgrade scripts you downloaded are based on 3.0.9.8.5 and were released before the one-off was released. This state is not supported for an upgrade using your current scripts. See if upgrade scripts based on the next patch set (3.0.9.8.6) have been released since you last downloaded the patch. If so, the one-off error message will not appear when the new version of the scripts are run.

6.2.33 ORA-01017: invalid username/password; logon denied

Cause: Verify if this error is preceded by the following line as shown in this example:

```
Connect Information: portal30_DEMO/portal30_DEMO@orcl
ERROR: ORA-01017: invalid username/password;logon denied
```

If so, this could be caused by a patch being applied and the Oracle9iAS Portal demo schema password is not equal to <portal_schema_password>_DEMO or it could be because the schema does not exist.

Action: To avoid this error, set the password for the demo schema before the upgrade to have the value <portal_schema_password>_DEMO. You can also choose to ignore this error.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.34 ORA-03113: End-of-File on Communication Channel

Cause: This error can occur under several circumstances and indicates that the Oracle server process has failed.

Action: There is one case that may be encountered during an upgrade that has a known solution. When running on certain 64-bit platforms, the RDBMS bug 2614728 may cause the `defnavpg.sql` script to fail. If you are on a 64-bit platform, check your upgrade log file to see if the problem is encountered in the following context:

```
#-- Beginning inner script: wwd/defnavpg
# Create seeded navigation pages for page groups declare
*
ERROR at line 1:
ORA-03113: end-of-file on communication channel
```

If it is in this context, apply the patch for bug 2614728 for your platform. Restore from your backup, and run the upgrade again.

6.2.35 ORA-04031: unable to allocate <n> bytes of shared memory ("shared pool", "unknown object", "session heap", "frame segment") (WWC-44847)

Cause: The shared pool size database parameter is too small.

Action: The value for this parameter depends on the size of your Oracle9iAS Portal. It may need to be several hundred megabytes for large Oracle9iAS Portals to avoid encountering this problem. Increase the shared pool size in your database and restart your upgrades after restoring from a backup.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.36 ORA-1031: insufficient privileges

Cause: The sysdba connection to the database has failed due to insufficient privileges.

Action: To connect to SYS as sysdba, create the `orapw<SID>` file in the database Oracle Home's `db`s directory by running `orapwd` with the same password used by the SYS database account.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.37 ORA-29521: referenced name javax/ejb/<class> could not be found

Cause: The instructions contained in Metalink Note 222437 to facilitate Oracle9iAS Portal working on an Oracle 9.2 database have not yet been applied. Here is an example of the error:

```
Loading Java Classes - soap.jar
errors : class oracle/soap/providers/ejbprov/<class>
ORA-29521: referenced name javax/ejb/<name> could not be found
The following operations failed
class oracle/soap/providers/ejbprov/<provider>: resolution
exiting : Failures occurred during processing
```

Action: Restore your repository back to its Oracle9iAS Portal 3.0.9 state and follow the instructions contained in the Metalink Note 222437.1 available from the Oracle Metalink web site at <http://metalink.oracle.com>. Run the upgrade again after the steps have been completed.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.38 Oracle Text indextype is invalid or does not exist. Revalidate the invalid indextype. If necessary, reinstall the Oracle Text schema (CTXSYS).

Cause: The Oracle Text context indextype is not valid or does not exist. This may indicate a problem with the Oracle Text installation.

Action: Ensure the Oracle Text context indextype is present and valid. If necessary, reinstall the Oracle Text component. Refer to the *Oracle Application Server Portal Configuration Guide*.

6.2.39 Oracle Text schema (CTXSYS) does not exist, please install it.

Cause: The database does not contain the CTXSYS schema. This indicates that Oracle Text is not installed.

Action: Install the Oracle Text component in the database. Refer to the *Oracle Application Server Portal Configuration Guide*.

6.2.40 Oracle Text version does not match the database version. Check that Oracle Text has been correctly upgraded. Reinstall the Oracle Text schema (CTXSYS) if necessary.

Cause: The database version is more recent than the Oracle Text component. This may indicate that the Oracle Text component was not upgraded correctly. The Oracle Text manual upgrade steps may have been omitted or failed. However, on certain platforms, this may also indicate that patch 2658339 has not been applied.

Action: Run the Oracle Text upgrade again or download and apply the patch depending on your situation.

6.2.41 ORACLE_HOME (<directory_path>) must be an Oracle9i middle-tier installation.

Cause: The ORACLE_HOME environment variable is defined as a directory which does not contain an Oracle9i middle-tier installation.

Action: Define ORACLE_HOME to point to your Oracle9i middle-tier installation.

6.2.42 Patch Failed with status code: <status>

Cause: A patch installation has failed.

Action: Look at the upgrade log file for details.

6.2.43 Please delete all tables with UPG_ prefix from the Portal schema.

Cause: UPG_ prefix tables exist in the Oracle9iAS Portal schema. The upgrade is aborted.

Action: Delete all tables with the UPG_ prefix from the Oracle9iAS Portal schema. Backup the tables before removing them.

6.2.44 Portal schema user is not set up to use VPD.

Cause: The Oracle9iAS Portal schema user has the EXEMPT ACCESS POLICY system privilege.

Action: Revoke the EXEMPT ACCESS POLICY privilege from the Oracle9iAS Portal schema user by running the following SQL command in SQL*Plus:

```
revoke exempt access policy from <portal_schema_user>;
```

Also verify the Oracle9iAS Portal schema user does not inherit the EXEMPT ACCESS POLICY privilege from any of its assigned roles.

6.2.45 Portal version not supported by VPD check utility.

Cause: The VPD check does not support your current version of Oracle9iAS Portal.

Action: Verify your Oracle9iAS Portal version is supported by this upgrade.

6.2.46 Portlet instance ID does not match with prefix in portlet instance name.

Cause: There is a mismatch between the ID and the prefix of the reference path. For example, if the ID was 104 and the following was shown:

```
105_HTMLPORTLET_511386
```

Action: Perform the following steps.

1. Run `<upgrade_directory>/309-903/wws/upfixpin.sql` on your Oracle9iAS Portal repository from SQL*Plus as the schema owner.

Note: This script corrects the following errors: Portlet instance ID does not match with prefix in portlet instance name, Portlet instance names are not unique, and Some portlet instances having incorrect names have been detected. You only need to run the script once to solve these errors.

2. Run another upgrade in Precheck mode.
3. If the errors still appear, contact Oracle Support and provide them with the code of the `pobcheck.log` file from the `<upgrade_tmp_dir>` directory.

6.2.47 Portlet instance names are not unique.

Cause: The ID portion of the reference path is missing. This causes non-unique portlet instance names in the table. For example, in the code below an ID should come before HTMLPORTLET:

_HTMLPORTLET_511386

Action: Perform the following steps.

1. Run `<upgrade_directory>/309-903/wws/upfixpin.sql` on your Oracle9iAS Portal repository from SQL*Plus as the schema owner.

Note: This script corrects the following errors: Portlet instance ID does not match with prefix in portlet instance name, Portlet instance names are not unique, and Some portlet instances having incorrect names have been detected. You only need to run the script once to solve these errors.

2. Run another upgrade in Precheck mode.
3. If the errors still appear, contact Oracle Support and provide them with the copy of the `pobcheck.log` file from the `<upgrade_tmp_dir>` directory.

6.2.48 Post-Upgrade tasks not done, fatal errors found in upgrade log.

Cause: This message indicates that the post upgrade scripts have not been executed. These tasks require a completed upgrade and your upgrade has errors. A summary of the errors are listed at the end of the upgrade log.

Action: Attempt to fix any errors listed. Search through this chapter and apply any fixes mentioned. Then restore from your backup and run another upgrade. If this fails, contact Oracle Support.

An example of a post-upgrade task is checking whether VPD is enabled correctly. Another example of a post-upgrade task is verifying if the SSO Partner Configuration has been run.

6.2.49 Problem running sqlplus.

Cause: The upgrade script was unable to execute the SQL*Plus command.

Action: Make sure that `bin/sqlplus` exists under your Oracle Home, and that you have permissions to execute it.

6.2.50 Restart the upgrade script.

Cause: You have answered n (no) when asked if input details are correct.

Action: Correct the perceived problem and restart the upgrade script.

6.2.51 Simultaneous upgrades cannot be run from the same location.

Cause: You are trying to run multiple simultaneous upgrades from the same location.

Action: Wait until the upgrade you started earlier finishes before starting another one. If a previous upgrade (run using `upgrade.csh`) terminated abnormally (for example, with `Ctrl+C`), the lock file created during upgrade (`upgcsh.lock`) is not deleted. Therefore, if you attempt to start another upgrade, you will see this message. In this case you will need to manually delete the lock file. You should delete this lock file only when an upgrade has abnormally terminated, not if an upgrade is actually running. You can find the lock file in the location from where you ran the upgrade script.

6.2.52 Some Oracle Text packages are invalid. Revalidate the invalid packages. If necessary, reinstall the Oracle Text schema (CTXSYS).

Cause: Packages in the Oracle Text schema (CTXSYS) beginning with DRI or CTX_ are invalid.

Action: Revalidate the Oracle Text invalid packages. If necessary, reinstall the Oracle Text component. Refer to the *Oracle Application Server Portal Configuration Guide*.

6.2.53 Some portlet instances having incorrect names have been detected.

Cause: The ID in the prefix of the reference path is repeated. For example:
105105_HTMLPORTLET_511386

Action: Perform the following steps:

1. Run `<upgrade_directory>/309-903/wws/upfixpin.sql` on your Oracle9iAS Portal repository from SQL*Plus as the schema owner.

Note: This script corrects the following errors: Portlet instance ID does not match with prefix in portlet instance name, Portlet instance names are not unique, and Some portlet instances having incorrect names have been detected. You only need to run the script once to solve these errors.

2. Run another upgrade in Precheck mode.
3. If the errors still appear, contact Oracle Support and provide them with the copy of the `pobcheck.log` file from the `<upgrade_tmp_dir>` directory.

6.2.54 SSO ID <string> is invalid. Please specify a valid <length> character value.

Cause: The value of SSO ID was passed when converting the external application identifiers. This value is invalid.

Action: Specify a valid SSO ID value for the `-ssoid` parameter and run the upgrade again.

6.2.55 SQL*Plus version <version> not supported for upgrade.

Cause: The version of SQL*Plus you are trying to execute is not current enough.

Action: Verify that the version of `bin/sqlplus` under your Oracle Home is at least 9.0.1.

6.2.56 SSO Server version <ssv_version> is not supported.

Cause: The SSO version is not correct.

Action: Install one of the supported SSO versions.

6.2.57 System triggers are disabled in the database.

Cause: System triggers are disabled in your database configuration file.

Action: Verify that the `_system_trig_enabled` parameter is set to TRUE in your database's `init.ora` file. If it is not, set it to TRUE and restart your database.

6.2.58 The allocated java_pool_size parameter for the database is not sufficient for the Installation/Upgrade. Increase the java_pool_size and run the upgrade again.

Cause: The java pool size parameter is too small.

Action: Increase the java pool size parameter to 20 MB or greater. Refer to the documentation, if necessary, then run the upgrade again.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.59 The allocated shared_pool_size parameter for the database is not sufficient for the Installation/Upgrade. Increase the shared_pool_size and run the upgrade again.

Cause: The shared pool size parameter is too small.

Action: Increase the shared pool size to 20 MB or greater. Refer to the documentation, if necessary, then run the upgrade again.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.60 The application entry does not exist in OID. Please verify the parameters and make sure that you run the create, ldif and load modes before trying the sync mode.

Cause: If users have not been correctly migrated from the 3.0.9 SSO Server, it can cause errors such as this one. In this case, the application entry does not exist in OID when trying to synchronize data between the OID server and the Oracle9iAS Portal schema. This may indicate that either the application entry was not created in OID or a different Oracle9iAS Portal instance name was used when creating the LDIF files, compared with the Oracle9iAS Portal instance name used when synchronizing the OID entries.

Action: The creation of OID entries during upgrade involves the following steps provided by different modes of the upgrade script `upsecoid`.

- Creation of the SBS files (`create` mode)
- Conversion of the SBS files to the LDIF files (`ldif` mode)
- Load the LDIF files into OID (`load` mode)
- Synchronize the OID entries (`sync` mode)

The four modes specified must be done in the order listed. If one of these steps was missed, then all steps from that step onwards must be performed again.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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Verify the parameters specified for these steps to make sure that the parameters (such as the host and port for the OID server and the Oracle9iAS Portal instance name) have been used consistently throughout.

6.2.61 The compatibility level of the database is not supported for upgrade.

Cause: If the compatible init parameter is not set to at least 9.0.0, then the upgrade aborts.

Action: Set the compatible init parameter to at least 9.0.0 in your `init.ora` file.

6.2.62 The database blocksize is less than the recommended value.

Cause: The database blocksize is less than 8K.

Action: Create a new Oracle9i database with a minimum blocksize of 8K. Use the database import/export utilities to move your Oracle9iAS Portal from your prior database to the new one.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.63 The DBMS job queue is disabled, and there are jobs which would run immediately if it were enabled. Please re-enable the job queue and wait for these jobs to complete, or remove them, before restarting the upgrade.

Cause: Jobs submitted under a previous version of Oracle9iAS Portal may not run properly under OracleAS Portal 9.0.4 and higher.

Action: Re-enable the job queue and allow the jobs to complete, or remove them.

6.2.64 The Export/Import internal views have not been installed. Load `rdbms/admin/catexp.sql` from your database `$ORACLE_HOME`, then restart the upgrade.

Cause: The export/import internal view has not been installed.

Action: Load `rdbms/admin/catexp.sql` from your database Oracle Home. Then restart the upgrade.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.65 The following invalid Portal objects exist in the Portal schema:

Cause: There are invalid Oracle9iAS Portal objects in the Portal schema.

Action: Investigate the invalid Oracle9iAS Portal objects in the Oracle9iAS Portal schema and fix the source of the problem. Run the upgrade again.

6.2.66 The following mandatory object(s) are missing or invalid: <[obj_type]owner.obj_name>

Cause: Mandatory objects which Oracle9iAS Portal relies on are not present in the database or are invalid. If they are missing due to a faulty upgrade of the database, it could cause failures in the Oracle9iAS Portal upgrade as well.

Action: Review your database installation and upgrade procedures. If the object is present but invalid, run the `utlrp.sql` script located in `rdbms/admin` of your database Oracle Home in an installation to recompile all invalid objects in the database. Or, this error could be the result of missing JAR files. If the precheck failed due to missing JAR files, the JAR files can be reloaded before trying the upgrade again. All of these JAR files can be found under your Oracle9iAS 1.0.2.2 Oracle Home under `portal30/java`. The following are the JAR files that are loaded in Oracle9iAS Portal.

- `xmlparserv2.jar` - This JAR file is loaded during the Oracle9iAS Portal installation only if the Oracle database version is 8.1.5 or 8.1.6.
- `whttpsrc.jar` - This JAR file is loaded during the Oracle9iAS Portal installation only if the Oracle database version is 8.1.5 or 8.1.6.

- xmltrans.jar
- bulkload.jar
- prohttp.jar
- wwvdp.jar
- wwvdpdb.jar

In addition to the above JAR files, `SSOHash.class` is loaded in both Oracle*9iAS* Portal and SSO schema. `SSOHash.class` is found under your Oracle*9iAS* 1.0.2.2 Oracle Home under `portal30/wwc`.

Perform the following operations if you are missing a JAR file.

1. Obtain the JAR files from your Oracle*9iAS* 1.0.2.2 Oracle Home under the `portal30/admin/plsql/lib` directory.

Note: If you applied a Oracle*9iAS* Portal patch, check if that patch contained an updated JAR file. If yes, load the JAR file contained in the patch instead of the ones found in the Oracle*9iAS* Portal installation. The following are the JAR files updated in major patch releases.

Table 6–1 JAR files contained in Oracle*9iAS* Portal Patch Release Versions

Patch Release Version	Updated JAR Files
Oracle <i>9iAS</i> Portal 3.0.9.8.1	prohttp.jar
Oracle <i>9iAS</i> Portal 3.0.9.8.2	prohttp.jar
Oracle <i>9iAS</i> Portal 3.0.9.8.3	prohttp.jar
Oracle <i>9iAS</i> Portal 3.0.9.8.4	bulkload.jar, prohttp.jar
Oracle <i>9iAS</i> Portal 3.0.9.8.5	bulkload.jar, prohttp.jar

2. For each JAR file, execute the following command to load it into the Oracle*9iAS* Portal database.

```
loadjava -user <portal_schema_user>/<portal_schema_password> -verbose
-resolve -force <jar_file>
```

3. Load the `SSOHash` class with the following commands:


```
loadjava -resolve -user <sso_schema>/<sso_password> SSOHash.class  
loadjava -resolve -user <portal_schema>/<portal_password> SSOHash.class
```

Verifying Java Permissions

Oracle9iAS Portal 9.0.2 uses a Java component in the Oracle9iAS Portal repository to communicate with Web Providers. After loading the JAR files, if you still encounter problems with Web Provider communications, it could be due to missing Java permissions or invalid Java classes loaded into the Oracle9iAS Portal database.

6.2.67 The Java Option is not enabled in the chosen database. This product installation requires the Java option of the database to be enabled. Enable the Java Option and run the upgrade again.

Cause: Java is not installed in the database or there was a problem during the Java portion of the database upgrade.

Action: Enable the Java Option and run the upgrade again.

6.2.68 The JVM installation is not proper. Please check if you have the JVM installed or if there are invalid java objects in SYS

Cause: SYS java objects are not present in the database or are invalid.

Action: Recompile the invalid java objects in SYS. If this fails, reinstall the JVM in the database.

6.2.69 The LDAP packages are not installed. Load rdbms/admin/catldap.sql from your database \$ORACLE_HOME, then restart the upgrade.

Cause: The LDAP packages were not installed.

Action: Load rdbms/admin/catldap.sql from your database Oracle Home. Then restart the upgrade.

6.2.70 The Optimizer Mode should not be set to RULE.

Cause: The optimizer mode is incorrectly set as RULE.

Action: Change the optimizer mode to CHOOSE and run the upgrade again.

6.2.71 The Perl directory (<perl_dir>) is missing from your Oracle Home. Please verify that your Oracle Home is pointing to the middle-tier Oracle Home.

Cause: An incorrect `perl` executable is being used to run the upgrades or your Oracle Home is not pointing to the middle-tier Oracle Home.

Action: Verify that your Oracle Home is pointing to the middle-tier Oracle Home and using the correct `perl` executable. Restart the upgrade.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle*9i*AS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle*9i*AS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.72 The Schema(s) on which Portlet Builder (Web View) applications are based have been detected as missing.

Cause: The schema on which the Portlet Builder application is based is missing.

Action: There are two possible ways to fix this issue:

- Drop the applications which are using that schema.
- Recreate the missing schema and all objects in it.

6.2.73 The SSO ID could not be auto-generated.

Cause: The SSO ID required for conversion of external application identifiers could not be generated. This could happen if a unique `ls_login_url` cannot be obtained from the Oracle*9i*AS Portal schema.

Action: Run the upgrade again, specifying a valid SSO ID value for the `-ssoid` parameter. The value of the SSO ID can be obtained from the SSO migration log. The SSO ID appears in this log in the form `SSO_IDENTIFIER:<string>`, for example, `SSO_IDENTIFIER:9E3985C4F187966`.

6.2.74 The SSO server migration has not been done yet. The Portal repository upgrade cannot begin until a successful SSO migration has completed.

Cause: The SSO version is correct, but the migration has not been done.

Action: Migrate the SSO and then upgrade the Oracle9iAS Portal repository.

6.2.75 The system triggers are not enabled. Set the `_system_trig_enabled` flag in the Oracle parameters file to TRUE and run the upgrade again.

Cause: The system triggers are not enabled.

Action: Set the system triggers enabled flag in the Oracle parameters file to TRUE and run the upgrade again.

6.2.76 The value of the `[-ssoid <sso-server-id>]` parameter is invalid.

Cause: The value of the SSO ID parameter specified during upgrade is invalid.

Action: Run the upgrade again, specifying a valid SSO ID value for the `-ssoid` parameter. The value of the SSO ID can be obtained from the SSO migration log. The SSO ID appears in this log in the form `SSO_IDENTIFIER: <string>`, for example, `SSO_IDENTIFIER: 9E3985C4F187966`.

6.2.77 There are concurrent sessions running for the schema you are upgrading. Verify that there are no other sessions running during the upgrade.

Cause: There are other sessions running on the Oracle9iAS Portal schema.

Action: Make sure your Oracle9iAS Release 2 middle-tier is shut down and no other connections are made to the schema being upgraded.

6.2.78 There are concurrent sessions running for the schema you are upgrading. Verify that there are no other sessions running during the upgrade.

Cause: There are other sessions running on the Oracle9iAS Portal schema.

Action: Make sure your OracleAS Middle Tier 10g (9.0.4) is shut down and no other connections are made to the schema being upgraded. Check the Analyze Product Schema step in the upgrade log for more information on the concurrent sessions.

6.2.79 There are currently jobs running in the DBMS jobs queue. Either kill them or wait for them to finish before restarting the upgrade.

Cause: There are DBMS jobs running.

Action: Either kill the DBMS jobs or wait for them to finish before restarting the upgrade. Check the Analyze Product Schema step in the upgrade log for more information on the running jobs.

6.2.80 There are currently jobs in the DBMS job queue which are incorrectly configured. Please remove these jobs before restarting the upgrade.

Cause: There are Oracle9iAS Portal jobs in the DBMS job queue which were either incorrectly submitted as another user, or submitted as the Oracle9iAS Portal user with another default schema or default privilege user.

Action: Remove these jobs from the job queue. The upgrade correctly resubmits any jobs that are missing.

6.2.81 There are some policies that are not static in the database.

Cause: Some VPD policies in Oracle9iAS Portal schema are not static.

Action: Run the `vpdstatic.sql` script from SQL*Plus while logged in as a Oracle9iAS Portal schema user. The script is located in the Oracle9iAS Portal 3.0.9.8.3 or later patch set.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.82 There is not sufficient free space in the default tablespace.

Cause: There is less than 20MB of free default tablespace.

Action: Create at least 20MB of free default tablespace. Run the upgrade again.

6.2.83 There is not sufficient free space in the temporary tablespace.

Cause: There is less than 10M of free temporary tablespace.

Action: Create at least 10M of free temporary tablespace. Run the upgrade again.

6.2.84 Unable to create directory <upgrade_tmp_dir>

Cause: You do not have permissions to create the temporary directory.

Action: Change your permissions on the parent directory.

6.2.85 Unable to create <log_file_name>. Check permissions on the directory.

Cause: The upgrade log file could not be created.

Action: Change your permissions on the directory where the upgrade log is written or specify a different log file location and run the upgrade again.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.86 Unable to create <user_profile>. Check permissions on the directory.

Cause: The permissions on the temporary directory do not allow the creation of a login.sql script for the user profile.

Action: Change your permissions on the temporary directory and run the upgrade again.

6.2.87 Unable to determine SQL*Plus version. Please check your Oracle environment settings.

Cause: This error is caused by running an upgrade on a UNIX platform with an incorrect library path.

Action: On UNIX platforms, verify that `$ORACLE_HOME/lib` is at the beginning of the library path.

6.2.88 Unexpected Error Occurred (unable to connect to database). Please check library path and other environment settings.

Cause: This error is caused by running an upgrade on a UNIX platform with an incorrect library path.

Action: On UNIX platforms, verify that `$ORACLE_HOME/lib` is at the beginning of the library path.

6.2.89 Updating External Application IDs: <string>

Cause: This is an internal error that may occur when converting the external application identifiers.

Action: Report this error to Oracle Support and provide them the output files for upgrade.

6.2.90 Unknown error happened in VPD check utility: <check_step>

Cause: An unexpected error happened during the specified step. A subsequent message following this one will contain details about the error.

Action: If the situation described in the details can be corrected, do so.

6.2.91 Usage: upgrade.csh [-l <log-file>] [-t <tmp-directory>] [-ssoid <ssso-server-id>]

Cause: Incorrect arguments were supplied to `upgrade.csh`. This error is not prefixed with ERROR:.

Action: Check the usage of the `upgrade.csh` command and run the upgrade again.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.92 Version not updated, fatal errors found in upgrade log.

Cause: This message indicates that the version of Oracle9iAS Portal will not be updated to the new version. Errors have occurred in the upgrade which will prevent Oracle9iAS Portal from functioning properly. A summary of the errors is listed at the end of the upgrade log.

Action: Attempt to fix any errors listed. Search through this chapter and apply any fixes mentioned. Then restore from your backup and run another upgrade. If this fails, contact Oracle Support.

Note: Only certain fatal errors are detected in this check. It is possible for the version to be updated even if other fatal errors are encountered.

6.2.93 Version <version> not supported for upgrades in this release.

Cause: Unsupported Oracle9iAS Portal version.

Action: Make sure you are running the upgrade on a supported Oracle9iAS Portal version (3.0.9.8.3, 3.0.9.8.3A, 3.0.9.8.4, 3.0.9.8.5, 9.0.2.0, 9.0.2.2, 9.0.2.3, or 9.0.2.6).

6.2.94 Version <version> of Oracle Database is not supported for upgrade.

Cause: Incorrect RDBMS version.

Action: Upgrade to the minimum database version of Oracle9i Database 9.0.1.4 Enterprise or Standard editions.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.2.95 Version <version> of Oracle Portal/WebDB is not supported for upgrade.

Cause: Incorrect Oracle9iAS Portal version.

Action: Make sure you are running on a supported Oracle9iAS Portal version (3.0.9.8.3, 3.0.9.8.3A, 3.0.9.8.4, 3.0.9.8.5, 9.0.2.0, 9.0.2.2, 9.0.2.3, or 9.0.2.6).

6.2.96 VPD context value is incorrect.

Cause: The login trigger(s) is not setting the correct context.

Action: Verify the login trigger is correctly installed. To install the trigger, run the `logintrg.sql` script from SQL*Plus while logged in as SYS user. The script is located in `<upgrade_directory>/upg/common` directory.

6.2.97 VPD context value is not set.

Cause: The Oracle9iAS Portal login trigger that sets the VPD context is not installed or is disabled.

Action: Verify the Oracle9iAS Portal login trigger was installed and enabled on your database. If you need to install the trigger, run the `logintrg.sql` script from SQL*Plus while logged in as SYS user. The script is located in `<upgrade_directory>/upg/common` directory.

6.2.98 VPD has not been installed properly.

Cause: One of the VPD checks has failed.

Action: This error is followed by a detailed message. Resolve the issue by examining the information provided in the message.

6.2.99 VPD is not being enforced in database.

Cause: A problem occurred in the database that caused the VPD check to fail.

Action: Consult your database documentation to find possible actions.

6.2.100 Write permission not available for directory <upgrade_tmp_dir>.

Cause: You do not have permissions to write to the temporary directory.

Action: Change your permissions on the temporary directory or specify a different temporary directory location and run the upgrade again.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.3 Repository Upgrade Warning Messages

The following messages are informational. Although they do not prevent the upgraded Oracle9iAS Portal from functioning, they should be investigated. All of the following messages are prefixed with WARNING:, unless noted in the description.

6.3.1 <n> session cleanup job(s) detected in the SYS schema.

Cause: The session cleanup job is a job that usually exists in the Oracle9iAS Portal schema. However, an earlier operation such as the database upgrade resulted in creating this job in the SYS schema. For example:

WARNING: 1 session cleanup job(s) detected in the SYS schema.

Action: This message is informational only. No action is required.

6.3.2 Cannot create log file. The log messages will be redirected to standard error stream.

Cause: By default, the debug log files generated by the OID Control Utility are created in your Oracle Home's `ldap/log` directory. This error indicates that the log file could not be created because of insufficient privileges. This error is not prefixed with `WARNING:`. The `ldifmigrator` command creates the following output:

```
Cannot create log file. The log message will be re-directed to standard
error stream.
Migration of LDIF data to OID starts: <date>
Input file: secuaci.sbs
Output file: secuaci.ldif
Substitution Variables
s_SubscriberDN: dc=mycompany.dc=com
s_UserContainerDN: cn=Login Server (portal30_sso)
s_GroupContainerDN: cn=Groups, dc=mycompany,dc=com
s_SubscriberOracleContextDN: cn=OracleContex,dc=mycompany,dc.com
s_UserNicknameAttribute: cn
s_RootOracleContentDN: cn=OracleContent
s_CurrentUserDN: cn=oracladmin
Migration of LDIF data to OID completed: <date>
```

Action: Obtain write permissions to the Oracle Home's `ldap/log` directory. Save your changes and run the `upsecoid` script again to see the log files in this directory. Refer to the *Oracle Internet Directory Administrator's Guide* for details.

6.3.3 Changing title of component <internal_name> from "<old_display_name>" to "<new_display_name>"

Cause: Titles of Portlet Builder (formerly WebView) components must be unique. If there are any Portlet Builder components with duplicate titles, they are renamed to `<display_name> <component_id>`. Customizations remain intact. For example:

```
WARNING: Changing title of component RPT_WIZ1 from "Wizard Report" to
"Wizard Report 1169884988"
```

When this component is rendered, the new title appears. If this has been customized, there is no effect. The customized title appears.

Action: Go to the component and rename it to something more meaningful.

6.3.4 Component <APPLICATION_SCHEMA>.<COMPONENT_NAME> has errors. Please check that all the objects it is based on are present.

Cause: The component is based on one or more missing objects. For example, a QBE is created based on table MY_TABLE. Then MY_TABLE is dropped. For example:

WARNING: Component SCOTT.MY_QBE has errors. Please check that all the objects it is based on are present.

Action: Supply the missing object. If the component is no longer being used, delete it using the OracleAS Portal Navigator.

6.3.5 Could not parse <select_statement> as <schema_name>

Cause: An object on which a Portlet Builder calendar is based is missing. This happens when:

- The table on which the calendar is based is missing.
- The schema on which the database provider containing the calendar is based on is missing.

Examples:

```
WARNING: Could not Parse select a1.HIREDATE the_date, a1.ENAME the_name,
null the_name_link, null the_date_link, null the_target from test_1.EMP_
1 a1 order by a1.HIREDATE as TEST_1.
```

```
WARNING: Could not Parse select b2.HIREDATE the_date, b2.ENAME the_name,
null the_name_link, null the_date_link, null the_target from test_2.EMP_
2 b2 order by b2.HIREDATE as TEST_2.
```

This warning usually occurs while upgrading a Oracle9iAS Portal which was created using Oracle export/import. Not all of the schemas on which the Portlet Builder components are based were imported. Calendars which show this warning cannot be used unless the missing objects are supplied, and the calendar component is regenerated.

6.3.6 Could not refresh OMNIORTLET provider.

Cause: The refresh of the OminPortlet provider failed because the provider is not accessible.

Action: Verify that the OmniPortlet Web provider is accessible on the portal's middle-tier. After verification, refresh this provider from the Portlet Repository.

6.3.7 Could not refresh ORACLE PORTAL provider.

Cause: The refresh of the OracleAS Portal database provider failed because the provider is not accessible.

Action: Verify that the OracleAS Portal provider is accessible and that the `wwptl_general_provider` package in the OracleAS Portal schema is valid. After verification, refresh this provider from the Portlet Repository.

6.3.8 Deleting site <site_name> because it is missing the required style information that is necessary for upgrade. This site cannot be repaired.

Cause: This site is missing style information that is needed for upgrade. The site has been deleted.

Action: No action is required.

6.3.9 Default JPDK instance URL is not present. So, provider is registered using url `http://host:port/`.

Cause: At the time of upgrade, when the seeded OmniPortlet, Web Clipping, and OracleAS Portal Building Tools providers are registered, it is assumed that these providers are deployed on the same middle-tier as identified in the Default JPDK Instance URL. You can view this value by completing the following steps:

1. Log on to your OracleAS Portal.
2. Click the **Administer** tab.
3. In the Services portlet, click the **Global Settings** link.
4. Click the **Configuration** tab.
5. Locate the **Default JPDK Instance URL** field. Usually this value is `<portal_middle_tier_protocol>://<portal_middle_tier_host>:<portal_middle_tier_port>/jpdk/servlet/soaprouter/`. If there is no value in this field, you will receive the warning mentioned above in your upgrade log.

Action: Run the script `<upgrade_directory>/upg/9025-9026/wws/updmturl.sql` to update the URLs for these providers. The script updates the middle-tier URL for the PORTLETBLDGTOOLS, OMNIPORTLET, and WEBCLIPPING providers in the providers table. This script is not run from the upgrade script. Run it in standalone mode to update the URLs. For example:

```
updateurl.sql http my.domain.com 80
```

where:

- `http` is the middle-tier's protocol
- `my.domain.com` is the middle-tier's host
- `80` is the middle-tier's port

6.3.10 Document size for file <file_path> is null

Cause: The upgrade found an item on a page which appears to have a document attached but this document does not actually exist. This indicates a data corruption in the data for the item. The item will be upgraded but its document will not be accessible. It is unlikely that the document was accessible in Oracle*9i*AS Portal 3.0.9 either.

Action: Delete the item and recreate it.

6.3.11 Dropping obsolete image chart: <schema_name>.<image_chart_name>

Cause: Image charts, which were a beta feature in Oracle*9i*AS Portal 3.0.9, are not supported in OracleAS Portal 9.0.4 and are removed from the repository. Any image charts in the Oracle*9i*AS Portal being upgraded will be lost. If the chart has been referenced by another component, such as a menu or a link, it now produces a warning. For example, menus could link to an image chart. When the user clicks on the item, an error message indicates that the component is missing. This warning is also produced if a legacy menu is linked to a non-existent component.

This means that the image chart:

- No longer appears in the navigator under the provider.
- No longer appears in the portlet repository.
- No longer appears on any pages that it was previously added to.
- Also, links to the image chart result in errors.

Action: Delete or edit the menus, links and other components that previously pointed to the charts to point to a new location.

6.3.12 Duplicate Path found: <path>

Cause: The given path already exists in the DAV tables. This could be because a subpage has the same name as a document in the path shown in the warning. The upgrade continues, but the page group may not be accessible from DAV.

Action: Rename the subpage (name field in the edit page properties dialog) so that it no longer clashes with the document filename. Then run the DAV Loader by executing the following SQL while logged in as the schema owner:

```
set serveroutput on size 100000
begin
wvdav_loader.create_dav_content;
end;
```

6.3.13 External Application IDs have been updated. However, some customizations have been lost because of the large number of applications. Please reduce the number of external applications and ask the users to customize again.

Cause: You have a very large number of external applications. The customizations for these applications have exceeded the maximum physical limit for their storage. As a result, some customizations may have been lost.

Action: Reduce the number of external applications on the SSO server. Edit the defaults for the external applications portlet and advise the users to check their customizations.

6.3.14 Incorrect navigation bar references found for <n> folders

Cause: This message may occur when there are invalid NAVBAR references in the folders table (wvv_corners). This does not have an effect on the upgraded OracleAS Portal.

Action: This is a benign warning message that can be ignored.

6.3.15 Incorrect style references found for <n> folders

Cause: This message may occur when there are invalid style references in the folders table (wvv_corners). This does not have an effect on the upgraded OracleAS Portal.

Action: This is a benign warning message that can be ignored.

6.3.16 Non Portal Objects have errors. See <upgrade_tmp_dir>/nonportal.log for details.

Cause: Non-Oracle9iASPortal objects in the Oracle9iAS Portal schema cannot be compiled and have errors.

Action: Find out what is causing the object not to compile and rectify it. One reason these errors could occur is because deprecated or changed Oracle9iAS Portal 3.0.9 APIs are being referenced and these APIs do not work with OracleAS Portal 9.0.4. Refer to the PDK information on <http://portalcenter.oracle.com>.

6.3.17 One or more specified hosts may be unreachable. Please make sure you can ping all hosts before continuing. Host names should not include http prefixes, port numbers, etc.

Cause: It was not possible to ping the specified host using perl. There are detected cases where the perl version of ping, used in the upgrades, does not detect availability of hosts even when they can actually be reached.

Action: Try using the Operating System ping command to see if the host can be reached. If the host can be reached, then you can ignore this warning. If the Operating System ping fails, then bring up the host or check if it is in the network. Use the Operating System ping command for each failed host. The following example shows the Reachability Details which follow this warning.

```
Host Reachability Details
Portal Midtier Host: yes
Web Cache Host: yes
SSO Midtier Host: no
```

In this case, the upgrade script was not able to ping the SSO middle-tier host. Use ping <sso_midtier_host> from the command prompt to see if the SSO Middle-Tier host can be reached or not.

6.3.18 Only <n> % of components in wwv_modules\$ table are production components.

Cause: This informational message indicates there are too many archive versions of Portlet Builder (formerly WebView) components. This may be because in Oracle9iAS Portal 3.0.9 a new version of a component was created each time the component was edited and saved. For example:

WARNING: Only 38 % of components in wwv_modules\$ table are production components.

Action: Delete as many of the archive versions of components as possible. This reduces the size of the tables where attributes for all the archive versions are stored.

6.3.19 Personal page id change - old id:: <old_id> => new id:: <new_id>

Cause: When upgrading Oracle9iAS Portal 3.0.9 Personal Pages to the Shared Objects page group, if the ID of a personal page already exists in the Shared Objects page group as a Personal Folder in Oracle9iAS Portal 3.0.9, it will be assigned a new ID. For example:

Personal page id change - old id:: 443 => new id:: 32256

Action: If the user has bookmarked the Oracle9iAS Portal 3.0.9 URLs for personal pages, then the bookmarks must be updated with the new ID value.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.3.20 Personal page name change - old name:: <old_name> => new name::<new_name>

Cause: Personal Pages whose names clash with Personal Folders in the Shared Objects page group are updated. For example:

WARNING: Renamed personal page from "MY_REPORTS" to "MY_REPORTS_10104585"

Action: Rename the page to a more meaningful, unique name if desired. Access the warning file <upgrade_tmp_dir>/upgrade.wrn.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.3.21 Portlet Builder (WebView) components have unknown issues.

Cause: The Portlet Builder components (packages) are invalid.

Action: Try resolving the cause of the errors when compiling the packages listed in the log. For example, a report may be based on a table and the table has been dropped. In this case, the report is no longer valid, so you can drop the report.

6.3.22 Reassign for page id = <page id> user name = <user name>

Cause: When a user is deleted from the portal, the pages for that user are not deleted. Even though the user has been deleted, the pages could still be required within the portal. In this case, the owner of these pages is reassigned to be the portal schema owner. For example:

Reassign for page id = 23555 user name = STIGER

Action: No action required.

6.3.23 Reassign the owner of the following pages to the schema owner <portal schema>

Cause: When a user is deleted from the portal, the pages for that user are not deleted. Even though the user has been deleted, the pages could still be required within the portal. In this case, the owner of these pages is reassigned to be the portal schema owner. For example:

Reassigning the owner of the following pages to the schema owner PORTAL30

Action: No action required.

6.3.24 Recent Object portlet preferences could not be deleted.

Cause: The upgrade script could not delete the recent object portlet preferences.

Action: Although deleting the preferences does not affect the Oracle*9i*AS Portal, remove them to eliminate this warning.

6.3.25 Region ID = <region ID> on page ID = <page ID> and site ID = <site ID> was not converted to a sub-page links region

Cause: The region on the page was not successfully converted to a sub-page links region during the upgrade, since it contained items other than just the sub-page display items.

Action: The user must first move all the existing items in the region to a different region on the page. After making this change, the user can edit the region properties to convert it to a sub-page links region. Alternatively, a sub-page links region can also be created on the page.

6.3.26 Region ID = <region ID> on template ID = <template ID> and site ID = <site ID> was not converted to a sub-page links region

Cause: The region on the template was not successfully converted to a sub-page links region during the upgrade, either because there were items other than just the sub-page display items on the template itself, or on the pages based on the template. In this case, there were far too many items found in the region, so individual warnings for all pages based on the template could not be reported.

Action: The user must first move all the existing items in the region to a different region on the template/page. After making this change, the user can edit the region properties to convert it to a sub-page links region. Alternatively, a sub-page links region can also be created on the template.

6.3.27 Removed session cleanup job: <job_id> from the SYS schema.

Cause: The session cleanup job is a job that usually exists in the Oracle*9i*AS Portal schema. However, an earlier operation such as the database upgrade has resulted in removing this job as a part of the upgrade. For example:

WARNING: Removed session cleanup job: 63 from the SYS schema.

Action: If the database instance where the upgrade is being performed does not contain any other Oracle9iAS Portal schema, then no action is required. This is because the session cleanup job gets created in the Oracle9iAS Portal schema during upgrade. However, if there are other Oracle9iAS Portal schemas in the database instance, then it must be verified that they all have their respective session cleanup jobs. Run the script `<upgrade_directory>/wwc/ctxjget.sql` from `sqlplus` in a Oracle9iAS Portal schema to check whether the session cleanup job exists. If this job is missing in any Oracle9iAS Portal schema then you can create it by running the script `<upgrade_directory>/wwc/ctxjsub.sql` from `sqlplus` in that schema.

6.3.28 Some site(s) will be deleted because it is missing necessary style information. Refer to sitechk.log for more information

Cause: During precheck upgrade mode, it was detected that one or more sites were missing style information that is needed for upgrade.

Action: This sites in question will be deleted because they cannot be repaired. Save any information that you need from these sites before running the upgrade. To determine which sites are affected, refer to the `sitechk.log` file found in the `<upgrade_tmp_dir>` directory, which includes the following message for each site:

Site `<site name>` will be deleted because it is missing necessary data and cannot be upgraded.

6.3.29 Subpage item (title: `<item title>`) on site id `<site_id>` and page `<page_name>` was not upgraded because other items exist in the same region.

Cause: The subpage item was obsoleted but could not be replaced by a subpage region type because there were other items in the same region.

Action: Create a new subpage type region on the page where the warning message appears.

6.3.30 Table without VPD policy: `<table_name>`

Cause: The VPD policy on the table indicated in the message was not installed properly in your Oracle9iAS Portal schema.

Action: If the table indicated in the message is not part of the Oracle9iAS Portal product, it is safe to ignore the warning. If the table is one of the following, it is also safe to ignore this warning:

- WWPRO_OFFLINE_PRO_PORTLET\$
- WWPRO_OFFLINE_PRO_PORTLET_NLS\$
- WWPRO_PORTLET_METADATA_USER\$

In all other cases, there may have been a problem with a previous installation or upgrade procedure. Contact Oracle Support for more information.

6.3.31 Template region ID = <region ID> on page ID = <page ID> and site ID = <site ID> was not converted to a Sub-Page Links region

Cause: The region on the template was not successfully converted to a sub-page links region during the upgrade, either because there were items other than just the sub-page display items on the template itself, or on the pages based on the template.

Action: The user must first move out all the existing items in the region to a different region on the template/page. After making this change, the user can edit the region properties to convert it to a sub-page links region. Alternatively, a sub-page links region can also be created on the template.

6.3.32 The DBMS job queue is currently disabled. It must be re-enabled for proper Portal operation.

Cause: The DBMS job queue must be enabled for proper operation. It may have been disabled by setting the system parameter `job_queue_processes` to 0, or by restricting logins.

Action: Make sure `job_queue_processes` is set to one or greater, and that logins are not restricted by changing the system disable restricted session.

6.3.33 The following invalid non-Portal objects exist in the Portal Schema

Cause: Oracle9iAS Portal and non-Oracle9iAS Portal objects are compiled separately. For Oracle9iAS Portal objects, compilation problems are reported as errors. However, for non-Oracle9iAS Portal objects, compilation problems are reported as warnings, since they should not cause the upgrade to be considered a failure.

Action: Examine the generated file `<upgrade_tmp_dir>/nonportal.log` and fix the compilation problems associated with your objects. Compilation errors in your packages may cause your portlets to render incorrectly.

6.3.34 The local cache could not be refreshed from OID as there was an error when accessing the OID server. Please make sure to refresh the cache by running ptlasst in the MIDTIER mode, after the upgrade is complete.

Cause: Either the OID server has not yet been configured or the OID parameters in the preference store are incorrect. Therefore, there is a problem accessing the OID server in order to refresh the local cache.

Action: Run `ptlasst` in the MIDTIER mode after the upgrade to manually refresh the local cache from OID.

6.3.35 The provider name for application <application_name> has been changed to <new_name>.

Cause: There is a conflict between the names of providers. For example:

```
WARNING: The provider name for application MY_APP has been changed to
MY_APP_63
```

Action: Specify the new name instead of the old one when you register the provider as a remote provider using the PL/SQL adapter. For example:

The `service_id` should be: `urn:MY_APP_63` instead of `urn:MY_APP`

If you have no plans of using the PL/SQL adapter, you can ignore this message.

6.3.36 There are some policies that are not static in the database

Cause: Some VPD policies in Oracle9iAS Portal schema are not static.

Action: Run the `vpdstat.sql` script from SQL*Plus while logged in as a Oracle9iAS Portal schema user. The script is located in `<upgrade_directory>/upg/309-903/wwh` directory.

6.3.37 Top level page name change - old name:: <old_name> => new name:: <new_name>

Cause: Top Level Pages whose names clash with Personal Folders in the Shared Objects Page Group are updated.

Action: Rename the page to a more meaningful, unique name if desired. Access the warning file `<upgrade_tmp_dir>/upgrade.wrn`.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.3.38 User/Role <schema> does not exist. Applications based on <schema> will have errors.

Cause: A database provider (formerly called application) schema is missing. For example:

```
WARNING User/Role SCOTTB does not exist. Application based on SCOTTB
will have errors.
```

In this case, the database provider would not have been accessible before the upgrade either.

Action: Determine if the database provider is obsolete. If it is, delete it. If not, supply the missing schema.

6.3.39 VPD precheck found some issues.

Cause: One of the VPD checks has failed.

Action: This warning is followed by a detailed message. Resolve the issue by examining the information provided in the message.

6.4 Errors When Using OracleAS Portal After Upgrading

The following errors are seen after the OracleAS Portal has been upgraded and is in use.

6.4.1 404 Not Found

When the user clicks on a DAS link or the user or group LOV after upgrading the OID server from Oracle9iAS Portal 9.0.2 to OracleAS Portal 9.0.4.

Cause: The DAS URLs have changed between a 9.0.2 OID server and a 9.0.4 OID server. When the OID server is upgraded from 9.0.2 to 9.0.4, these URLs get updated. OracleAS Portal maintains a cache of these URLs in its repository. The OracleAS Portal cache does not get updated automatically so it becomes inconsistent with the URLs maintained in the OID server upon OID server upgrade.

Action: Reconfigure OracleAS Portal for the Oracle Internet Directory server, as described in the "Reconfiguring the OracleAS Portal for the Oracle Internet Directory Server" section of the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide. This step is required to ensure that the OracleAS Portal entries in the Oracle Internet Directory are properly updated, and that the correct provisioning events required by Oracle Application Server 10g are sent to the portal.

6.4.2 500 Internal Server error

Cause: The deployment of `portalTools.ear` or `portalHelp.ear` has failed while you are trying to access:

```
portalTools: http://<host>:<port>/portalTools
portalHelp: http://<host>:<port>/portalHelp/en/
```

Action: Run the OC4J configuration assistant again to deploy the applications.

6.4.3 An exception was raised when accessing the Oracle Internet Directory: %string% (WWC-41743). There is no such group found (WWC-41402).

This error can occur if a Oracle*i*AS Portal Repository (9.0.2) configured to use Oracle Internet Directory (9.0.4) is upgraded to OracleAS Metadata Repository (9.0.4) and you try to edit a private group:

Cause: To be able to view private groups, Portal needs to be a member of the group "cn=Common Group Attributes, cn=Groups, cn=OracleContext". The Portal application is missing this privilege in the Oracle Internet Directory server.

Action: Run `ptlasst.csh` with `-mode MIDTIER` and `-type OID`, e.g.,
`ptlasst.csh -mode MIDTIER -type OID -s portal -sp portal -c dbHostName:1521:dbServiceName -ldap_h myOIDServer -ldap_p 389 -ldap_w welcome1 -pwd secret123`

6.4.4 Ensure SYS Java permissions are granted

Cause: The following error is written to the database trace file when read and write permissions for Java properties are not granted to the SYS user. The permissions must be granted for the Java component in the Oracle9iAS Portal database to run correctly.

```
Java call terminated by uncaught Java
exception:ExceptionInInitializerError
(WWC-43000)
```

Action: Perform the following actions:

1. Connect to the OracleAS Portal database as SYS.
2. Run the following query to determine if the permission has been granted:

```
SELECT *
FROM dba_java_policy
WHERE grantee = 'SYS'
AND type_name = 'java.util.PropertyPermission'
AND enabled = 'ENABLED'
```

3. If no rows are returned from the query, execute the following statement when connected as SYS:

```
call dbms_java.grant_
permission('SYS','SYS:java.util.PropertyPermission', '*', 'read,write');
```

Check that the Java classes in the database are valid

The Java classes used to communicate with Web Providers are in the package `oracle.webdb.provider.web`. Check that these classes are valid using the following query when connected as the Oracle9iAS Portal owner:

```
SELECT dbms_java.longname(object_name), status
FROM user_objects
WHERE object_type = 'JAVA CLASS'
AND dbms_java.longname(object_name) LIKE 'oracle/webdb/provider/web/%'
```

If any objects have an invalid status, recompile them using: `ALTER JAVA CLASS <class_name> COMPILE.`

6.4.5 ERROR 30617: You must enter at least one search term

Cause: The category or perspective portlet had not been customized to select anything for display. Thus, the upgraded search results page portlet instance

does not have any search criteria selected. In such a case, the upgraded portlet instance is rendered with this message. For information how to set up the search feature, refer to the *Portal Online Help, Setting Up the Search Feature* topic or the *OracleAS Portal User's Guide, Adding Search Functionality* section.

Action: Define the search terms.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.4.6 HTTP-404: Document Not Found

Cause: If you encountered this error while accessing documents with spaces or plus signs in the document name, it could be because the `PlsqlCompatibilityMode` flag is still set. This flag is located in the DAD configuration file.

Action: Remove the `PlsqlCompatibilityMode` flag. This flag is located in the DAD configuration file.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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If this error is seen for URLs in the format:

/pls/dad/url/...

Cause: The `PlsqlPathAliasProcedure` parameter in the portal DAD is incorrectly configured as `schema.wwdoc_process.process_download` instead of being set to `schema.wwpth_api_alias.process_download`. This can happen if you use Oracle Enterprise Manager 9.0.2 to create a Oracle9iAS Portal DAD.

Action: Change `PlsqlPathAliasProcedure` in the Portal DAD to `schema.wwpth_api_alias.process_download` by following these instructions:

1. Navigate to the EM UI (typically, this is `http://host:1810`).
2. Select the Oracle9iAS instance you wish to configure.
3. Select the HTTP server component.
4. Select PL/SQL properties.
5. Under the DAD section, select the erroneous DAD.
6. Select the section Document, Alias and Session.
7. Change the value of Path Alias Procedure to `<portal_schema>.wwpth_api_alias.process_download`.
8. Apply the change.
9. Restart OHS to make the configuration change take effect.

If you do not wish to use EM UI, refer to the OHS configuration guide on how to make manual changes to the `mod_plsql` configuration.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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Cause: The deployment of `portalTools.ear` or `portalHelp.ear` has failed while trying to access:

```
portalTools: http://<host>:<port>/portalTools
portalHelp: http://<host>:<port>/portalHelp/en/
```

Action: Run the OC4J configuration assistant again to deploy the applications.

6.4.7 java.io.InterruptedIOException: Connection establishment timed out

Cause: This error can occur if the OracleAS Portal owner is not granted the correct Java permissions. If the permissions have not been granted, this browser error is accompanied by the following error in the database trace file:

```
java.security.AccessControlException: the Permission
(java.net.SocketPermission <ip_address> connect,resolve) has not been
granted to <portal_schema_user>.
```

Action: Perform the following steps:

1. Connect to the OracleAS Portal database as SYS.
2. Use the following queries to determine if the permission has been granted:

```
SELECT *
FROM dba_java_policy
WHERE grantee = '<portal_schema_user>'
AND type_name = 'java.net.SocketPermission'
AND enabled = 'ENABLED'
```

The permission is also granted via the JAVASYSPRIV role. Check if this role is granted to the Oracle9iAS Portal owner using this query:

```
SELECT *
FROM dba_role_privs
WHERE grantee = '<portal_schema_user>'
AND granted_role = 'JAVASYSPRIV'
```

3. If no rows are returned from either query, execute the following statement to grant the permission:

```
call dbms_java.grant_permission('<portal_schema_
user>', 'SYS:java.net.SocketPermission', '*', 'connect,resolve');
```

6.4.8 Not a valid URL. (WWC-50014). Default language for context could not be found (WWC-50007). The Page Group ID does not exist (WWS-30641).

Cause: Due to the new architecture, URLs have changed. In this case, a user's custom data created a broken link.

Action: Correct the invalid URLs.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle*9i*AS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle*9i*AS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.4.9 The application entry does not exist in OID. Please verify the parameters and make sure that you run the create, ldif and load modes before trying the sync mode.

Cause: This error is seen when running `upsecoid` manually. The application entry DN is constructed based on the instance name provided when running `upsecoid`. The OracleAS Portal was unable to locate the application entry, based on the specified instance name, in OID. This can happen if either the `sync` mode of `upsecoid` was run before running the `create`, `ldif` and `load` modes, or if there was a mismatch between the instance name used for the `ldif` and `sync` modes. This can also happen if `upsecoid` was run from a pre-upgraded schema.

Action: Verify that all modes of `upsecoid` have been run in order. The `load` mode loads the OID entries. Use the LDAP command line tools to verify the existence of the OID entries. If these entries are not found in OID, then run the `create` and `ldif` and `sync` modes of `upsecoid` again.

If, however, these entries are already present in OID, then find the instance name that was used for running the `ldif` mode and use the same value to run the `sync` mode of `upsecoid`. Obtain the instance name by looking at the relative distinguished name of the application entry created under `cn=Portal`, `cn=Products`, `cn=OracleContext` node in OID. Refer to the *OID Administrator's Guide* for the `ldap` command line tools.

Note: For more information on resolving this issue, refer to either of the following:

- If you are migrating from Oracle9iAS Portal, Release 2 (9.0.2) to OracleAS Portal 9.0.4, then refer to the *Oracle Application Server 10g Upgrading to 10g (9.0.4)* guide.
 - If you are migrating from Oracle9iAS Portal, Release 1 (3.0.9) or earlier to OracleAS Portal 9.0.4, then visit Portal Center (<http://portalcenter.oracle.com/upgrades>).
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6.4.10 The servlet produced the following error stack. java.lang.Exception:...

Cause: This is an invalid version error in the servlet. For example:

```
Error: The servlet produced the following error stack.
java.lang.Exception: Invalid version, this servlet works with 308 and
below at oracle.webdb.page.PageBuilder.process (Unknown Source) at
oracle.webdb.page.ParallelServlet.doGet (Unknown Source) at
javax.servlet.http.HttpServlet.service (HttpServlet.java:244) at
javax.servlet.http.HttpServlet.service (HttpServlet.java:336) at ...
```

This error will be seen if you are trying to access the Oracle9iAS Portal 9.0.2 or OracleAS Portal 9.0.4 repository from an Oracle Portal 3.0.9 middle-tier. This is not supported.

Action: Upgrade to an OracleAS middle-tier 10g (9.0.4) before attempting to access the OracleAS Portal 9.0.4 repository.

6.4.11 Unexpected error encountered in wwsec_app_priv.process_signon (User-Defined Exception) (WWC-41417). An exception was raised when accessing the Oracle Internet Directory: %string% (WWC-41743)

This error can occur if a Oracle9iAS Portal Repository (9.0.2) configured to use Oracle Internet Directory (9.0.4) is upgraded to OracleAS Metadata Repository (9.0.4) and you login as a user that belongs to a private group with no other group memberships.

Cause: While logging in the users group membership information is retrieved from the Oracle Internet Directory. As this user belongs to a private group, Portal needs to be a member of the group "cn=Common Group Attributes, cn=Groups, cn=OracleContext" in order to access the entry

for this private group. The Portal application is missing this privilege in the Oracle Internet Directory server.

Action: Run `ptlasst.csh` with `-mode MIDTHIER` and `-type OID`, e.g.,
`ptlasst.csh -mode MIDTHIER -type OID -s portal -sp portal -c`
`dbHostName:1521:dbServiceName -ldap_h myOIDServer -ldap_p 389 -ldap_w`
`welcome1 -pwd secret123`

Other Error Messages

This chapter describes the error messages, their causes, and suggested actions, that are not covered elsewhere in this manual.

This chapter contains the following error messages:

- [Section 7.1, "ORA-01821 to ORA-41417"](#)
- [Section 7.2, "WWS-25883 to WWS-40019"](#)
- [Section 7.3, "Syndication Channel Administration Error Messages"](#)
- [Section 7.4, "WebDAV Issues"](#)
- [Unnumbered Error Messages](#)

7.1 ORA-01821 to ORA-41417

This section contains the following error messages:

ORA-01821: Date format not recognized, SP2-0152: ORACLE may not be functioning properly.

ORA-06550: Execute ORA-06550: line 8, column 2:PLS-00306:wrong number or types of arguments in call to 'PROCESS_SIGNON' ORA-06550: line 8, column 2: PL/SQL: Statement ignored.

ORA-12154: Unable to start Portal.

ORA-12541: Database login failed.

ORA-14000: Cannot insert NULL into DATABASE.

ORA-41417: Error running Portal.

ORA-01821: Date format not recognized, SP2-0152: ORACLE may not be functioning properly.

Cause: Unable to install OracleAS Portal repository

Action: Change the following `init.ora` setting: `nls_date_format="mm/dd/yyyy"` to `nls_date_format="mm/dd/yy"`.

ORA-06550: Execute ORA-06550: line 8, column 2:PLS-00306:wrong number or types of arguments in call to 'PROCESS_SIGNON'**ORA-06550: line 8, column 2: PL/SQL: Statement ignored.**

Cause: Some type of application error. In this case, the `PROCESS_SIGNON` procedure isn't expecting to be called with the parameters that it has been given.

Action: Find the error in the application code.

ORA-12154: Unable to start Portal.

Cause: Logging in to Portal fails with error "TNS: could not resolve service name."

Action: Look for a problem in the SQL*Net area.

ORA-12541: Database login failed.

Cause: Database login failed; cannot connect to the Gateway settings.

Action: Check the password in the `dads.conf` file, located in the `ORACLE_HOME/Apache/modplsql/conf` directory.

ORA-14000: Cannot insert NULL into DATABASE.

Cause: Unable to install OracleAS Portal. It hangs incomplete.

Action: In the database parameter file, change the `system_trig_enabled=` to be `FALSE` instead of `TRUE`. The default value is `TRUE`.

Action: If the above action fails:

1. Drop existing OracleAS Portal.
2. Edit `logintrg.sql`, and change:

```
CALL portal_login(ora_login_user)
to begin

portal _login(ora_login_user);end;
```


3. Re-install OracleAS Portal.

ORA-41417: Error running Portal.

Cause: Encountered error WWC-41417.

Action: Increase tablespace size.

7.2 WWS-25883 to WWS-40019

This section contains the following error messages:

WWS-25883. Some or all of the Oracle Text indexes are missing or invalid. Oracle Text searching is disabled.

WWS-26000. Oracle Text Base URL can not be null.

WWS-26001. Link Text for Internet Search Engine can not be null if a URL is specified.

WWS-30071. Item %1 from page group %2 is not a valid image.

WWS-30072. Default value %1 is not of the correct datatype for attribute %2 from page group %3.

WWS-30073. Default value %1 is not a valid value for attribute %2 from page group %3.

WWS-30074. The value for results per page must be an integer greater than zero.

WWS-30593. Invalid number format entered.

WWS-30698. Invalid username specified. User does not exist!

WWS-30713. Publish Date cannot be earlier than current date.

WWS-30741. This item has been checked out so you cannot edit it.

WWS-30742. Advanced Search link can not be null.

WWS-30743. Advanced Search page can not be null.

WWS-30744. Not enough search terms specified, you must enter two search terms for the Near operator.

WWS-30745. Too many search terms specified, you must enter two search terms for the Near operator.

WWS-30748. Pending items cannot be unzipped. The item must first be approved.

[WWS-32006](#). You must enter at least one search term.

WWS-25883. Some or all of the Oracle Text indexes are missing or invalid. Oracle Text searching is disabled.

Cause: Oracle Text searching capabilities can only be used if all of the Portal Oracle Text indexes are present and valid.

Action: Ensure that the Portal Oracle Text indexes are present and valid. Create or recreate the indexes if necessary.

WWS-26000. Oracle Text Base URL can not be null.

Cause: No value for the Oracle Text Base URL has been specified.

Action: Specify a value for the Oracle Text Base URL. This should normally be the URL to the Portal instance up to and including the portal DAD. i.e., `http://hostname.domain:port/pls/dad/`.

WWS-26001. Link Text for Internet Search Engine can not be null if a URL is specified.

Cause: If a URL is specified for the Internet Search Engine preference, it is also necessary to specify a value for the Link Text preference as well.

Action: Specify Link Text for the Internet Search Engine.

WWS-30071. Item %1 from page group %2 is not a valid image.

Cause: The specified item is not a valid image.

Action: Choose an item which is a valid image.

WWS-30072. Default value %1 is not of the correct datatype for attribute %2 from page group %3.

Cause: A default value has been specified for an attribute and the value is not of the correct datatype for that attribute.

Action: Correct the default value so that it is consistent with the datatype for the attribute.

WWS-30073. Default value %1 is not a valid value for attribute %2 from page group %3.

Cause: A default value has been specified for an attribute and the value is not valid for that attribute.

Action: Correct the default value so that it is a valid value for the attribute.

WWS-30074. The value for results per page must be an integer greater than zero.

Cause: A value specified for the results per page was not an integer greater than zero.

Action: Specify a value for the results per page which is an integer greater than zero.

WWS-30593. Invalid number format entered.

Cause: You entered an invalid value for a number attribute. It is possible that the LOV associated with the attribute returns incorrect values.

Action: Contact the owner of the LOV so that it can be changed to return the correct type of values.

WWS-30698. Invalid username specified. User does not exist!

Cause: You entered an invalid user name or group name.

Action: Enter the correct user name or group name. If you are not sure of the name, click the **Browse Users** or **Browse Groups** icon and select from the list provided.

WWS-30713. Publish Date cannot be earlier than current date.

Cause: Either you attempted to publish this item before the current date, or you attempted to create a sub-item with a publish date before the publish date of the parent item.

Action: Change the publish date of the item to a future date, or set the publish date of the sub-item to the same or a later date than the publish date of the parent item.

WWS-30741. This item has been checked out so you cannot edit it.

Cause: Another user has checked out the item. You were able to see the edit icon because the page has not been refreshed since the other user checked out the item.

Action: Refresh the page to show the current status of its content. As soon as the other user checks the item in, you will be able to edit it.

WWS-30742. Advanced Search link can not be null.

Cause: The Advanced Search Link is specified by either selecting a page or specifying a URL. The choice to specify an Advanced Search Link has been made but the advanced search link value has not been specified.

Action: Specify an Advanced Search Link value.

WWS-30743. Advanced Search page can not be null.

Cause: The Advanced Search Page is specified by either selecting a page or specifying a URL. The choice to specify an Advance Search Page has been made but the Advanced Search Page value has not been specified.

Action: Specify an Advanced Search Page value.

WWS-30744. Not enough search terms specified, you must enter two search terms for the Near operator.

Cause: The near operator requires two search terms to be specified. Fewer than two terms have been specified.

Action: Specify two search terms when using the near operator. The search will return results that have near with a high score.

WWS-30745. Too many search terms specified, you must enter two search terms for the Near operator.

Cause: The near operator requires two search terms to be specified. More than two terms have been specified.

Action: Specify two search terms when using the near operator. The search will return results that have near with a high score.

WWS-30748. Pending items cannot be unzipped. The item must first be approved.

Cause: Item is pending, cannot be unzipped.

Action: Unzip after the item is approved.

WWS-32006. You must enter at least one search term.

Cause: A search has been submitted that does not contain any valid search criteria. Either there have been no criteria specified or the criteria specified are not relevant to the type of results searched for. For example, only a category criteria has been specified and the search is for categories. However categories

do not themselves belong to categories and so the criteria is not valid and is ignored.

Action: Ensure that the search contains some valid search criteria.

WWS-32024. The file could be not filtered.

Cause: To offer the searching of file contents, Themes and Gist of a file and View as HTML the file must be filtered and converted to plain text. This is not always possible. Some document formats are not supported. This might also be caused by a problem with the setup and configuration of Oracle Text. For example, if Oracle Text indexes are dropped, autoquery portlet results are not immediately invalidated in OracleAS Web Cache. You may see this error if you click on a cached link.

Action: Verify that the document is in a format that is not supported by Oracle Text. Consult the Portal Configuration Guide for information about how to verify the Oracle Text functionality.

7.3 Syndication Channel Administration Error Messages

The following are syndication channel administration error messages.

Error Code: OSS-00190

Error Code: OSS-00191

Error Code: OSS-00192

Error Code: OSS-00195

Error Code: OSS-00198

Error Code: OSS-00199

Error Code: OSS-00200

Error Code: OSS-00201

Error Code: OSS-00204

Error Code: OSS-00205

Error Code: OSS-00209

Error Code: OSS-00190

Error getting a connection.

Cause: An error occurred when trying to get a connection to the infrastructure database.

Action: Check the infrastructure database status and restart the listener if needed.

Error Code: OSS-00191

Cannot find subscription with ID {0}.

Cause: The attempt to lookup a subscription with the specified ID in Syndication Services, failed.

Action: Check that the specified subscription has not been removed. See the **Oracle Enterprise Manager Syndication Services --> Subscription** page for information about subscription IDs. See *Oracle Application Server Syndication Services Developer's and Administrator's Guide* for more information.

Error Code: OSS-00192

Cannot find subscriber with ID {0}.

Cause: The attempt to lookup the Portal_Syndication subscriber with the specified ID in Syndication Services, failed.

Action: Check that the specified subscriber, Portal_Syndication, has not been removed. See the **Oracle Enterprise Manager Syndication Services --> Offer Management** page and specifically view or edit offer access for a content provider to see if the Portal_Syndication user is granted access as a subscriber to the content. See *Oracle Application Server Syndication Services Developer's and Administrator's Guide* for more information.

Error Code: OSS-00195

Error performing JNDI lookup of {0}.

Cause: The lookup on the DAV repository of the specified resource failed because the resource could not be found.

Action: Check that the specified resource is available. See the **Edit Channel Properties** page and check the name of the destination Portal page folder.

Error Code: OSS-00198

Error reading subscription report.

Cause: The requested report was not found in Syndication Services.

Action: Verify that the requested report is available.

Error Code: OSS-00199

Cannot pull content for channel {0} as previous update is still in progress.

Cause: A content delivery process previously started is still in process. A new delivery process cannot be started because the previous one has not yet completed.

Action: Wait until the previous delivery is completed and try again later to pull the content. Check the update log to see if the update is completed.

Error Code: OSS-00200

Inconsistent subscriber ID for channel {0}: expected {1} but current subscriber ID is {1}.

Cause: The specified Portal_Syndication subscriber is not the one associated to the current channel.

Action: Check that the mapping of the channel and the Portal_Syndication subscriber is consistent. Match the user identity from the Edit Defaults of the portlet with the owner (user) of the subscription as specified in **Oracle Enterprise Manager Syndication Services --> Offer Management** page. Specifically, view or edit offer access for a content provider to see if the Portal_Syndication user is granted access as a subscriber to the content.

Error Code: OSS-00201

Cannot find channel with name {0}.

Cause: The lookup of the channel, given the specified name, has failed.

Action: Check that the specified channel exists, or if it exists and still fails, delete it and recreate it.

Error Code: OSS-00204

Cannot access resource {0} from root {1}.

Cause: The specified DAV resource is not accessible from the specified DAV root context.

Action: Check the setting of the content destination folder. See the **Edit Channel Properties** page and check the name of the destination Portal page folder.

Error Code: OSS-00205

Cannot update the confirmed state for package {0} because the previous update is still in progress.

Cause: A content delivery process previously started is still in process. The application cannot save a new state because the previous delivery process keeps a lock on the subscription.

Action: Wait until the previous delivery is completed and try again later. Check the update log to see if the update is completed.

Error Code: OSS-00209

Cannot create the subscription as an exception occurred: {0}.

Cause: The specified Syndication Services internal exception occurred while creating a new subscription.

Action: The nested exception should give you more information about the Oracle Application Server Syndication Services error. Refer to Appendix A "Error Messages" in *Oracle Application Server Syndication Services Developer's and Administrator's Guide* for more information about the error message. Contact the administrator if the problem persists.

7.4 WebDAV Issues

The following sections provide information on the common problems encountered while using WebDAV clients to connect to OracleAS Portal.

[Error While Accessing a WebDAV Location](#)

[Multiple Authentication Requests](#)

[WebDAV Tables Need Repopulating](#)

[Misleading Error Messages in WebDAV Clients](#)

[Problem: OraDAV assumes a default Character Set used by the clients](#)

7.4.1 Error While Accessing a WebDAV Location

If you are using a Web Browser as the WebDAV client and you experience a **Forbidden Error** when accessing a WebDAV location, an error is written to the Web server error log that looks like this:

```
[Tue Jun  4 11:33:14 2002] [error] [client 144.25.248.140] Directory index forbidden by rule: /
```

You must ensure that *Options Indexes* exists in their `oradav.conf` file, as shown in the following example:

```
<Location /dav_portal/portal>
  DAV Oracle
  DAVDepthInfinity On
  DAVParam ORACONNECT dbhost:dbport:dbsid
  DAVParam ORAUSER portal_schema
  DAVParam ORAPASSWORD portal_schema_password
  DAVParam ORACONTAINERNAME OraclePortal
  DAVParam ORAPACKAGENAME portal_schema.wdav_api_driver
```



```
Options Indexes
</Location>
```

7.4.2 Multiple Authentication Requests

Due to the way some WebDAV clients behave, users might experience authentication requests multiple times. To avoid this, you can enable the *Cookies* option in the `oradav.conf` file. Its value is specified as the time in seconds before the cookie expires.

7.4.3 WebDAV Tables Need Repopulating

If the WebDAV tables in OracleAS Portal need repopulating (due to corruption), you can use the DAV Loader utility to repopulate them to the latest data available from OracleAS Portal. When corruption occurs, the following error appears in the Web server's error log file:

```
[Fri Sep 13 11:33:19 2002] [error] [client 130.35.64.171] OraDAV (b8790): Apache
OCI
Error -9999/6510 : ORA-06510: PL/SQL: unhandled user-defined exception
ORA-06512: at "PORTAL.WWPTH_API_PRIVATE", line 953
ORA-06510: PL/SQL: unhandled user-defined exception
ORA-06512: at "PORTAL.WWPTH_API_PRIVATE", line 1515
ORA-06510: PL/SQL: unhandled user-defined exception
ORA-06512: at "PORTAL.WWSBR_SITE_DB", line 801
ORA-01403: no data found
ORA-06512: at "PORTAL.WWPTH_API_PRIVATE", line 982
ORA-06512: at "PORTAL.WWDAV_INTERNAL", line 2154
```

You can run the DAV Loader utility by executing the following procedure from SQL*Plus:

```
set serveroutput on size 1000000
begin
  wwdav_loader.create_dav_content;
end;
```

This recreates the entire set of DAV data. To get more debugging information, you can also use:

```
set serveroutput on size 1000000
begin
  wwdav_loader.create_dav_content(
    p_debug_mode => true);
```

end;

Running the DAV Loader removes any temporary documents, and any locks on documents, from the DAV tables. Items submitted for approval will no longer appear in DAV until they are accepted or rejected.

7.4.4 Misleading Error Messages in WebDAV Clients

When attempting to perform delete or copy operations at the page group level in a WebDAV client, you may experience the following error message:

```
500 Internal Server Error
```

This is not a server error, but a forbidden operation, because you cannot perform write operations at the page group level.

When performing operations in Web Folders you may sometimes come across the following error message:

```
The current operation cannot be completed because some unexpected error has occurred
```

This may be because the information in Web Folders is out of sync with that in the portal itself. Try moving to the top level of the page group in Web Folders and refreshing. You may then be able to perform the operation that you were attempting. If this still doesn't work, take a look in the error log, which you will find in your personal page.

7.4.5 Problem: OraDAV assumes a default Character Set used by the clients

Cause: Some WebDAV clients send requests without specifying the character set in the content-type and XML headers. As a result, OraDAV assumes a default character set used by the clients.

Action: To work around this, the NLS_LANG environment must be set to match with that of the WebDAV client.

In the following example, the WebDAV client locale is **Shift-JIS**, and mod_oradav needs the NLS_LANG to be **AMERICAN_AMERICA.ja16shjis**. To set this:

1. Stop the HTTP Server listener.
2. Change the NLS_LANG environment variable by doing the following :
 - Open ORACLE_HOME/opmn/conf/opmn.xml .

- Look for the `<ias-component id="HTTP_server">` section.
- In this section, look for the `<process-set>` subsection, then add the following:

```
<environment>  
<variable id="NLS_LANG" value="AMERICAN_AMERICA.ja16shjis" />  
</environment>
```

3. Save the file.
4. Start the HTTP Server listener.

7.5 Unnumbered Error Messages

This section contains the following unnumbered error messages:

Error: The servlet produced the following error stack. *ERROR STACK'*

Problem: Unable to create Oracle Text indexes

Problem: The date is out of sync with the system clock

Error: The servlet produced the following error stack. *ERROR STACK'*

Cause: This error may occur for multiple reasons. The error stack should indicate what has caused the error. The problem may be a configuration error or it may be more critical.

Action: If the problem is not obvious from the stack then contact Customer Support for assistance.

Problem: Unable to create Oracle Text indexes

Cause: If you encounter any of the following errors while creating an Oracle Text index a problem creating Oracle Text indexes occurred:

- Cannot grant CTXAPP Role to portal.
- ERROR: Creating datastore procedures in CTXSYS.
- ERROR: Setting up Oracle Text data stores.
- An unexpected error has occurred (WWS-32100)

Action: Your system should meet all the requirements described in the *Oracle Application Server Portal Configuration Guide*. Oracle Text must be installed in the same Oracle Home as the database.

You must disable connection pooling from the Database Access Descriptor page.

See Also: *Oracle Application Server 10G mod_plsql User's Guide*

Choose one of the following options to resolve this issue:

- Access the database server and log on using the user name and password for the schema that owns the OracleAS Portal page group. For example, if the schema name is "SCOTT", log on with the user name "SCOTT" and the appropriate password.
- Start SQL*Plus and execute the `inctxgrn.sql` script. This script is located in `ORACLE_HOME\portal\admin\plsql\wvs`. Running this script creates the Oracle Text preferences required for OracleAS Portal.
- If you do not have access to the database server, but you do have a copy of the `sbrimtlx` script, you can connect to the database using SQL*Plus as the schema owner and run the following commands:

```
set serveroutput on size 10000
begin
  wwv_context_util.grantCtxRole(user);
end;
@@sbrimtlx
```

Replace `(user)` with the OracleAS Portal schema owner, for example, `portal`.

Problem: The date is out of sync with the system clock

Cause: This error may occur when the `sysdate` value in the database that contains the OracleAS Metadata Repository is incorrect.

Action: Check to make sure that the `sysdate` value in the database that contains the OracleAS Metadata Repository is incorrect. Refer to the Oracle9i database documentation for more information on how to do this.

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