

APPENDIX H: ORACLE ERROR MESSAGES, KYBERWIN ERROR MESSAGES, AND TRANSIENT ERROR MESSAGES WITHIN DTS

H.1 Oracle 8 Error Messages

Table H-1 is a partial list of Oracle 8 error messages that the user may confront when logging on to an Oracle database or running Oracle products. All messages displayed are prefixed by text that indicates which program issued the message. For example, the prefix “ORA” shows that the message was generated by the Oracle products. If the problems cannot be solved by the user, contact the local DTA.

Table H-1: Oracle 8 Error Messages

Oracle 8 Error Message	Cause	Action
ORA-01000: maximum open cursors exceeded	A host language program attempted to open many cursors. The initialization parameter OPEN_CURSORS determines the maximum number of cursors per user.	Contact DTA. DTA contact DTS Help Desk.
ORA-01013: user requested cancel of current operation	The user interrupted an Oracle operation by entering CTRL_C, Control-C, or another canceling operation. This forces the current operation to end. This is an informational message only.	Continue with the next operation.
ORA-01014: Oracle shutdown in progress	A user tried to logon to Oracle while an instance shutdown was in progress. Oracle logons are disabled while Oracle is being shut down.	Wait until Oracle is brought back up before attempting to logon. Contact DTA.
ORA-01017: invalid username/password; logon denied	An invalid username or password was entered in an attempt to logon to Oracle. The username and password must be the same as was specified in a GRANT CONNECT statement. If the username and password are entered together, the format is username/password	Contact DTA. DTA contact DTS Help Desk.

Table H-1: Oracle 8 Error Messages (Continued)

Oracle 8 Error Message	Cause	Action
ORA-01031: insufficient privileges	An attempt was made to change the current username or password without the appropriate privilege. This error also occurs if attempting to UPDATE a table with only SELECT privileges, if attempting to CONNECT INTERNAL, or in attempting to install a database without the necessary operating-system privileges.	Contact DTA. DTA contact DTS Help Desk.
ORA-01033: Oracle startup or shutdown in progress	An attempt was made to logon while Oracle is being started up or shut down.	Wait a few minutes. Then retry the operation. Contact DTA.
ORA-01037: maximum cursor memory exceeded	An attempt was made to process a complex SQL statement that consumed all available memory of the cursor	Contact DTA. DTA contact DTS Help Desk.
ORA-01075: currently logged on	An attempt was made to logon while already logged on.	No action required.
ORA-01076: multiple logons per process not yet supported	Oracle does not support multiple logons per process.	No action required.
ORA-01090: shutdown in progress—connection is not permitted	The SHUTDOWN command was used to shut down a running Oracle instance, disallowing any connects to Oracle.	Contact DTA.
ORA-01092: Oracle instance terminated. Disconnected forced	The instance connected to was terminated abnormally, probably due to a SHUTDOWN ABORT. The current process was forced to disconnect from the instance.	Contact the DTA to determine when the instance is restarted. Attempting to reconnect after the instance is running again.
ORA-01094: ALTER DATABASE CLOSE in progress. Connections not permitted	An attempt was made to connect while the database is being closed with the ALTER DATABASE CLOSE command	Attempt to connect again when the database is open. Contact the DTA to find out when the database will be open.
ORA-00028: your session has been killed	A privileged user killed the session and it is no longer logged on to the database	Contact the DTA. The database administrator may be attempting to perform an operation that requires users to be logged off. When the DTA announces that the database is available, logon and resume work.

Table H-1: Oracle 8 Error Messages (Continued)

Oracle 8 Error Message	Cause	Action
ORA-00034: cannot COMMIT or ROLLBACK in current PL/SQL session	An attempt was made to ROLLBACK from a PL/SQL object (procedure, function, package) in a session where COMMIT and ROLLBACK are disabled by an A	Contact DTA. DTA contact DTS Help Desk.
ORA-00100: no data found	An application made reference to unknown or inaccessible data.	Contact DTA. DTA contact DTS Help Desk.
ORA-01109: database not open	An attempt was made to perform an operation on an unopened database.	Contact DTA. DTA contact DTS Help Desk.
ORA-01129: user's default tablespace does not exist	A user's default or temporary tablespace was dropped.	Contact DTA. DTA contact DTS Help Desk.
ORA-00990: missing or invalid privilege	No privileges were specified in a GRANT privilege statement, or one of the specified privileges is invalid	Contact DTA. DTA contact DTS Help Desk.

H.2 KyberWIN Error Messages

H.2.1 Un-Numbered Errors

Error Text: *Secure Login Failed.* Check your username and password. Ensure that your Key Disk/Smart Card is inserted correctly.

Reason: KyberWIN was unable to access the user's private key and unlock it with the password entered by the user. This error is local to the workstation and has nothing to do with the user's connection to the DTS server. Typical causes include entry of an incorrect password (passwords are case sensitive) or the floppy disk containing the user's key file is not inserted in the drive.

User Response: Reenter the keyfile name and/or password, remembering that passwords are case sensitive. Check to make sure that the user's digital signature diskette is properly inserted into the floppy disk drive.

H.2.2 Numbered Errors

Note: All numbered errors produce the same error message text string:

“KyberWIN Authentication Error—errorNum (winsock error number)
An error occurred while authenticating this connection, connection will be terminated.”

Where *errorNum* corresponds to one of the KyberWIN/KyberPASS error numbers listed below and *winsock error number* corresponds to an error number reported by WINSOCK (the Windows Socket Layer protocol). The user should **record both** the KyberWIN/KyberPASS and WINSOCK error numbers and provide this information to his/her system administrator or help desk if the user actions suggested below do not resolve the problem.

A. Error Number: 2002, 2003

Reason: KyberWIN detected a communications failure just after it connected to the remote KyberPASS server. This usually occurs when a KyberPASS server, a firewall, or other device has refused services based on its access control rules (e.g., time of day, IP address, service requested, destination address requested, etc.).

User Response: Check with the security administrator about the user’s rights to access the server.

B. Error Number: 2004, 2005, 2060

Reason: KyberWIN detected a communications failure just after it has logged on the KyberPASS server and is expecting its permission package from KyberPASS. The connection has been refused by KyberPASS. This can occur if the user attempts to use an expired or revoked key, if KyberPASS is enforcing a CRL failure policy and no valid CRL is available, or if the connection has timed out waiting for the user to logon.

User Response: Try the connection and KyberWIN logon again. If the problem persists, check with the security administrator/local registration authority and/or the system administrator.

C. Error Number: 2006

Reason: KyberWIN could not send the logon package to KyberPASS. This is usually due to a dropped communications line.

User Response: Check the user’s communications link with KyberPASS—it may be necessary to redial the connection or make sure the LAN connection is sound, and then retry the connection to the KyberPASS server.

D. Error Number: 2007, 2008

Reason: A secure connection event has timed out—usually due to a faulty connection.

User Response: Check the communications link with KyberPASS—the user may have to redial the connection or make sure the LAN connection is sound, and then retry the connection to the KyberPASS server.

E. Error Number: 2012, 2013

Reason: KyberWIN is expecting a challenge from a known KyberPASS address and did not receive one.

User Response: The KyberWIN secure server table may have entries that point to addresses that are not KyberPASS addresses—refer to the KyberWIN Help feature for information on configuring the KyberWIN addresses. It is also possible that the KyberPASS server or the communications line to it is down—check with the system administrator.

F. Error Number: 2049

Reason: The single sign on mechanism was unable to access the user's key file.

User Response: If a floppy diskette or smart card is being used to store the key file, make sure it is properly installed in the drive/reader and try again.

G. Error Number: 2051, 2052

Reason: A communications error occurred during the normal operations. This is typically caused by a communications line failure or server failure.

User Response: Make sure the communications link is up and operating soundly. Check with the system administrator to make sure that the communications network and downstream servers are operating properly.

H. Error Number: 20591

Reason: Either KyberWIN has detected a bad KyberPASS server signature on the key exchange package that the KyberPASS server returns to KyberWIN during session setup, or the certificate used by the KyberPASS server to sign the package belongs to a different Certificate Authority as the user's certificate.

User Response: Verify that the correct digital signature diskette is being used, and then retry the connection. If the user continues to have problems, contact the system administrator as this could be an indication that the user is not connecting to the authentic DTS server.

H.3 Transient Error Messages

Table H-2: Transient Error Messages

Error Message	Explanation	User Actions
“Progress AppServer Network Protocol mismatch.”	Occurred during logon to DTS when network was slow or there was general network congestion.	Exit DTS AppLauncher, Re-open Launcher and Re-try logon.
a) “Connection failure for service_dts_LOAD_as_1 host wilma (5483)” b) “Application server connect failure (5468)”	Occurred when trying to logon to C/S.	Exit DTS AppLauncher; Re-launch and Re-try logon.
“Unique constraint (Fred____) violated.”	Occurred when user attempted to sign voucher.	Click OK to error msg.(s)
“Socket, ret=1054’. “ErrorNo=2.(778) OK,**”	Occurred when user logged on during a service shutdown or network failure.	Exit DTS AppLauncher, Re-launch and Re-try logon.
“Kyberwin Authentication Error 2060.”	Occurred when user leaves Logon Authentication window up too long.	Click OK, DTS will reload window, Re-input password and click OK.
“Error Reading Socket <778>”	Occurred when Opening documents in Telnet.	Re-launch DTS.
“Error Reading Socket, ret=10058, Erno=2. (778)” or “Error Reading Socket, ret=0, Erno=2. (778)” The traveler clicked OK and received another error message (no screen shot captured) and finally received a “Progress AppServer disconnect failure (5470) Error Message.	The socket error message indicates that a network communication problem occurred affecting the server that hosts the security software. The second message indicates that the application server has timed out because the connection to the security software host is no longer active.	The user will have to exit the application, making sure that the KyberWin session has exited. If the KyberWin application has not completely exited, there will be a KyberWin window box minimized on the Taskbar at the bottom of the Windows screen. Restore the KyberWin window and press Exit to terminate the application. The user can then relaunch DTS.
“**Could not connect to server for database travel, errno 10038 (1432) “Error Trying To Connect Into Client/Server”	Message may be caused by several factors, such as a faulty network connection on user’s PC, a temporary network problem, resulting in a timeout, etc.	The user should Exit DTS, Re-launch DTS and Re-try log on to DTS. If the problem persists, contact the Systems Administrator.

Table H-2: Transient Error Messages (Continued)

Error Message	Explanation	User Actions
<p>Database status message number 2624: “(database table name) in use by another user on tty? Wait or choose CANCEL to stop. (2624)” Note: (database table name) could be “voucher”, “budget”, or other table name.</p>	<p>Database record locks are used to prevent multiple users from changing the same record at the same time. Therefore, a user will get this message when a database table is locked by another user. The message will go away when the database record is released (i.e., when the other user finished the function that is locking the record).</p>	<p>The user can either wait for the message to go away (should be a short time period) or press CANCEL. Pressing CANCEL will cause the user’s current function to be “rolled back” so that incomplete database are not made. The user will be “rolled back” out of the application, as that was the safest way to assure that partial changes are not made, which would leave the data in an inconsistent, inaccurate condition.</p>
<p>HTML message “!----Generated by Web speed— http://www.webspeed.com/.”</p>	<p>User gets a blank web screen with the message displayed. The message indicates a network problem with the Web speed agent.</p>	<p>User should log off and log on again to re-establish connection.</p>
<p>“Web Speed”</p>	<p>Occurred in Web Reservations modules when using Lookup and Search buttons.</p>	<p>Wait for List to appear.</p>
<p>“Save as, with SPP, blank signing Status block.”</p>	<p>Occurred in Telnet when user tried to sign an Authorization that contained rescheduled SPPs. No status stamp choices in the status stamp pull down menu; inability to <Tab> past the menu.</p>	<p>Exit DTS, Re-Open document and sign it in C/S.</p>
<p>Half screen when closing reservation window screens, or expense screens [mode?]</p>	<p>Partial screens occurred in Telnet when closing out of Reservations window, entering Expenses window and signing an Authorization.</p>	<p>Save (if necessary) and Re-Open Authorization to confirm Save and Routing.</p>
<p>“Temporarily unavailable.”</p>	<p>Occurred while creating an Authorization in Web.</p>	<p>Exit, Re-launch and Re-try logon to DTS.</p>
<p>“Wait for – terminated <2910>”</p>	<p>Occurred in Telnet when attempting to Add Common Carrier segment.</p>	<p>Press Space Bar; Re-Open Authorization. If trip record not Saved, restart New Authorization. (Need to log back on or go to File menu?)</p>
<p>“Connected attribute widget does not exist”</p>	<p>Occurred when using Avail button in Search screen.</p>	<p>Cancel Search, re-Search, and Re-choose Avail button.</p>

Table H-2: Transient Error Messages (Continued)

Error Message	Explanation	User Actions
"220 Kyberwin Pass error" returned when request flight availability"	Occurred in Web in Reservation module Avail search.	Wait for data. If no results, cancel Add segment, Re-Add, re-choose Avail button.
"Error IO Exception – PNR not successful"	Occurred when signing Authorization in C/S; problem with document due to PNR error.	Click OK at error prompt, click OK at "Document not saved" prompt, Re-launch DTS.
"Connection failure for service host hodge transport TCP (5483)"	Occurred when user attempts to sign document. Progress error or application code fault.	Click OK and continue signing process.
"A column in this row being inserted or updated is too large (4212)."	Too much data has been entered into a field (last name, city, etc.) in the database.	Enter the data in the field again. If the problem persists, contact DTA to have the issue forwarded through DTS channels for resolution.
"Error in PNR Processing. Error returned no response from booking interface please try again. PNR processed has been cancelled."	Occurred when system is kept from creating version of the document that goes to the CTO.	Wait 5 minutes and try to resign. If this fails a second time, then call user's help desk.
"Query Return, no availability records"	Occurred when either there is a system problem (e.g. cannot connect to Sabre) or a situation where there is no data to be returned.	Wait 5 minutes and try again and/or ensure travel authorization has been properly submitted.
"This program has performed an illegal operation and will be shut down. If the problem persists, contact the program vendor."	Message sometimes appears before the DTS Main Application Launcher Window appears. It happens when the user's Computer Windows Display Properties, Appearance Tab, Active Title Bar Size Setting is greater than 19.	User should " Close " the Tmwin error message window. User must change the Display Properties settings in the Appearance Tab, Item field size for the Active Title Bar Size to 19 or less by selecting Start: Settings: Control Panel: Display . In the Display Properties window select Appearance Tab . In Item field select " Active Title Bar " from the drop-down list. In the Size Field change the setting to 18 . Click Apply, OK. Restart the computer. If the problem persists, contact the Systems Administrator.

Table H-2: Transient Error Messages (Continued)

Error Message	Explanation	User Actions
<p>“***/tmp/CHUI.sign.blob.8735 was not found”</p>	<p>DTS (Telnet) system does not allow the user to wait more than 60 seconds to enter the PIN (Password) when signing documents as there is a timeout specified in the signing process</p>	<p>The user must enter their password to sign a document within 60 seconds or else select “Cancel” and start the signing process over again. If the user selects OK after the error message appears, the document will not be signed.</p>
<p>Tmwin Error Message: “This program has performed an illegal operation and will be shut down. If the problem persists, contact the program vendor.”</p>	<p>Message sometimes appears before the DTS Main Application Launcher Window appears. It happens when the user’s Computer Windows Display Properties, Appearance Tab, Active Title Bar Size Setting is greater than 19.</p>	<p>User should “Close” the Tmwin error message window. User must change the Display Properties settings in the Appearance Tab, Item field size for the Active Title Bar Size to 19 or less by selecting Start: Settings: Control Panel: Display. In the Display Properties window select Appearance Tab. In Item field select “Active Title Bar” from the drop-down list. In the Size Field change the setting to 18. Click Apply, OK, Restart the computer. If the problem persists, contact the Systems Administrator.</p>
<p>Telnet Blob Message: “***/tmp/CHUI.sign.blob.8735 was not found”</p>	<p>DTS (Telnet) system does not allow the user to wait more than 60 seconds to enter the PIN (Password) when signing documents as there is a timeout specified in the signing process</p>	<p>The user must enter their password to sign a document within 60 seconds or else select “Cancel” and start the signing process over again. If the user selects OK after the error message appears, the document will not be signed.</p>

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