|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  | Chat with **My Oracle Support** |  |

[**3-30742577601**](https://support.oracle.com/epmos/faces/tabbedChat?_afrLoop=342173478439666&_afrWindowMode=0&_adf.ctrl-state=ku48ce1sh_119)

|  |  |
| --- | --- |
| A transcript of your chat with the engineer will be attached to the service request while it is open. For details, review the [Oracle Global Customer Support Security Practices](http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf). | End Chat |

[3-30742577601](https://support.oracle.com/epmos/faces/SrDetail?needSrDetailRefresh=true&srNumber=3-30742577601)

**22.2.1 - Error find in ORDS Installation**

**The Energy and Resources Institute**

***(9:48:48 am) Suresh entered the chat.***

(9:48:48 am) SureshI'm getting our conversation about 3-30742577601 ready; just a moment.

***(9:49:21 am) krishna kanhaya entered the chat.***

(9:49:29 am) krishna kanhayahello

(9:49:35 am) krishna kanhayagood morning

(9:50:59 am) krishna kanhayahello suresh ji

(9:53:50 am) krishna kanhayaactually we want install oracle apex and configure ords with tomcat ,i have installed successfully oracle apex but i getting error or i dont know how to configure ords with jdk and tomcat can you please guide me.

(10:04:07 am) Sureshwhat is the error?

(10:04:29 am) SureshDid you follow the document I mentioned?

(10:05:02 am) krishna kanhayai followed this but i dont understand

(10:05:30 am) Sureshwhich step you did not understand

(10:05:39 am) krishna kanhayacan you please guide me first jdk file and ords file path setup

(10:07:05 am) Sureshinstall the JDK 11 first

(10:07:19 am) krishna kanhayain program file

(10:07:39 am) krishna kanhayaby default jdk installed in program file

(10:08:04 am) Sureshdid you install or already installed JDK 11?

(10:08:12 am) krishna kanhayai have installed

(10:08:17 am) krishna kanhayajdk 11

(10:08:22 am) Sureshwhat is the complete path of that JDK 11

(10:08:47 am) krishna kanhayaC:\Program Files\Java\jdk-11.0.10

(10:09:05 am) Sureshok, now open command prompt and run java -version

(10:09:11 am) krishna kanhayaok

(10:09:13 am) Sureshwhat is the outcome?

(10:10:47 am) krishna kanhayaSQL> java -version  
SP2-0734: unknown command beginning "java -vers..." - rest of line ignored

(10:11:14 am) Sureshwhy are you running the command in SQL\*plus?

(10:11:46 am) krishna kanhayaC:\Windows\system32>java -version  
java version "11.0.10" 2021-01-19 LTS  
Java(TM) SE Runtime Environment 18.9 (build 11.0.10+8-LTS-162)  
Java HotSpot(TM) 64-Bit Server VM 18.9 (build 11.0.10+8-LTS-162, mixed mode)

(10:12:15 am) Sureshnow your JDK is good

(10:12:19 am) krishna kanhayaok

(10:12:24 am) Sureshwhat is the path of ORDS 22 you have unzipped

(10:12:43 am) krishna kanhayaC:\App\ords

(10:13:50 am) krishna kanhayawhere to put ords

(10:14:12 am) krishna kanhayajava path is :-C:\Program Files\Java\jdk-11.0.10

(10:14:28 am) SureshUse a command prompt with administrator privileges.  
  
SetX PATH "%PATH%;C:\App\ords\bin"  
SetX ORDS\_CONFIG "C:\App\ords\ORDS\_config"  
SetX ORDS\_LOGS "C:\App\ords\ords\_logs"

(10:14:52 am) Sureshand run above commands to set the variables

(10:16:01 am) krishna kanhayaSQL> SetX ORDS\_LOGS "C:\App\ords\ords\_logs"  
SP2-0734: unknown command beginning "SetX ORDS\_..." - rest of line ignored.

(10:16:40 am) krishna kanhayacommand prompt through error message

(10:17:31 am) SureshWhy are you again running the commands in SQL\*plus? Can you please read the instruction I provided

(10:18:10 am) krishna kanhayaok

(10:18:35 am) krishna kanhayabut you said that run this command Use a command prompt with administrator privileges.  
  
SetX PATH "%PATH%;C:\App\ords\bin"  
SetX ORDS\_CONFIG "C:\App\ords\ORDS\_config"  
SetX ORDS\_LOGS "C:\App\ords\ords\_logs"

(10:18:49 am) SureshIts windows command prompt and not SQL\*plus

(10:18:58 am) krishna kanhayaok

(10:19:55 am) krishna kanhayaC:\Windows\system32>SetX PATH "%PATH%;C:\App\ords\bin"  
  
SUCCESS: Specified value was saved.  
  
C:\Windows\system32>SetX ORDS\_CONFIG "C:\App\ords\ORDS\_config"  
  
SUCCESS: Specified value was saved.  
  
C:\Windows\system32>SetX ORDS\_LOGS "C:\App\ords\ords\_logs"  
  
SUCCESS: Specified value was saved.  
  
C:\Windows\system32>

(10:20:14 am) krishna kanhayais it correct

(10:21:45 am) SureshNow in the same Windows command pomrpt run below command

(10:21:46 am) Sureshords install --interactive --log-folder ORDS\_LOGS

(10:22:21 am) SureshUse the step 5 as a reference from ([NOTE 2874117.1](https://support.oracle.com/epmos/faces/DocumentDisplay?id=2874117.1)) to input the values as per your requirement

(10:22:33 am) krishna kanhayaords install --interactive --log-folder ORDS\_LOGS

(10:22:45 am) krishna kanhayaC:\Windows\system32>ords install --interactive --log-folder ORDS\_LOGS  
'ords' is not recognized as an internal or external command,  
operable program or batch file.

(10:23:05 am) SureshRun cd C:\App\ords\bin

(10:25:20 am) krishna kanhayaok

(10:25:35 am) krishna kanhayasuresh ji please be online few minute

(10:25:50 am) Sureshis it working now?

(10:26:15 am) krishna kanhayayes

(10:28:17 am) krishna kanhayaEnter a number to select the type of installation  
[1] Install or upgrade ORDS in the database only  
[2] Create or update a database pool and install/upgrade ORDS in the database  
[3] Create or update a database pool only  
Choose [2]: 2  
Enter a number to select the database connection type to use  
[1] Basic (host name, port, service name)  
[2] TNS (TNS alias, TNS directory)  
[3] Custom database URL  
Choose [1]: 1  
Enter the database host name [localhost]: 172.16.0.203  
Enter the database listen port [1521]:  
Enter the database service name [orcl]:  
Provide database user name with administrator privileges.  
Enter the administrator username: sys  
Enter the database password for SYS AS SYSDBA:  
Connecting to database user: SYS AS SYSDBA url: jdbc:oracle:thin:@//172.16.0.203:1521/orcl  
2022-09-29T04:57:51.388Z WARNING Failed to connect to user: SYS AS SYSDBA url: jdbc:oracle:thin:@//172.16.0.203:1521/orcl  
Listener refused the connection with the following error:  
ORA-12514, TNS:listener does not currently know of service requested in connect descriptor  
(CONNECTION\_ID=Umhu7RI0Rnmmbcs8PJbOHA==)  
java.sql.SQLRecoverableException: Listener refused the connection with the following error:  
ORA-12514, TNS:listener does not currently know of service requested in connect descriptor  
(CONNECTION\_ID=Umhu7RI0Rnmmbcs8PJbOHA==)

(10:28:59 am) krishna kanhayaits not connected from database listener

(10:29:32 am) Sureshis orcl your DB service name?

(10:30:11 am) Sureshare you a DBA or Developer?

(10:30:46 am) krishna kanhayadeveloper

(10:31:21 am) Sureshcontact your DBA and get the correct database connection details

(10:31:27 am) krishna kanhayamy db service name is APEXDB

(10:32:09 am) Sureshthen use that APEXDB

(10:32:15 am) krishna kanhayaok

(10:36:59 am) krishna kanhayaplease be online for few minute

(10:37:03 am) krishna kanhayait working

(10:38:10 am) Sureshok

(10:38:23 am) Sureshis your apex working?

(10:41:01 am) krishna kanhayalast moment this error is getting

(10:41:04 am) krishna kanhayaEnter the APEX static resources location: C:\App\apex\_20.1\apex\images  
The setting named: db.connectionType was set to: basic in configuration: default  
The setting named: db.hostname was set to: 172.16.0.203 in configuration: default  
The setting named: db.port was set to: 1521 in configuration: default  
The setting named: db.servicename was set to: APEXDB in configuration: default  
The setting named: plsql.gateway.mode was set to: proxied in configuration: default  
The setting named: db.username was set to: ORDS\_PUBLIC\_USER in configuration: default  
The setting named: db.password was set to: \*\*\*\*\*\* in configuration: default  
The setting named: feature.sdw was set to: true in configuration: default  
The global setting named: database.api.enabled was set to: true  
The setting named: restEnabledSql.active was set to: true in configuration: default  
The setting named: security.requestValidationFunction was set to: wwv\_flow\_epg\_include\_modules.authorize in configuration: default  
The global setting named: standalone.http.port was set to: 8080  
The global setting named: standalone.static.path was set to: /C:/App/apex\_20.1/apex/images/  
The global setting named: standalone.static.context.path was set to: /i  
The global setting named: standalone.context.path was set to: /ords  
The global setting named: standalone.doc.root was set to: C:\App\ords\ORDS\_config\global\doc\_root  
2022-09-29T05:08:43.451Z INFO Installing Oracle REST Data Services version 22.2.1.r2021302 in NON\_CDB  
2022-09-29T05:08:44.669Z INFO ... Verified database prerequisites  
2022-09-29T05:08:45.060Z INFO ... Created Oracle REST Data Services proxy user  
2022-09-29T05:08:45.685Z INFO ... Created Oracle REST Data Services schema  
2022-09-29T05:08:46.263Z INFO ... Granted privileges to Oracle REST Data Services  
2022-09-29T05:08:50.685Z INFO ... Created Oracle REST Data Services database objects  
2022-09-29T05:08:59.935Z INFO Completed installation for Oracle REST Data Services version 22.2.1.r2021302. Elapsed time: 00:00:16.453  
  
2022-09-29T05:08:59.982Z INFO Completed configuring PL/SQL gateway user for Oracle REST Data Services version 22.2.1.r2021302. Elapsed time: 00:00:00.47  
  
2022-09-29T05:08:59.982Z INFO Log file written to c:\App\ords\bin\ORDS\_LOG\ords\_install\_2022-09-29\_050843\_32816.log  
2022-09-29T05:09:00.107Z INFO HTTP and HTTP/2 cleartext listening on host: 0.0.0.0 port: 8080  
2022-09-29T05:09:00.123Z INFO Disabling document root because the specified folder does not exist: C:\App\ords\ORDS\_config\global\doc\_root  
2022-09-29T05:09:02.513Z INFO Configuration properties for: |default|lo|  
db.servicename=APEXDB  
standalone.context.path=/ords  
db.hostname=172.16.0.203  
db.password=\*\*\*\*\*\*  
conf.use.wallet=true  
security.requestValidationFunction=wwv\_flow\_epg\_include\_modules.authorize  
standalone.static.context.path=/i  
database.api.enabled=true  
db.username=ORDS\_PUBLIC\_USER  
standalone.http.port=8080  
standalone.static.path=/C:/App/apex\_20.1/apex/images/  
restEnabledSql.active=true  
resource.templates.enabled=false  
plsql.gateway.mode=proxied  
db.port=1521  
feature.sdw=true  
config.required=true  
db.connectionType=basic  
standalone.doc.root=C:\App\ords\ORDS\_config\global\doc\_root  
  
2022-09-29T05:09:02.513Z WARNING \*\*\* jdbc.MaxLimit in configuration |default|lo| is using a value of 10, this setting may not be sized adequately for a production environment \*\*\*  
2022-09-29T05:09:02.513Z WARNING \*\*\* jdbc.InitialLimit in configuration |default|lo| is using a value of 3, this setting may not be sized adequately for a production environment \*\*\*  
2022-09-29T05:09:11.498Z INFO Oracle REST Data Services initialized  
Oracle REST Data Services version : 22.2.1.r2021302  
Oracle REST Data Services server info: jetty/9.4.48.v20220622  
Oracle REST Data Services java info: Java HotSpot(TM) 64-Bit Server VM 11.0.10+8-LTS-162  
  
2022-09-29T05:09:11.529Z INFO Destroyed pool : |default|lo|-2022-09-29T05-09-02.451252500Z  
2022-09-29T05:09:11.545Z SEVERE Could not start Standalone Mode because the listen port: 8080 is already in use by another process. Check if another instance of ords is already running

(10:41:42 am) Suresherror is clear there is another process used in 8080 port

(10:42:22 am) krishna kanhayathen can we use another port

(10:42:58 am) krishna kanhaya8080 is not in use another process

(10:43:27 am) krishna kanhayacan we use another port

(10:43:32 am) krishna kanhayahello

(10:46:55 am) krishna kanhayaplease help i am not a dba and also dba person is not available in my organization

(10:47:28 am) krishna kanhayaso please help for some minute its pleasure for my team

(10:49:10 am) krishna kanhayacan we use another port for this ords configuration

(10:49:47 am) Sureshyes you can use another port

(10:50:37 am) krishna kanhayathen how can i define it

(10:50:54 am) krishna kanhayahello

(10:51:53 am) Sureshhold on, I am still there

(10:52:12 am) SureshDon't keep saying hello

(10:52:54 am) krishna kanhayaok

(10:53:16 am) krishna kanhayabut hello is not a bad word

(10:54:01 am) SureshDo you find a file called settings.xml in C:\App\ords\global\

(10:54:27 am) krishna kanhayai check

(10:55:39 am) krishna kanhayayes i found it

(10:55:43 am) krishna kanhaya<?xml version="1.0" encoding="UTF-8"?>  
<!DOCTYPE properties SYSTEM "http://java.sun.com/dtd/properties.dtd">  
<properties>  
<comment>Saved on Thu Sep 29 05:08:43 UTC 2022</comment>  
<entry key="database.api.enabled">true</entry>  
<entry key="standalone.context.path">/ords</entry>  
<entry key="standalone.doc.root">C:\App\ords\ORDS\_config\global\doc\_root</entry>  
<entry key="standalone.http.port">8080</entry>  
<entry key="standalone.static.context.path">/i</entry>  
<entry key="standalone.static.path">/C:/App/apex\_20.1/apex/images/</entry>  
</properties>

(10:56:14 am) Sureshtake a backup of settings.xml file and change the port under <entry key="standalone.http.port">8080</entry> which you need

(10:57:12 am) SureshRun below command in the same command prompt to start ORDS in standalone mode

(10:57:20 am) Sureshords serve

(10:57:36 am) krishna kanhayawhich port no should i enter

(10:58:16 am) Sureshyou said you need to change the port, so choose the port which is free in your applications

(10:59:03 am) Sureshmay be 8081 or 8082 or 8083. ....... but you need to ensure the port is not blocked by your firewall

(10:59:11 am) krishna kanhayaok

(11:08:16 am) krishna kanhaya  
2022-09-29T05:33:40.404Z WARNING \*\*\* jdbc.MaxLimit in configuration |default|lo| is using a value of 10, this setting may not be sized adequately for a production environment \*\*\*  
2022-09-29T05:33:40.404Z WARNING \*\*\* jdbc.InitialLimit in configuration |default|lo| is using a value of 3, this setting may not be sized adequately for a production environment \*\*\*  
2022-09-29T05:33:50.029Z INFO Oracle REST Data Services initialized  
Oracle REST Data Services version : 22.2.1.r2021302  
Oracle REST Data Services server info: jetty/9.4.48.v20220622  
Oracle REST Data Services java info: Java HotSpot(TM) 64-Bit Server VM 11.0.10+8-LTS-162

(11:08:55 am) krishna kanhayanow stuck here

(11:09:23 am) krishna kanhayado not show any error message but stuck here

(11:09:59 am) SureshWhat is stuck? 2022-09-29T05:33:50.029Z INFO Oracle REST Data Services initialized --> This means ORDS service is started

(11:11:46 am) Sureshrun http://<;server>:<port>/ords and see if your apex login page is opened.

(11:13:12 am) krishna kanhaya503 Service Unavailable  
2022-09-29T05:43:01.854968500Z | lQ\_GAbOU3uQcbCOlgyD50A |  
  
ORDS was unable to make a connection to the database. This can occur if the database is unavailable, the maximum number of sessions has been reached or the pool is not correctly configured. The connection pool named: |default|lo| had the following error(s): ORA-28000: The account is locked.

(11:15:21 am) SureshHave you installed APEX in APEXDB?

(11:15:35 am) krishna kanhayayes

(11:16:14 am) krishna kanhayathis is apex path:-C:\App\apex\_20.1

(11:16:35 am) krishna kanhayaand this is database path:C:\App\DB\_HOME\WINDOWS.X64\_193000\_db\_home

(11:17:12 am) Sureshcan you update complete output after you run ords serve command

(11:17:54 am) krishna kanhayaORDS: Release 22.2 Production on Thu Sep 29 05:32:54 2022  
  
Copyright (c) 2010, 2022, Oracle.  
  
Configuration:  
/C:/App/ords/ORDS\_config/  
  
Oracle REST Data Services - Interactive Install  
  
Enter a number to select the type of installation  
[1] Install or upgrade ORDS in the database only  
[2] Create or update a database pool and install/upgrade ORDS in the database  
[3] Create or update a database pool only  
Choose [1]: 2  
Enter a number to select the database pool to update, or create an additional database pool.  
The selected (or created) database pool will be used to install or upgrade ORDS in the database.  
[1] default jdbc:oracle:thin:@//172.16.0.203:1521/APEXDB  
[2] Create an additional database pool  
Choose [1]: 1  
Enter a number to select the database connection type to use  
[1] Basic (host name, port, service name)  
[2] TNS (TNS alias, TNS directory)  
[3] Custom database URL  
Choose [1]: 1  
Enter the database host name [172.16.0.203]:  
Enter the database listen port [1521]:  
Enter the database service name [APEXDB]:  
Provide database user name with administrator privileges.  
Enter the administrator username: sys  
Enter the database password for SYS AS SYSDBA:  
Connecting to database user: SYS AS SYSDBA url: jdbc:oracle:thin:@//172.16.0.203:1521/APEXDB  
  
Retrieving information.  
Connecting to database user: ORDS\_PUBLIC\_USER url: jdbc:oracle:thin:@//172.16.0.203:1521/APEXDB  
Enter a number to select additional feature(s) to enable:  
[1] Database Actions (Enables all features)  
[2] REST Enabled SQL and Database API  
[3] REST Enabled SQL  
[4] Database API  
[5] None  
Choose [1]: 1  
Enter a number to configure and start ORDS in standalone mode  
[1] Configure and start ORDS in standalone mode  
[2] Skip  
Choose [1]: 1  
Enter a number to use HTTP or HTTPS protocol  
[1] HTTP  
[2] HTTPS  
Choose [1]: 1  
Enter the HTTP port [8081]:  
Enter the APEX static resources location [/C:/App/apex\_20.1/apex/images/]:  
2022-09-29T05:33:37.794Z INFO Oracle REST Data Services schema version 22.2.1.r2021302 is installed.  
2022-09-29T05:33:37.935Z INFO HTTP and HTTP/2 cleartext listening on host: 0.0.0.0 port: 8081  
2022-09-29T05:33:37.966Z INFO Disabling document root because the specified folder does not exist: C:\App\ords\ORDS\_config\global\doc\_root  
2022-09-29T05:33:40.404Z INFO Configuration properties for: |default|lo|  
db.servicename=APEXDB  
standalone.context.path=/ords  
db.hostname=172.16.0.203  
db.password=\*\*\*\*\*\*  
conf.use.wallet=true  
security.requestValidationFunction=wwv\_flow\_epg\_include\_modules.authorize  
standalone.static.context.path=/i  
database.api.enabled=true  
db.username=ORDS\_PUBLIC\_USER  
standalone.http.port=8081  
standalone.static.path=/C:/App/apex\_20.1/apex/images/  
restEnabledSql.active=true  
resource.templates.enabled=false  
plsql.gateway.mode=proxied  
db.port=1521  
feature.sdw=true  
config.required=true  
db.connectionType=basic  
standalone.doc.root=C:\App\ords\ORDS\_config\global\doc\_root  
  
2022-09-29T05:33:40.404Z WARNING \*\*\* jdbc.MaxLimit in configuration |default|lo| is using a value of 10, this setting may not be sized adequately for a production environment \*\*\*  
2022-09-29T05:33:40.404Z WARNING \*\*\* jdbc.InitialLimit in configuration |default|lo| is using a value of 3, this setting may not be sized adequately for a production environment \*\*\*  
2022-09-29T05:33:50.029Z INFO Oracle REST Data Services initialized  
Oracle REST Data Services version : 22.2.1.r2021302  
Oracle REST Data Services server info: jetty/9.4.48.v20220622  
Oracle REST Data Services java info: Java HotSpot(TM) 64-Bit Server VM 11.0.10+8-LTS-162  
  
2022-09-29T05:43:02.090Z WARNING :::got unchecked exception from user-defined connection labeling callback  
2022-09-29T05:43:02.150Z SEVERE <lQ\_GAbOU3uQcbCOlgyD50A> GET 172.16.0.203 /ords/ 503 ORDS was unable to make a connection to the database. This can occur if the database is unavailable, the maximum number of sessions has been reached or the pool is not correctly configured. The connection pool named: |default|lo| had the following error(s): ORA-28000: The account is locked.  
  
ServiceUnavailableException [statusCode=503, logLevel=SEVERE, reasons=[ORDS was unable to make a connection to the database. This can occur if the database is unavailable, the maximum number of sessions has been reached or the pool is not correctly configured. The connection pool named: |default|lo| had the following error(s): ORA-28000: The account is locked.  
]]  
at oracle.dbtools.http.errors.ServletResponseExceptionMapper.mapError(ServletResponseExceptionMapper.java:48)  
at oracle.dbtools.http.errors.ErrorLogger.log(ErrorLogger.java:26)  
at oracle.dbtools.http.errors.ErrorPageFilter.doFilter(ErrorPageFilter.java:106)  
at oracle.dbtools.http.filters.HttpFilter.doFilter(HttpFilter.java:47)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.http.secure.ForceHttpsFilter.doFilter(ForceHttpsFilter.java:74)  
at oracle.dbtools.http.filters.HttpFilter.doFilter(HttpFilter.java:47)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.http.auth.ForceAuthFilter.doFilter(ForceAuthFilter.java:44)  
at oracle.dbtools.http.filters.HttpFilter.doFilter(HttpFilter.java:47)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.http.filters.Filters.filter(Filters.java:67)  
at oracle.dbtools.http.entrypoint.EntryPoint.service(EntryPoint.java:70)  
at oracle.dbtools.http.entrypoint.EntryPointServlet.service(EntryPointServlet.java:125)  
at oracle.dbtools.entrypoint.WebApplicationRequestEntryPoint.service(WebApplicationRequestEntryPoint.java:50)  
at javax.servlet.http.HttpServlet.service(HttpServlet.java:790)  
at org.eclipse.jetty.servlet.ServletHolder.handle(ServletHolder.java:799)  
at org.eclipse.jetty.servlet.ServletHandler.doHandle(ServletHandler.java:554)  
at org.eclipse.jetty.server.handler.ScopedHandler.nextHandle(ScopedHandler.java:233)  
at org.eclipse.jetty.server.session.SessionHandler.doHandle(SessionHandler.java:1624)  
at org.eclipse.jetty.server.handler.ScopedHandler.nextHandle(ScopedHandler.java:233)  
at org.eclipse.jetty.server.handler.ContextHandler.doHandle(ContextHandler.java:1440)  
at org.eclipse.jetty.server.handler.ScopedHandler.nextScope(ScopedHandler.java:188)  
at org.eclipse.jetty.servlet.ServletHandler.doScope(ServletHandler.java:505)  
at org.eclipse.jetty.server.session.SessionHandler.doScope(SessionHandler.java:1594)  
at org.eclipse.jetty.server.handler.ScopedHandler.nextScope(ScopedHandler.java:186)  
at org.eclipse.jetty.server.handler.ContextHandler.doScope(ContextHandler.java:1355)  
at org.eclipse.jetty.server.handler.ScopedHandler.handle(ScopedHandler.java:141)  
at org.eclipse.jetty.server.handler.ContextHandlerCollection.handle(ContextHandlerCollection.java:234)  
at org.eclipse.jetty.server.handler.HandlerCollection.handle(HandlerCollection.java:146)  
at org.eclipse.jetty.server.handler.StatisticsHandler.handle(StatisticsHandler.java:181)  
at org.eclipse.jetty.server.handler.HandlerWrapper.handle(HandlerWrapper.java:127)  
at org.eclipse.jetty.server.Server.handle(Server.java:516)  
at org.eclipse.jetty.server.HttpChannel.lambda$handle$1(HttpChannel.java:487)  
at org.eclipse.jetty.server.HttpChannel.dispatch(HttpChannel.java:732)  
at org.eclipse.jetty.server.HttpChannel.handle(HttpChannel.java:479)  
at org.eclipse.jetty.server.HttpConnection.onFillable(HttpConnection.java:277)  
at org.eclipse.jetty.io.AbstractConnection$ReadCallback.succeeded(AbstractConnection.java:311)  
at org.eclipse.jetty.io.FillInterest.fillable(FillInterest.java:105)  
at org.eclipse.jetty.io.ChannelEndPoint$1.run(ChannelEndPoint.java:104)  
at org.eclipse.jetty.util.thread.QueuedThreadPool.runJob(QueuedThreadPool.java:883)  
at org.eclipse.jetty.util.thread.QueuedThreadPool$Runner.run(QueuedThreadPool.java:1034)  
at java.base/java.lang.Thread.run(Thread.java:834)  
Caused by: oracle.dbtools.url.mapping.TargetNotAvailableException: ORDS was unable to make a connection to the database. This can occur if the database is unavailable, the maximum number of sessions has been reached or the pool is not correctly configured. The connection pool named: |default|lo| had the following error(s): ORA-28000: The account is locked.  
  
at oracle.dbtools.url.mapping.db.PoolInjector.inject(PoolInjector.java:65)  
at oracle.dbtools.url.mapping.db.PoolInjector.inject(PoolInjector.java:49)  
at oracle.dbtools.url.mapping.db.DatabaseURLMappingBase.injectPLSQLGatewayConnection(DatabaseURLMappingBase.java:929)  
at oracle.dbtools.url.mapping.db.DatabaseURLMappingBase.addServices(DatabaseURLMappingBase.java:392)  
at oracle.dbtools.jdbc.pools.JDBCPoolURLMapping.addServices(JDBCPoolURLMapping.java:99)  
at oracle.dbtools.url.mapping.URLMappingBase.doFilter(URLMappingBase.java:75)  
at oracle.dbtools.url.mapping.db.DatabaseTenantMapping.dispatchSelf(DatabaseTenantMapping.java:212)  
at oracle.dbtools.url.mapping.db.DatabaseTenantMappingBase.doFilter(DatabaseTenantMappingBase.java:51)  
at oracle.dbtools.url.mapping.tenant.TenantMappingDispatcher.dispatch(TenantMappingDispatcher.java:56)  
at oracle.dbtools.jdbc.pools.local.DefaultLocalTenantMapping.dispatchSelf(DefaultLocalTenantMapping.java:102)  
at oracle.dbtools.url.mapping.db.DatabaseTenantMappingBase.doFilter(DatabaseTenantMappingBase.java:51)  
at oracle.dbtools.jdbc.pools.local.DefaultLocalTenantMapping.doFilter(DefaultLocalTenantMapping.java:71)  
at oracle.dbtools.url.mapping.tenant.TenantMappingDispatcher.dispatch(TenantMappingDispatcher.java:56)  
at oracle.dbtools.url.mapping.tenant.TenantMappingFilter.doFilter(TenantMappingFilter.java:75)  
at oracle.dbtools.http.filters.HttpFilter.doFilter(HttpFilter.java:47)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.http.forwarding.ForwardingFailedFilter.doFilter(ForwardingFailedFilter.java:41)  
at oracle.dbtools.http.filters.HttpFilter.doFilter(HttpFilter.java:47)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.http.auth.external.ExternalSessionFilter.doFilter(ExternalSessionFilter.java:59)  
at oracle.dbtools.http.filters.HttpFilter.doFilter(HttpFilter.java:47)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.apex.support.auth.ApexSessionQueryRewriteFilter.doFilter(ApexSessionQueryRewriteFilter.java:58)  
at oracle.dbtools.http.filters.HttpFilter.doFilter(HttpFilter.java:47)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.http.cors.CORSResponseFilter.doFilter(CORSResponseFilter.java:90)  
at oracle.dbtools.http.filters.HttpResponseFilter.doFilter(HttpResponseFilter.java:45)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.http.filters.AbsoluteLocationFilter.doFilter(AbsoluteLocationFilter.java:65)  
at oracle.dbtools.http.filters.HttpResponseFilter.doFilter(HttpResponseFilter.java:45)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.http.auth.external.ExternalAccessValidationFilter.doFilter(ExternalAccessValidationFilter.java:59)  
at oracle.dbtools.http.filters.HttpFilter.doFilter(HttpFilter.java:47)  
at oracle.dbtools.http.filters.FilterChainImpl.doFilter(FilterChainImpl.java:64)  
at oracle.dbtools.http.errors.ErrorPageFilter.doFilter(ErrorPageFilter.java:87)  
... 40 more  
Caused by: oracle.dbtools.common.jdbc.ConnectionPoolConfigurationException: ORDS was unable to make a connection to the database. This can occur if the database is unavailable, the maximum number of sessions has been reached or the pool is not correctly configured. The connection pool named: |default|lo| had the following error(s): ORA-28000: The account is locked.  
  
at oracle.dbtools.common.jdbc.ConnectionPoolExceptions.from(ConnectionPoolExceptions.java:47)  
at oracle.dbtools.common.jdbc.ConnectionPoolExceptions.from(ConnectionPoolExceptions.java:54)  
at oracle.dbtools.common.jdbc.DataSourceConnection.getPooledConnection(DataSourceConnection.java:227)  
at oracle.dbtools.common.jdbc.DataSourceConnection.getPooledConnection(DataSourceConnection.java:186)  
at oracle.dbtools.common.jdbc.DataSourceConnection.getDefaultConnection(DataSourceConnection.java:144)  
at oracle.dbtools.common.jdbc.DataSourceConnection.getConnection(DataSourceConnection.java:58)  
at oracle.dbtools.jdbc.pools.JDBCSchemaTarget.getConnection(JDBCSchemaTarget.java:81)  
at oracle.dbtools.common.config.db.SchemaConnectionFactoryBase.inject(SchemaConnectionFactoryBase.java:70)  
at oracle.dbtools.url.mapping.db.PoolInjector.inject(PoolInjector.java:59)  
... 74 more  
Caused by: oracle.dbtools.common.ucp.ConnectionLabelingException: Error occurred when attempting to configure url: jdbc:oracle:thin:@//172.16.0.203:1521/APEXDB with labels: {oracle.dbtools.jdbc.label.cleanup=RECYCLE, oracle.dbtools.jdbc.label.schema=APEX\_PUBLIC\_USER}  
at oracle.dbtools.common.ucp.LabelingCallback.handle(LabelingCallback.java:192)  
at oracle.dbtools.common.ucp.LabelingCallback.proxyToSchema(LabelingCallback.java:355)  
at oracle.dbtools.common.ucp.LabelingCallback.configure(LabelingCallback.java:78)  
at oracle.ucp.common.UniversalConnectionPoolImpl.borrowConnectionAndValidateHelper(UniversalConnectionPoolImpl.java:258)  
at oracle.ucp.common.UniversalConnectionPoolImpl.borrowConnectionAndValidate(UniversalConnectionPoolImpl.java:166)  
at oracle.ucp.common.UniversalConnectionPoolImpl.borrowConnection(UniversalConnectionPoolImpl.java:139)  
at oracle.ucp.jdbc.JDBCConnectionPool.borrowConnection(JDBCConnectionPool.java:185)  
at oracle.ucp.jdbc.oracle.OracleJDBCConnectionPool.borrowConnection(OracleJDBCConnectionPool.java:611)  
at oracle.ucp.jdbc.oracle.OracleConnectionConnectionPool.borrowConnection(OracleConnectionConnectionPool.java:119)  
at oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1880)  
at oracle.ucp.jdbc.PoolDataSourceImpl$3.build(PoolDataSourceImpl.java:4050)  
at oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1823)  
at oracle.dbtools.common.ucp.PoolDataSourceDelegate.getConnection(PoolDataSourceDelegate.java:109)  
at oracle.dbtools.common.config.db.RefreshablePoolDataSource.getConnection(RefreshablePoolDataSource.java:109)  
at oracle.dbtools.common.ucp.PoolDataSourceDelegate.getConnection(PoolDataSourceDelegate.java:109)  
at oracle.dbtools.common.ucp.PoolDataSourceDelegate.getConnection(PoolDataSourceDelegate.java:109)  
at oracle.dbtools.common.ucp.PoolDataSourceDelegate.getConnection(PoolDataSourceDelegate.java:96)  
at oracle.dbtools.common.jdbc.DataSourceConnection.getPooledConnection(DataSourceConnection.java:210)  
... 80 more  
Caused by: java.sql.SQLException: ORA-28000: The account is locked.  
  
at oracle.jdbc.driver.T4CTTIoer11.processError(T4CTTIoer11.java:630)  
at oracle.jdbc.driver.T4CTTIoer11.processError(T4CTTIoer11.java:559)  
at oracle.jdbc.driver.T4CTTIoer11.processError(T4CTTIoer11.java:554)  
at oracle.jdbc.driver.T4CTTIfun.processError(T4CTTIfun.java:1377)  
at oracle.jdbc.driver.T4CTTIoauthenticate.processError(T4CTTIoauthenticate.java:782)  
at oracle.jdbc.driver.T4CTTIfun.receive(T4CTTIfun.java:772)  
at oracle.jdbc.driver.T4CTTIfun.doRPC(T4CTTIfun.java:299)  
at oracle.jdbc.driver.T4CTTIoauthenticate.doOAUTH(T4CTTIoauthenticate.java:450)  
at oracle.jdbc.driver.T4CTTIoauthenticate.doOAUTH(T4CTTIoauthenticate.java:2101)  
at oracle.jdbc.driver.T4CConnection.doProxySession(T4CConnection.java:3660)  
at oracle.jdbc.driver.PhysicalConnection.openProxySession(PhysicalConnection.java:3302)  
at oracle.ucp.jdbc.proxy.oracle$1ucp$1jdbc$1proxy$1oracle$1ConnectionProxy$2oracle$1jdbc$1internal$1OracleConnection$$$Proxy.openProxySession(Unknown Source)  
at oracle.dbtools.common.ucp.LabelingCallback$ProxySchemaTask.call(LabelingCallback.java:434)  
at oracle.dbtools.common.ucp.LabelingCallback$ProxySchemaTask.call(LabelingCallback.java:422)  
at oracle.dbtools.common.concurrent.RetryStrategy.execute(RetryStrategy.java:46)  
at oracle.dbtools.common.ucp.LabelingCallback.proxyToSchema(LabelingCallback.java:342)  
... 96 more

(11:19:24 am) SureshDid you configure APEX\_PUBLIC\_USER account?

(11:19:33 am) Suresh<https://docs.oracle.com/en/database/oracle/application-express/20.1/htmig/downloading-installing-Oracle-AE.html#GUID-0619448A-56FB-43E1-A479-C45EC5002E4B>

(11:19:38 am) Suresh5.4.4 Configuring the APEX\_PUBLIC\_USER Account

(11:21:34 am) krishna kanhayaSQL> ALTER USER APEX\_PUBLIC\_USER IDENTIFIED BY new\_password  
2 ;  
  
User altered.

(11:21:45 am) krishna kanhayasorry

(11:21:52 am) krishna kanhayajust a minute

(11:23:21 am) krishna kanhaya  
SQL> ALTER USER APEX\_PUBLIC\_USER ACCOUNT UNLOCK  
2 ;  
  
User altered.

(11:23:43 am) krishna kanhayaconfiguration has been completed

(11:24:58 am) krishna kanhayaapex will run without apache tomact

(11:25:47 am) Sureshwhat you are running is a standalone mode or ORDS/APEX

(11:26:09 am) krishna kanhayastandalone mode

(11:26:54 am) Sureshif you want to run ORDS from Apache you can follow <https://docs.oracle.com/en/database/oracle/oracle-rest-data-services/22.2/ordig/deploying-and-monitoring-oracle-rest-data-services.html#GUID-3F2AE730-69D0-4A64-A13A-76745B7467CD>

(11:27:00 am) Suresh5.1.3 Apache Tomcat

(11:27:29 am) SureshEnsure you use a different port for apache for ORDS and not the port defined in standalone mode

(11:28:24 am) krishna kanhayacurrently how to solve this error

(11:28:40 am) krishna kanhayaapache tomcat configure later

(11:28:49 am) Sureshwhat error?

(11:29:06 am) krishna kanhayaCaused by: oracle.dbtools.common.jdbc.ConnectionPoolConfigurationException: ORDS was unable to make a connection to the database. This can occur if the database is unavailable, the maximum number of sessions has been reached or the pool is not correctly configured. The connection pool named: |default|lo| had the following error(s): ORA-28000: The account is locked.

(11:30:45 am) Suresh11:23:43 am krishna kanhaya  
configuration has been completed  
11:24:58 am krishna kanhaya  
apex will run without apache tomact

(11:30:56 am) Sureshyou mentioned above? what does it mean?

(11:36:34 am) krishna kanhayameaning is that configuration is done but the error is coming, don't you tell it to solve what to do now. First of all, you are very aggressive person. You are not talking in a normal way. Keep speaking straight forward. I said, I am new, please help me a little, so you are forwarding the link, you are catching my every word.

(11:38:03 am) krishna kanhayawe want migrate oracle form 6i to oracle apex so we want install oracle apex configure ords etc . our organisation have not any dba person

(11:41:28 am) Sureshcan you explain where was I aggressive? And what is normal way of speaking?

(11:43:15 am) SureshWe have a well written document for every steps and you do not want to go through the document and wan't us to feed every step

(11:44:42 am) Sureshafter unlocking APEX\_PUBLIC\_USER did you restart ords?

(11:44:56 am) krishna kanhayai am going from doc also .

(11:44:58 am) krishna kanhayano

(11:45:13 am) Sureshrestart ords

(11:45:54 am) krishna kanhayaok

(11:45:54 am) Sureshwhat is your phone #?

(11:46:18 am) krishna kanhaya9971241563

(11:46:29 am) krishna kanhayai m working on it .

(11:49:09 am) krishna kanhayaperhaps our network is not proper your sound is not coming

(11:49:17 am) krishna kanhayacan you provide your phone no.

(11:56:13 am) SureshAs I spoke to you over call, I could not understand what you are try to say. So we continue over chat

(11:56:53 am) krishna kanhayaok

(11:58:33 am) Sureshrestart ORDS and let me know the outocme

(12:03:47 pm) krishna kanhayaMaybe I must have had a problem understanding you. We are all doing the same work and are in the same profession. All the people of Oracle I have spoken to till date are humble and helpful .I have started ORDS again whatever output comes, I will tell you

(12:08:24 pm) Sureshwill wait for the output

(12:08:33 pm) krishna kanhaya:)

(12:23:48 pm) SureshI am still waiting for the output

(12:29:44 pm) krishna kanhayaCan you tell any shortcut to start ords . Because it is difficult to start with command again and again. Apex login has just started and is running fine.

(12:32:01 pm) SureshThere is no short cut, Standalone can only be started using ords.exe from command prompt

(12:33:07 pm) SureshOnce you have completed all the configurations for ords/apex. You can deploy ords in Apache for easier maintenance.

(12:36:35 pm) krishna kanhayasuresh ji can you guide me how can i configure tomcat in ords

(12:38:43 pm) Sureshyou need to follow "5.1.3 Apache Tomcat" from <https://docs.oracle.com/en/database/oracle/oracle-rest-data-services/22.2/ordig/deploying-and-monitoring-oracle-rest-data-services.html#GUID-3F2AE730-69D0-4A64-A13A-76745B7467CD>

(12:39:54 pm) SureshThe steps are only to deploy ORDS in apache, and not install and configure Apache.

(12:40:34 pm) krishna kanhayaok

|  |  |
| --- | --- |
| Chat input | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Copyright (c) 2022, Oracle. All rights reserved. | https://support.oracle.com/epmos/adf/images/t.gif |  | [Legal Notices and Terms of Use](https://www.oracle.com/support/mosterms.html) |  | [Privacy Statement](http://www.oracle.com/us/legal/privacy/index.html) | |