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DC-LM-2009

PERTAINS TO

EBS

ISSUE DESCRIPTION

Error Encountered

Unfortunately, something has gone wrong.

We're unable to fulfill your request. Rest assured we have been notified and are looking into the issue. Try again later.

Reason: A System error has occurred. Please contact system Admin

Reference Code: EIK-LM-2009

User not found in eik-error.log

2024-12-03T11:06:35.753-0500 ERROR [https-jsse-nio-8443-exec-9] [com.likeminds.ebsauth.exception.EikExceptionResolver] Request Origination 172.17.89.23  
2024-12-03T11:06:35.753-0500 ERROR [https-jsse-nio-8443-exec-9] [com.likeminds.ebsauth.exception.EikExceptionResolver] SQL Exception Occurred verification of Role for EIK User

DIAGNOSIS

Root cause:

User was not found in the FND\_USER table or user was connecting to wrong DB instance (accessing the wrong url)

SOLUTION

User to be added to the FND\_USER table or User need to connect to the correct DB instance (access the correct url)

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[EIKsupport LMC](#)

Created on Thu, 5 Dec 2024 at 12:04 PM

LOCATION

Category

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SEARCH ENGINE OPTIMISATION

TITLE FOR SEARCH ENGINE

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DESCRIPTION FOR SEARCH ENGINE

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ANALYTICS

VERSIONS (4)

v.4

Current draft

9 Dec 2024, 7:02 AM

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v.3

Draft

5 Dec 2024, 12:25 PM

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v.2

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