



Doc ID 1001.5 - EBS SSO Failure due to modified EIK APPS User Credentials

PERTAINS TO

- EBS Integration Kit - v2.1
- Oracle E-Business Suite - v12.1.3
- Oracle EBS Database - 12.1.0.1

ISSUE DESCRIPTION

Single Sign-On to EBS fails entirely after routine EBS maintenance activities. SQL connection errors are displayed on the browser (EIK-LM-2003)

ErrorMessage - *ERROR [SystemErr] Caused by: oracle.ucp.UniversalConnectionPoolException: Cannot get Connection from Datasource: java.sql.SQLException: ORA-01017: invalid username/password; logon denied*

Failed SQL connections between the EBS Integration Kit & Oracle EBS Database:

```
at java.lang.Thread.run(Unknown Source) [7:1.8.0_291]
2021-06-28 04:16:08,422 ERROR [com.lukeminds.ebsauth.exception.EIKExceptionResolver] Unable to obtain sql Connection
2021-06-28 04:16:08,424 WARN [com.lukeminds.ebsauth.exception.EIKExceptionResolver] EIP exception: EIK_SQL_CONNECTION_ERROR
2021-06-28 04:16:27,729 tid:XWdyYu-tMPF-IXLtsalw-zfMA INFO [com.pingidentity.pt.adapters.composite.CompositeAdapter] 1 calling
lookUpAuthn on adapterId=AREXOYHML
2021-06-28 04:16:30,782 INFO [com.lukeminds.ebsauth.service.AuthService] Logged in user [EIK]@LMC
2021-06-28 04:16:30,782 INFO [com.lukeminds.ebsauth.controller.AuthnController] The Authenticated User is s=msalukeminds
2021-06-28 04:16:30,782 INFO [com.lukeminds.ebsauth.datasource.DataSourceManager] Entering getConnection
2021-06-28 04:16:30,782 INFO [com.lukeminds.ebsauth.datasource.DataSourceManager] Available connections after checkout: 0
2021-06-28 04:16:32,000 ERROR [SystemErr] java.sql.SQLException: Exception occurred while getting connection:
oracle.ucp.UniversalConnectionPoolException: Cannot get Connection from Datasource: java.sql.SQLException: ORA-01017: invalid username/password; logon denied
2021-06-28 04:16:32,000 ERROR [SystemErr]
```

DIAGNOSIS

- The APPS password of the DB user account created for the EIK was changed due to routine security maintenance activities.
- The change was not communicated to the EIK support team resulting in a loss of DB connectivity between the EIK application and the EBS database due to the EIK not being able to authenticate itself successfully.
- The subsequently failed SQL queries caused the SSO Failure.

SOLUTION

The EIK's DBCX file needs to be regenerated to reflect the APPS Password changes in the DB parameters.

The file should replace the existing defective .dbcx file in the EBSAuth Directory of all nodes (If a cluster is deployed) and the PingFederate services should be restarted for the EIK to use the updated .DBCX values

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SEARCH ENGINE OPTIMISATION

TITLE FOR SEARCH ENGINE

EBS SSO Failure: Changed EIK APPS User Credentials

DESCRIPTION FOR SEARCH ENGINE

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ANALYTICS

VERSIONS (6)

✓ **v.6** Published (Live)
5 Oct 2021, 6:20 AM
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1 Jul 2021, 11:23 AM
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