

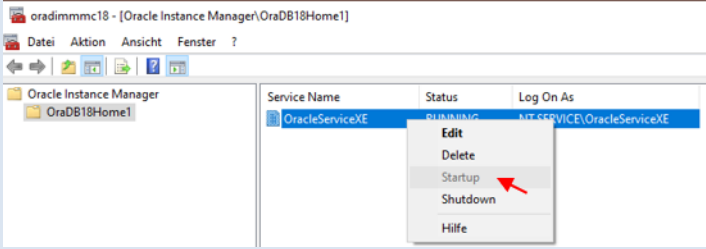
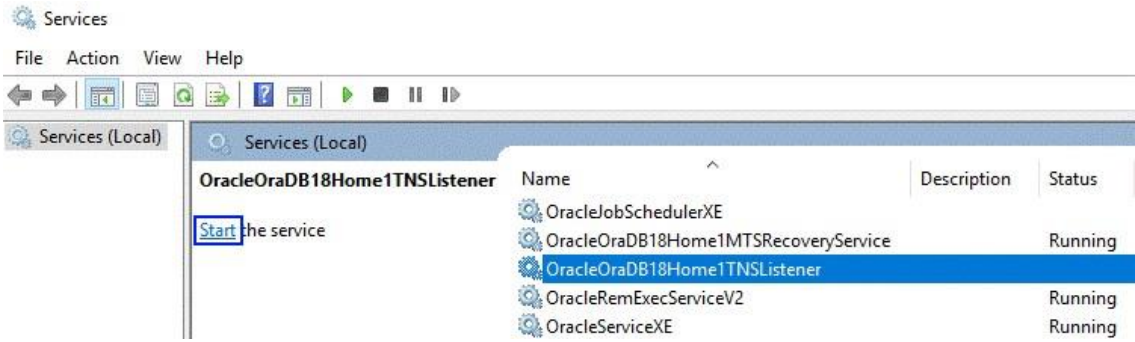
Met/DQ™ Database Connection Error – Troubleshooting Guide

Perform the following steps if a database connection between Met/DQ and Oracle cannot be established. If you are not successful, remote support is required. For this please contact support@biocrates.com.

Oracle Version 11

Step	Instructions
1	Restart the Oracle computer. If Oracle and Met/DQ are installed on different computers, add and allow the port 1521 in the firewall settings of the Oracle computer. See also Met/DQ manual section 2.2.
2	Go to Start > Programs > Oracle Database and click on Start Database .
3	Go to Start > Programs > Oracle Database and click on Run SQL Command Line and enter: <i>connect metkit/metkit</i> → If that fails, continue with step 4. → If that works, restart Met/DQ. If the connection still fails, continue with step 7.
4	Find the file import_metkit.bat in the directory Met/DQ and Oracle > Installation Files on the USB stick. Execute the file by right-click "Run As Administrator". Enter the password as defined during Oracle installation.
5	Repeat step 3. → If that fails, continue with step 6. → If that works, restart Met/DQ. If the connection still fails, continue with step 7.
6	Go to Start > Programs > Oracle Database and click on Run SQL Command Line and enter (assuming that 1234 is the password as defined during Oracle installation): <i>connect system/1234</i> → If that fails, perform steps 7+8. → If that works, restart Met/DQ.
7	If the name of the Oracle computer has changed, open the Setup Database Connection window of Met/DQ (manual section 2.2) and change the Host name accordingly.
8	Change the host name in the following files accordingly: C:\oracle\app\oracle\product\11.2.0\server\network\ADMIN\listener.ora C:\oracle\app\oracle\product\11.2.0\server\network\ADMIN\tnsnames.ora You can open and edit the .ora files with the editor or by right-click and select "Edit with Notepad". Then click "Save" and restart your computer. Afterwards restart Met/DQ.

Oracle Version 18

Step	Instructions
1	Restart the Oracle computer. If Oracle and MetIDQ are installed on different computers, add and allow the port 1521 in the firewall settings of the Oracle computer. See also MetIDQ manual section 2.2.
2	<p>Go to Start (⊞) > Oracle and open Oracle Instant Manager. Select Startup by right-click as shown in the screenshot:</p>  <p>The screenshot shows the Oracle Instant Manager window for instance OraDB18Home1. The 'OracleServiceXE' service is selected, and a context menu is open with the 'Startup' option highlighted by a red arrow.</p>
3	<p>Go to Start (⊞), enter Services and press Enter on your keyboard to open the services. Select OracleOraDB18Home1TNSListener and click on Start the service.</p>  <p>The screenshot shows the Windows Services console. The 'OracleOraDB18Home1TNSListener' service is selected, and the 'Start' button is highlighted with a blue box. A tooltip for the 'Start' button is visible, showing the text 'Start the service'.</p> <p>➔ Restart MetIDQ. If the connection still fails, continue with step 4.</p>
4	<p>Go to Start (⊞), enter SQL Plus and press Enter on your keyboard to open the SQL Plus command line. Enter:</p> <p>User name: metkit Password: metkit</p> <p>➔ If that fails, continue with step 5. ➔ If that works, restart MetIDQ. If the connection still fails, continue with step 8.</p>
5	Find the file import_metkit.bat in the directory MetIDQ and Oracle > Installation Files on the USB stick. Execute the file by right-click "Run As Administrator". Enter the password as defined during Oracle installation.
6	<p>Repeat step 4.</p> <p>➔ If that fails, continue with step 7. ➔ If that works, restart MetIDQ. If the connection still fails, continue with step 8.</p>
7	<p>Go to Start (⊞), enter SQL Plus and press Enter on your keyboard. In the command line enter (assuming that 1234 is the password as defined during Oracle installation):</p> <p>User name: system Password: 1234</p> <p>➔ If that fails, perform steps 8+9. ➔ If that works, restart MetIDQ.</p>

8	If the name of the Oracle computer has changed, open the Setup Database Connection window of MetIDQ (manual section 2.2) and change the Host name accordingly.
9	<p>Change the host name in the following files accordingly: C:\app\user\product\18.0.0\dbhomeXE\network\admin\listener.ora C:\app\user\product\18.0.0\dbhomeXE\network\admin\tnsnames.ora</p> <p>You can open and edit the .ora files with the editor or by right- click and select "Edit with Notepad". Then click "Save" and restart your computer. Afterwards restart MetIDQ.</p>