

Knowledge Base Article #ETMD644, Rev B

SQL*Loader Error When Running Directory Import Wizard

Versions Affected

ETM[®] System v4.1 and later.

Symptom

When using the Import Wizard in the Directory Manager to import Listings into an Import Set, you may see the following error:

```
SQL*Loader-704: Internal error: ulconnect: OCIServerAttach  
[0]  
ORA-12154: TNS:could not resolve service name
```

Description

This error occurs if the **tnsnames.ora** file located on the ETM Server does not specify the database SID correctly. The ETM Server requires the database entry in the **tnsnames.ora** file to follow a specific format in order to read it correctly, as shown below. (The italicized items in bold text represent the values specific to your system; **1521** is the default port assignment.) This information must match the database reference values (DatabaseURL field) in the **twms.properties** file that is located in the ETM Server installation directory.

```
<DATABASE_SID>_<DATABASE_HOST_IP_ADDRESS> =  
  (DESCRIPTION =  
    (ADDRESS_LIST =  
      (ADDRESS = (PROTOCOL = TCP)(HOST = <DATABASE_HOST_IP_ADDRESS>)(PORT =  
1521))  
    )  
    (CONNECT_DATA = (SID = <DATABASE_SID>)(SERVER = DEDICATED))
```

(Note: An example is shown in **Solution** on the next page.)

Solution

Edit the **tnsnames.ora** file to correctly specify the database SID.

To edit the tnsnames.ora file

1. Open the **tnsnames.ora** file in a text editor. The file is located by default in the directory **ORACLE_HOME\network\admin**.
2. Edit the text as needed, then save the file. Below is an example of a correctly formatted entry:

```
ETM_10.1.1.1 =  
  (DESCRIPTION =  
    (ADDRESS_LIST =  
      (ADDRESS = (PROTOCOL = TCP)(HOST = 10.1.1.1)(PORT = 1521))  
    )  
    (CONNECT_DATA = (SID = ETM)(SERVER = DEDICATED))  
  )
```

(Note: The entry in the file must be formatted exactly as shown above.)

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