

# ORA-01013 errors in System Administration or during DataExchange script execution

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## Symptom

You may encounter ORA-01013 errors in the following situations where Oracle is the database used by the OnGuard system:

- When you add or edit hardware, cardholders, etc. in System Administration, and then click [OK] to save the change. The error message is displayed with the following information:

Error logging user transaction to database.

ORA-01013: user requested cancel of current operation

- When a DataExchange script is being executed. The error is written to the file **LenelError.log** containing information similar to the following:

Internal logic error.: An Error has occurred while fetching source data (1025200159192). : ORA-01013: user requested cancel of current operation

## Resolution

To resolve the error, complete the following steps:

1) If you are using a 32-bit version of Microsoft Windows, start the ODBC Data Source Administrator:

- Click the Start button.
- Select **Run**.
- Type odbcad32 in the **Open:** field.
- Click [OK].

2) (Optional) If you are using a 64-bit version of Microsoft Windows, start the ODBC Data Source Administrator:

- Click the Start button.
- Select **Run**.
- Type %SystemDrive%\Windows\SysWOW64\odbcad32.exe in the **Open:** field.
- Click [OK].

3) Locate the correct DSN, and then click [Configure].

4) In the Oracle ODBC Driver Configuration window, deselect the **Enable Query Timeout** setting.

5) Click [OK] to save the change.

6) Repeat steps 1 - 5 on each computer where OnGuard is installed, including the application server

and all clients.

You should no longer receive the errors referenced in this article.

## Applies To

OnGuard (All versions)

Oracle 10g or later

## Additional Information

None