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 arer 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