



Users get error when saving Oracle iBots. How to resolve it?

Problem:

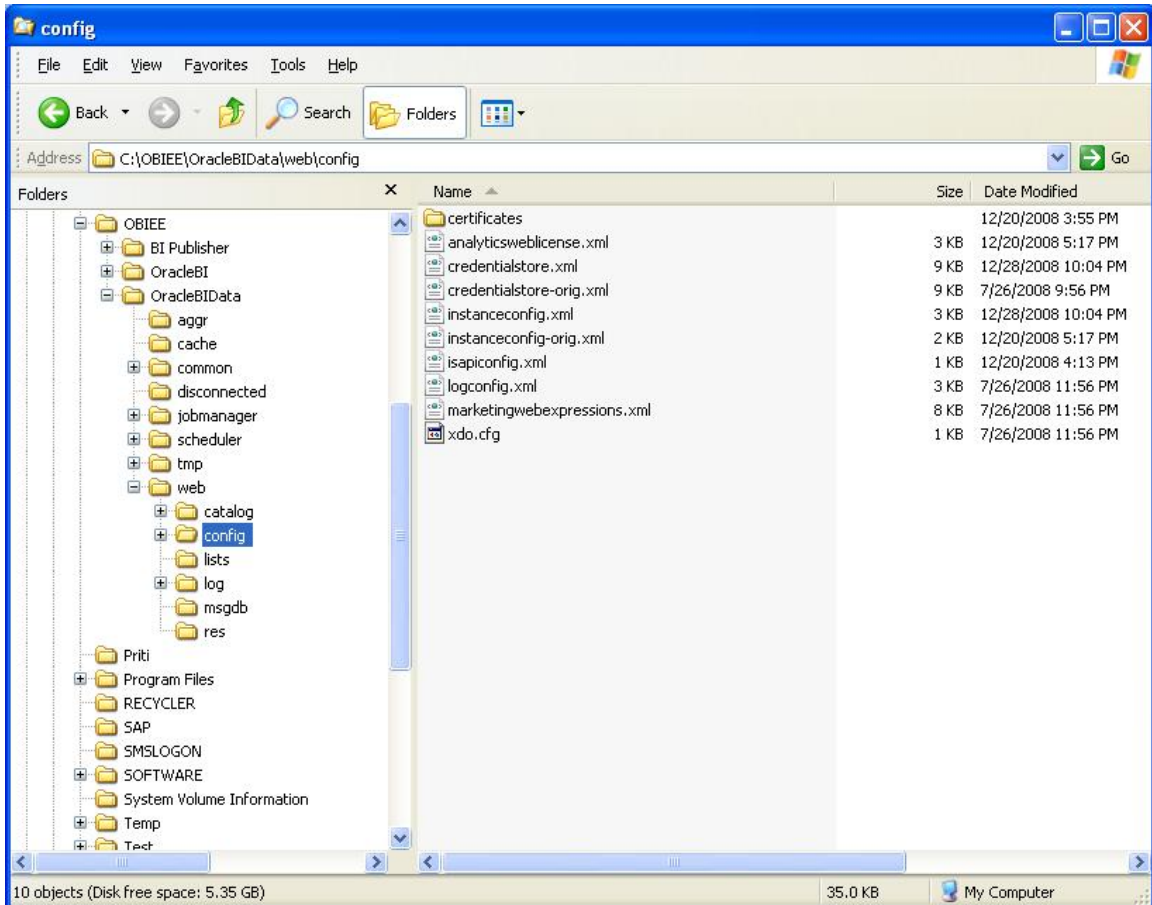
Users create their iBots from Oracle BI, but are unable to save them. Save operation fails with following error:

*You are unable to save iBots. Saving iBots save fails with following error
Oracle BI Scheduler Error: [nQSError: 68019] Authentication Failed. Error Details
Error Codes: GYFPI8RN*

Solution:

Run the cryptotools utility that will update credentialstore.xml file. You also need to update instanceconfig.xml file. These xml files are located under OracleBIData\web\config folder.

Take a backup of these two xml files before making changed.

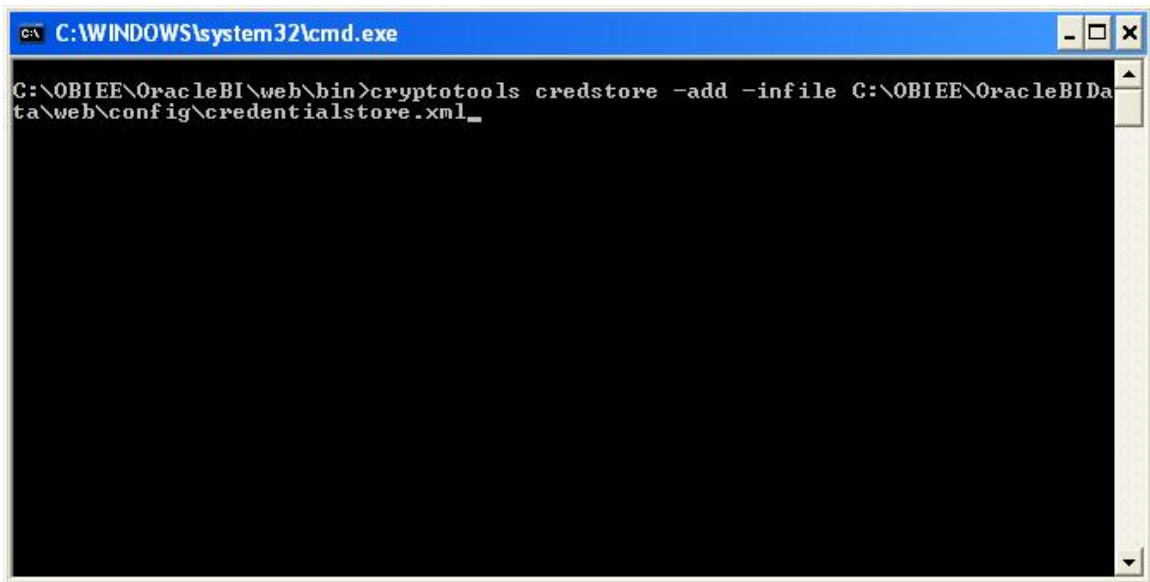




Run cryptotools

Cryptotools utility is located under OracleBI\web\bin folder. Launch MS Command Prompt. Go to OracleBI\web\bin folder. Type following command and hit return

```
cryptotools credstore -add -infile  
C:\OBIEE\OracleBIData\web\config\credentialstore.xml
```



```
C:\WINDOWS\system32\cmd.exe  
C:\OBIEE\OracleBI\web\bin>cryptotools credstore -add -infile C:\OBIEE\OracleBIData\web\config\credentialstore.xml_
```

Enter Admin as Credential Alias
Enter Oracle BI' Administrator as User Name
Enter Administrator's password
Encrypt the password



```
C:\WINDOWS\system32\cmd.exe
C:\OBIEE\OracleBI\web\bin>cryptotools credstore -add -infile C:\OBIEE\OracleBI\Da
ta\web\config\credentialstore.xml
>Credential Alias: Admin
>Credential "Admin" already exists. Do you want to overwrite it? y/n (y): y
>Username: Administrator
>Password: *****
>Do you want to encrypt the password? y/n (y): y
>Passphrase for encryption: ***
>Do you want to write the passphrase to the xml? y/n (n): n
>File "C:\OBIEE\OracleBI\data\web\config\credentialstore.xml" exists. Do you want
to overwrite it? y/n (y): y

C:\OBIEE\OracleBI\web\bin>
```

Update instanceconfig.xml file

Instanceconfig.xml file is located under OracleBIData\web\config folder.

Open it in an editor like notepad.

Add following line of code

```
<CredentialStore>
  <CredentialStorage type="file"
path="C:\OBIEE\OracleBIData\web\config\credentialstore.xml" />
</CredentialStore>
```

Save file.

Stop and Start Oracle BI Services

Launch services (go to Start > Control Panel > Administrative Tools > Services)

Select Oracle BI Services and restart them

Services will start.