

# Knowledge Base Article

**Product Group:** Software

**Product:** CMSW7700 - @ptitude Monitoring Suite

**Version:** 5.0 and above

## Abstract

This article explains how to change the default password expiration date and user password when the error 'ORA-28002' is encountered.

## Overview

The error message "ORA-28002: The password will expire within X day(s)" is a warning that the user account is about to expire. The password must be changed or else the database administrator (DBA) must be notified.

In Oracle 11g, the default expiration date has changed from UNLIMITED to 180 days (if the default profile is being used).

The expiration date for the password can be changed. Login to SQLPlus using the following credentials:

User Name: sys

Password: skf [default password, or password for the 'sys' account]

Connect: [database name as sysdba]

Use the following code to alter the password expiration date:

```
ALTER PROFILE DEFAULT LIMIT PASSWORD_LIFE_TIME
UNLIMITED;
```

Use the ALTER function to reset the user password, as shown in the example below.

```
ALTER USER skfuser1 IDENTIFIED BY cm;
```

This procedure will update the password expiration date, so the user will not encounter the error message again.

Apply the above procedure to all database accounts (i.e. skfuserts1, skfuser2, skfuser3, etc.).

**Note:** The Transaction Server must be stopped prior to applying the above procedure to the Transaction Server account (i.e. skfuserts1). Once the procedure is complete, the Transaction Server must be restarted.

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For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at [TSG-Americas@skf.com](mailto:TSG-Americas@skf.com).

