

# Elevate CIW *tnsnames* File to CIWQA: Step-by-Step Guide

## Adding CIWQA to Your *tnsnames.ora* File

**Important!** You need administrator privileges on your computer to complete this task.

## Locating *tnsnames.ora*

Find the ***tnsnames.ora*** file on your computer. The file generally resides in the following location, however your campus CIW administrator may save the file in a different location.

1. Open your **Start Menu**:

Windows 7x:

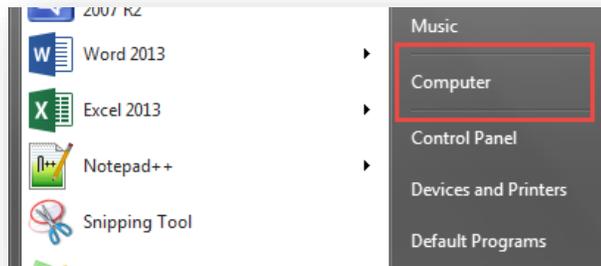


Windows 8.x:

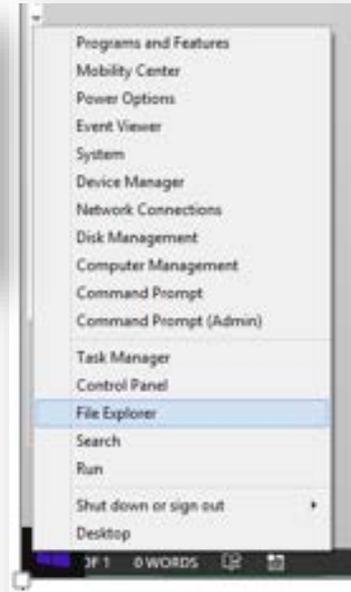


2. Navigate to the C drive under **Computer** or **File Explorer**:

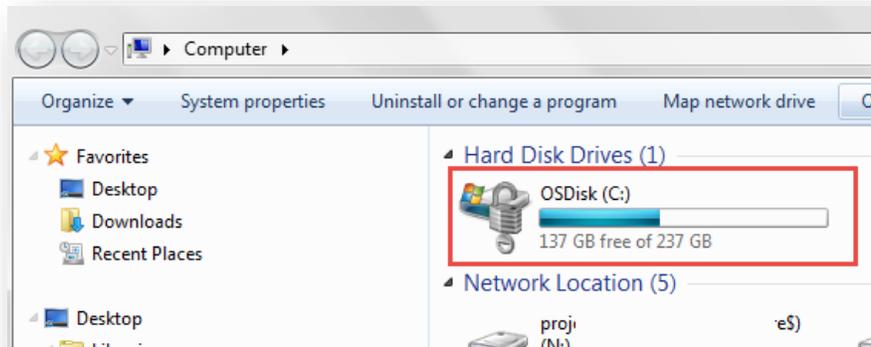
Windows 7x:



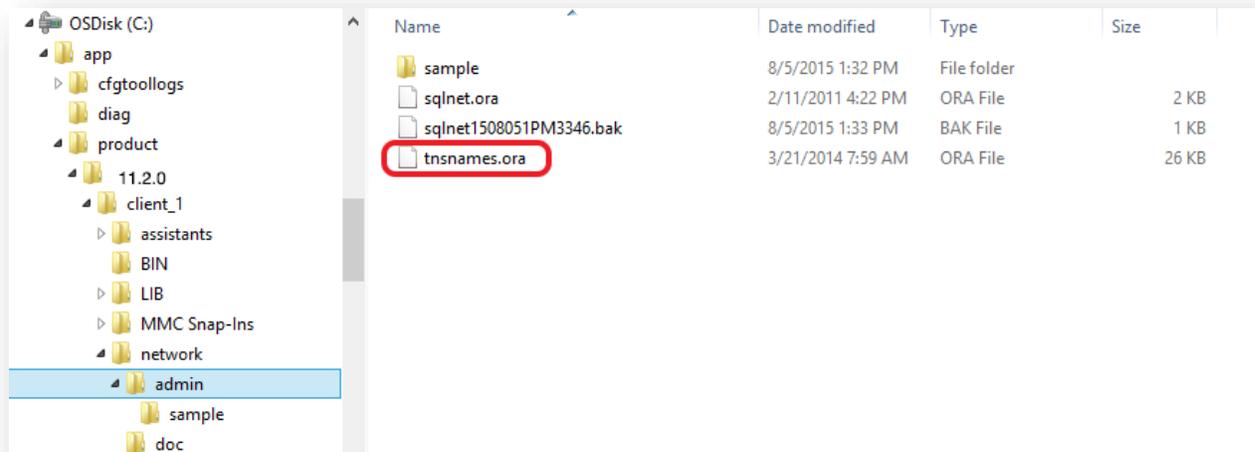
Windows 8.x:



3. Select your **C drive**:



4. Navigate to **C:\app\XXXXX\product\11.2.0\client\_1\NETWORK\ADMIN** and locate the *tnsnames.ora* entry



**Important!** If you can't find the file contact the administrator who installed your Oracle client for help.

## Add data source in tnsnames.ora

1. **Create a backup** of *tnsnames.ora* using **Copy** (Ctrl+C) and **Paste** (Ctrl+V) commands.

Name	Date modified	Type	Size
sample	8/29/2015 3:29 AM	File folder	
sqlnet.ora	2/11/2011 4:22 PM	ORA File	2 KB
tnsnames - Copy.ora	8/20/2015 5:52 PM	ORA File	33 KB
tnsnames.ora	8/20/2015 5:52 PM	ORA File	33 KB

**Important!** You may be asked to provide administrator permission to make this copy.

2. Log into <https://content.cu.edu/irm/CIWonly/dwhse/orapass/tnsnames.cgi> with your CIW user name and password. Leave this webpage open.

**CU Oracle Database TNSNAMES**

TNSNAMES contains the network address information for CU Oracle databases. It is shown here upon submit of valid CU CIW database account UserID and password.

CIW UserID

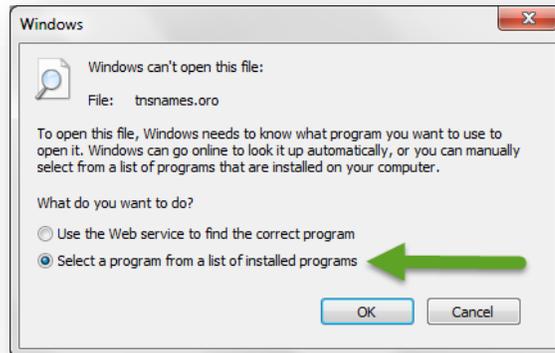
CIW Password (Not CIWQA)

If you've forgotten your CIW password you can reset it here:  
[https://oid.prod.cu.edu/self\\_service/authenticate](https://oid.prod.cu.edu/self_service/authenticate)

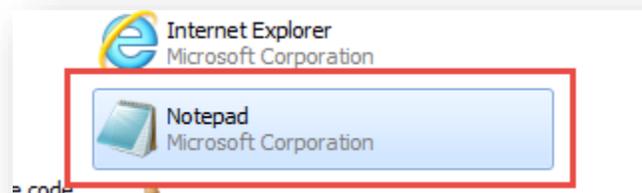
To configure Oracle client software to use this TNSNAMES information, save it (the green background text) in a file called *tnsnames.ora*. The location of this file will vary depending on options selected when you installed the oracle client.

```
#####  
# Filename.....: tnsnames.ora  
# Date.....: Jul 01, 2015  
#####
```

3. Open your *tnsnames.ora* file. You may have to select a program to use to edit the file.
  - a. Choose **Select a program from a list of installed programs.**



- b. Choose **Notepad.**



4. **Copy** the CIWQA entry from the Web page in [Step 2](#).

```
ciwqa = (DESCRIPTION = (ADDRESS_LIST = (ADDRESS = (PROTOCOL = TCP) (
Host = ( ) (Port = )) (CONNECT_DATA = (
SERVICE_NAME = ciwqa )))
```

5. **Paste** the text at the end of your *tnsnames.ora* file.

```
ciwqa = (DESCRIPTION = (ADDRESS_LIST = (ADDRESS = (PROTOCOL = TCP) (
Host = ( ) (Port = )) (CONNECT_DATA = (
SERVICE_NAME = ciwqa ))) TEST000123CIW
```

6. **Save** this file.

Repeat these steps to add a data source in MS Access.

## Common issues

1. Your *tnsnames.ora* file may not be in the standard location.
  - a. The best person to **ask for help** locating your file is the person who installed Oracle on your computer (usually your desktop support person).
  - b. If you don't have access to desktop support, **contact** [irmhelp@cu.edu](mailto:irmhelp@cu.edu)

2. You may have more than one *tnsnames* file.

*You may have one in:* C:\app\XXXXXX\product\11.2.0\client\_1\NETWORKADMIN  
*And one in:* C:\app\XXXXXX\product\11.2.0\client\_2\NETWORKADMIN

*If you have more than one file, as above, **start by updating the one in client\_2.***

3. You may have administrator permissions to your computer, but still may not be able to save or edit any files in the ... \NETWORK\ADMIN folder.

*Try **saving the file on your desktop** or elsewhere, and **copying** it into the correct destination.*