Elevate CIW Test your connection to CIWQA using *tnsping*: Step-by-Step Guide

Testing your connection to CIWQA using *tnsping*

Important! You may need administrator privileges on your computer to complete some of these tasks.

Pinging CIWQA using the Windows command line

1. **Open the command line**:

    a. Open your **Start Menu**:

    Windows 7x: Windows 8.x:

    b. **Search** for *cmd.*

    Windows 7x:
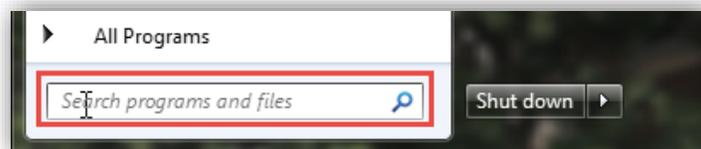
    Windows 8.x:
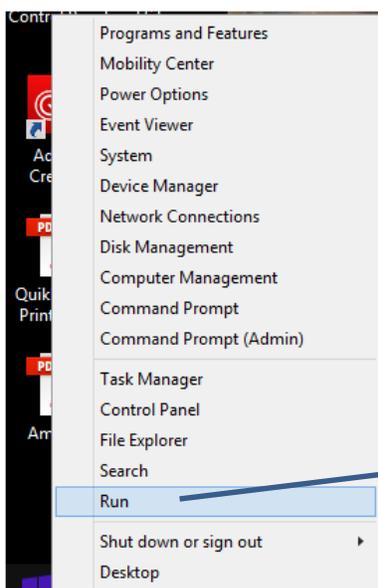
    Right-click on start menu

c. **Run** *cmd.exe*:
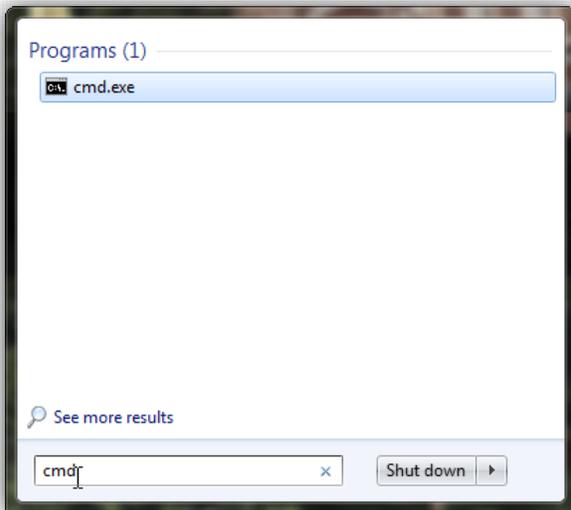
2.
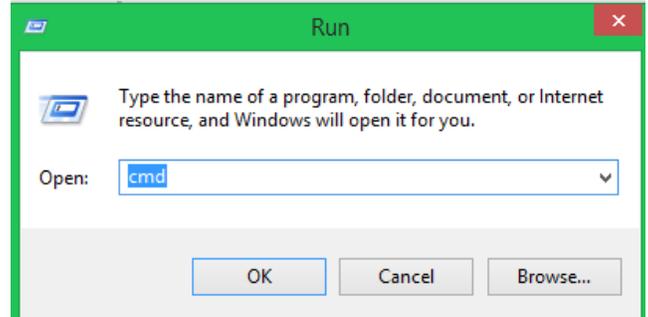
d. A command prompt window opens.

Important! *tnsping* is a read-only command that tests your connection to (pings) a database. Nothing on your computer will be changed or updated by running this command.

2. Pinging CIWQA.

a. **Type** *tnsping ciwqa* at the prompt and **press Enter**.

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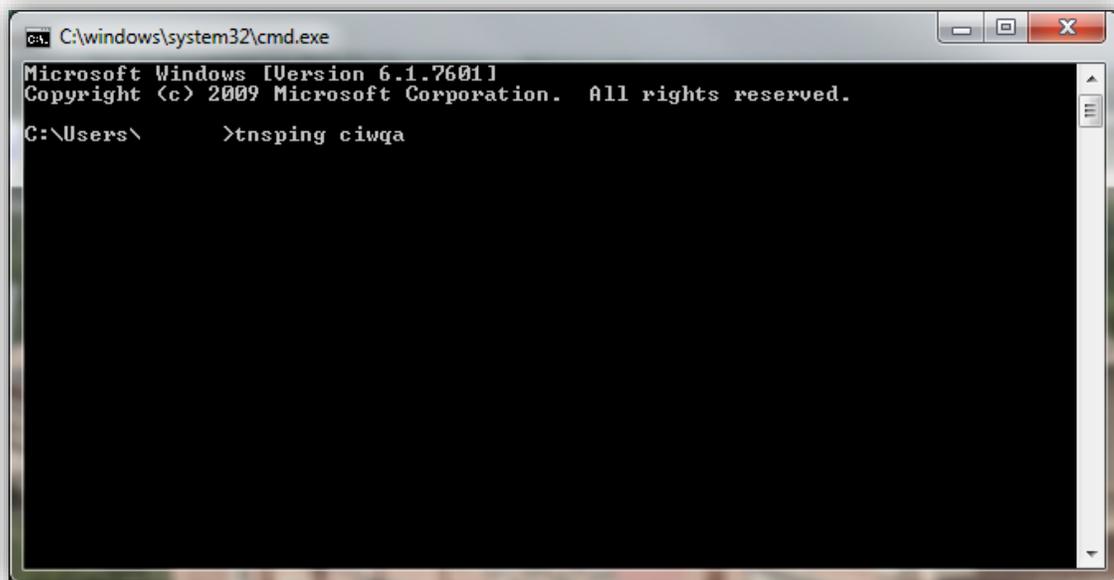
b. If the command window shows OK, you have successfully pinged the CIWQA and you do not need to perform additional steps. If you did not receive an OK, continue to *Running* tnsping *from the home directory on your computer*.
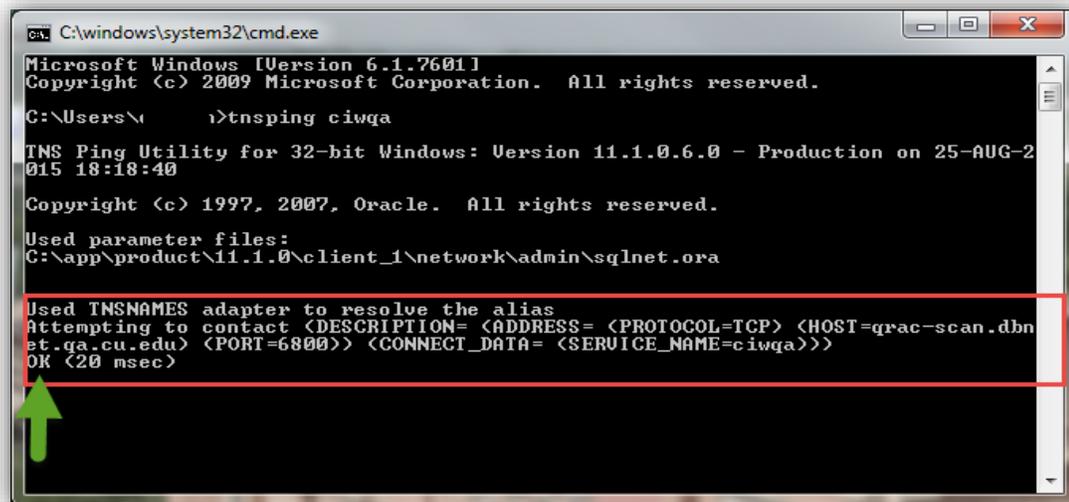
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Running *tnsping* from the home directory on your computer

If you receive an error that *tnsping* is not recognized as an internal or external command in Step 2b under Pinging CIWQA using the Windows command line, then:

- you don't have an oracle client installed, or
- you have an unusual configuration.

To resolve this issue, run *tnsping* from your oracle home directory. Perform the following steps to find *tnsping*:

1. Follow Step 1 under Pinging CIWQA using the Windows command line.

2. **Locate** the program.
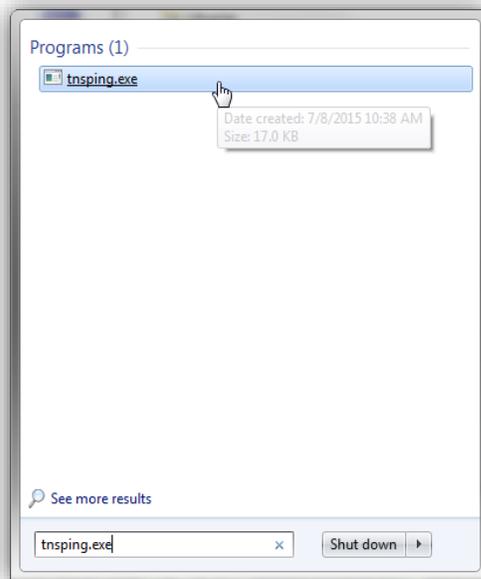
3. **Right-click** on the program name and **select** *Open file location*.

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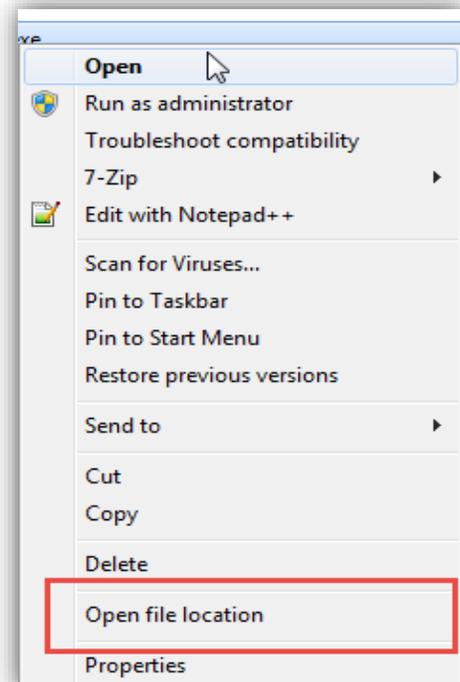
4. **Note and copy the location** of the *tnsping.exe* file. In the following example, the file is located at C:\app\product\11.1.0\client_1\BIN.
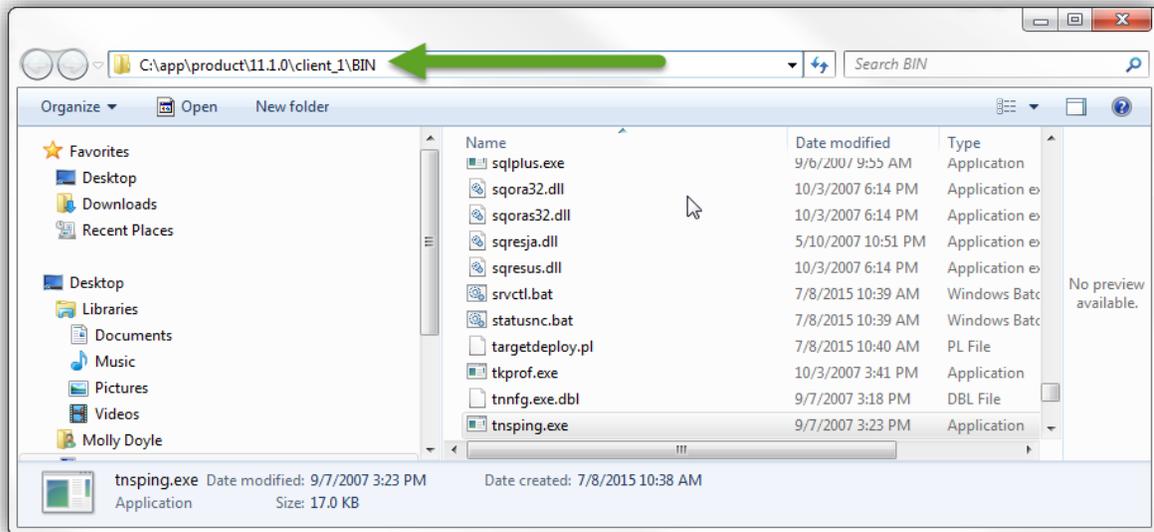
5. **Double-click** *tnsping.exe* to run the program.

6. **Repeat** the steps under Pinging CIWQA from the Windows command line, with the following change prior to executing Step 2.

    Important! Before typing *tnsping ciwqa* in step 2, **type the following** in the command line and press **Enter**. The underlined section is the location of *your tnsping* program (note the "cd" at the beginning of the command).

    cd C:\app\product\11.1.0\client_1\BIN