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:





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- b. Search for cmd.

Windows 7x:





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Windows 8.x:

c. Run cmd.exe:

Programs (1)	2.	
	127	Run 💌
	Open	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
		OK Cancel Browse
See more results		
cmở <u>r</u> × Shut down >		

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.

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



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* the the provide the steps of the ste



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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 <u>Step 1</u> under Pinging CIWQA using the Windows command line.
- 2. Locate the program.

E tnsping.exe	Date created: 7/8/2015 10:38 AM Size: 17.0 KB		

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

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	Open 😞						
۲	Run as administrator						
	Troubleshoot compatibility						
	7-Zip						
2	Edit with Notepad++						
	Scan for Viruses Pin to Taskbar Pin to Start Menu						
	Restore previous versions						
	Send to 🔸						
	Cut						
	Сору						
_	Delete						
	Open file location						
	Properties						

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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.

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★ Favorites ■ Desktop ↓ Downloads ⊛ Recent Places		Name Sqlplus.exe Sqora32.dll Sqora32.dll	ß	Date modified 9/6/200/ 9:55 AM 10/3/2007 6:14 PM 10/3/2007 6:14 PM	Type Application Application e> Application e>	e) e) e) e) e) atc availab
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Music Pictures Videos Molly Dayle		tkprof.exe tnnfg.exe.dbl tnsping.exe		10/3/2007 3:41 PM 9/7/2007 3:18 PM 9/7/2007 3:23 PM	Application DBL File Application	

- 5. **Double-click** *tnsping.exe* to run the program.
- 6. **Repeat** the steps under <u>Pinging CIWQA from the Windows command line</u>, 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

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