



# **Adding the Sybase Portion of a New User\***

**March 1, 2001**

\* Because this topic is not covered by the current PMO funded SPS Helpdesk Agreement, this document has been provided to help you resolve this issue. If you still need assistance after reviewing this document, please contact a representative from your Customer Support Team.

# Table of Contents

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<b>1.</b>	<b>Problem .....</b>	<b>2</b>
<b>2.</b>	<b>Solution .....</b>	<b>3</b>
2.1	Step One: Connect to the Database Using Sybase Central.....	3
2.2	Step Two: Create the Sybase Login .....	3
2.3	Step Three: Create the Sybase User .....	5
2.4	Step Four: Set a Valid Password.....	7

# 1. Problem

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Several System Administrators have called the Help Desk because they have a user that can not log in and they can not change that user's password via the User Task under System Administration in PD<sup>2</sup>. This usually happens because one of the following occurred when the user id was created.

1. An incorrect Super Username and password was used to create the user id.
2. A password was not entered or verified when the user id was created.

When this happens, the user gets created in PD<sup>2</sup>, but not in Sybase, and thus the user cannot log in. The correct resolution to this problem is to have the user follow the solution outlined in this document.

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**Note:** This solution only works if the user has not been deleted from PD<sup>2</sup>.

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## 2. Solution

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### 2.1 Step One: Connect to the Database Using Sybase Central

At least one machine should have Sybase Central loaded on it. It is often on the system administrator's computer. It can also be found in the Start menu under Programs→Sybase → Sybase Central.

Once they launch this program, they will see something like the screen in Figure 1 (although they will not have so many servers listed). They may have one server listed as PD\_SYBASE\_SERVER or they may have one server listed that has the same name as their server. Have them click on that server and the system will prompt them to log in. Have them log in as "sa". The default password is pddodams1, but they may have changed it.

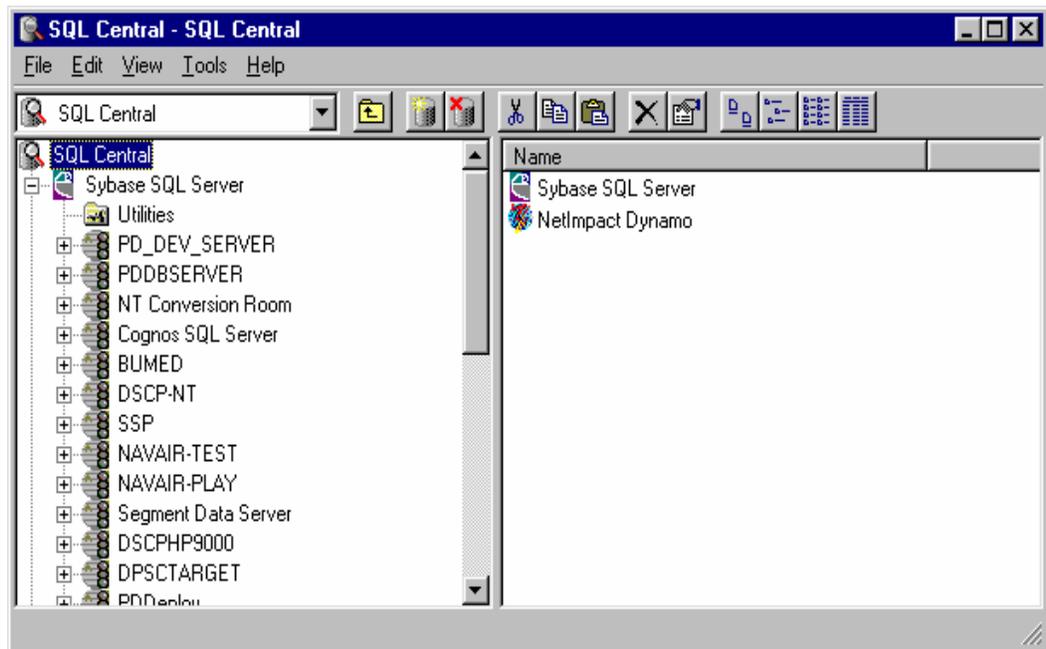


Figure 1: Sybase Central

### 2.2 Step Two: Create the Sybase Login

Once they have logged in to the server, have them expand the view of the server by clicking on the plus sign next to it.

They should see a folder called Logins under the server name (not in the databases folder) see Figure 2. Have them double-click on this folder, and they should see a list of the current Sybase logins.

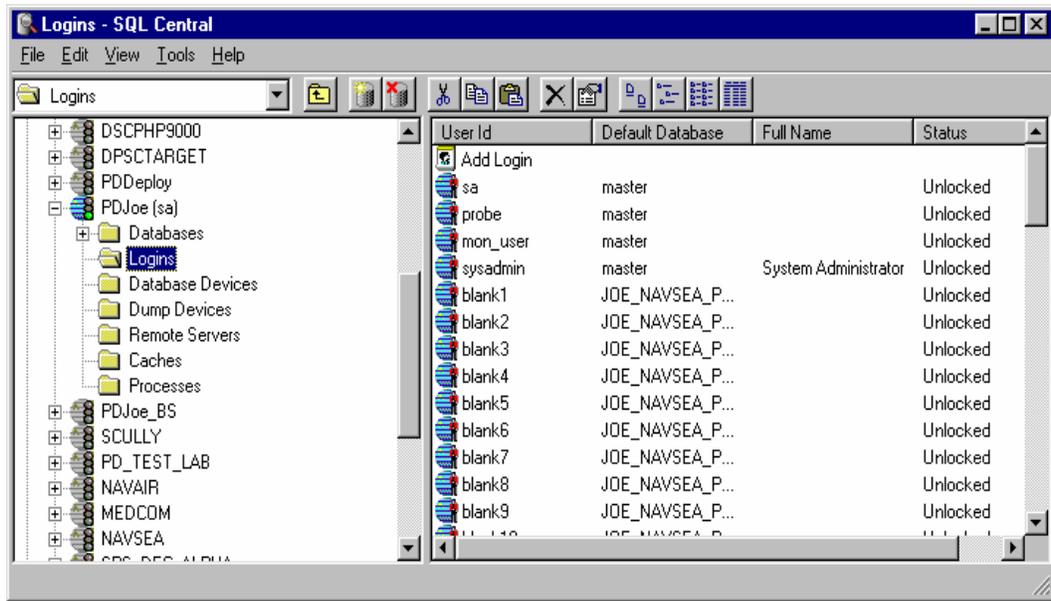


Figure 2: Logins Folder

Have the user scroll through this list and try to locate the user id of the person that cannot login. If the login is there then go to Step 3. If the login is missing continue with this step.

Have them double click on the “Add Login” icon at the top of the right hand window. They will see the following screen.

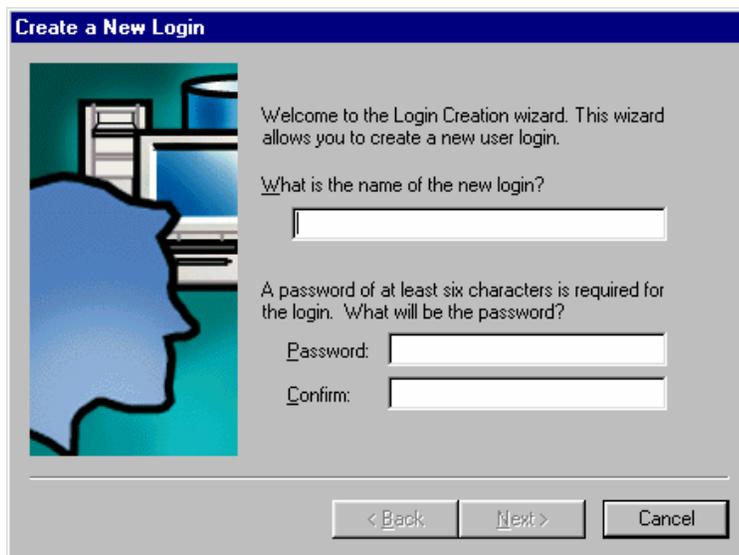


Figure 3: Add Login (Screen 1)

Have the user type in the user id of the person that cannot log in. Have them type any set of six characters for the password and confirmation. This is **not** the password that will be used to log into PD<sup>2</sup>. Select Next.

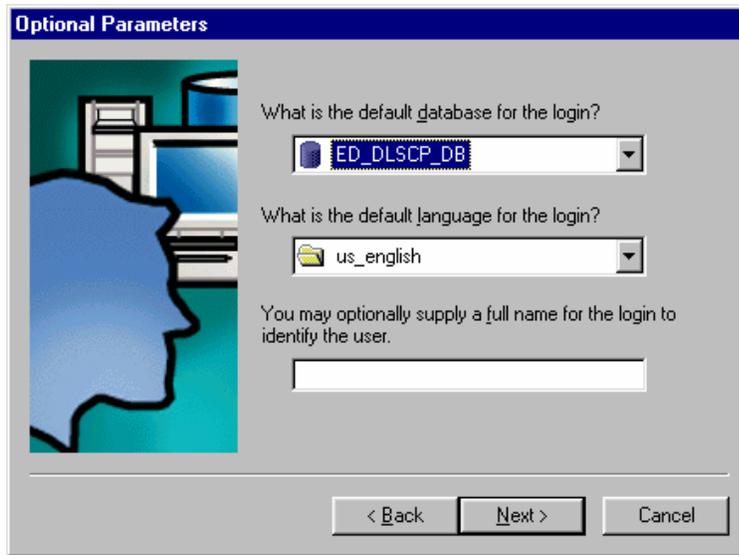


Figure 4: Add Login (Screen 2)

On the next screen, the user needs to choose the default PD<sup>2</sup> database for the user id. Don't worry about the optional full name or the default language as long as it is us\_english. Select Next and then select Finish on the next screen.

## 2.3 Step Three: Create the Sybase User

Still using Sybase Central, the user should now open the databases folder (Figure 5) and then select the database which they want the new user to use (probably SPS\_UIC\_DB).

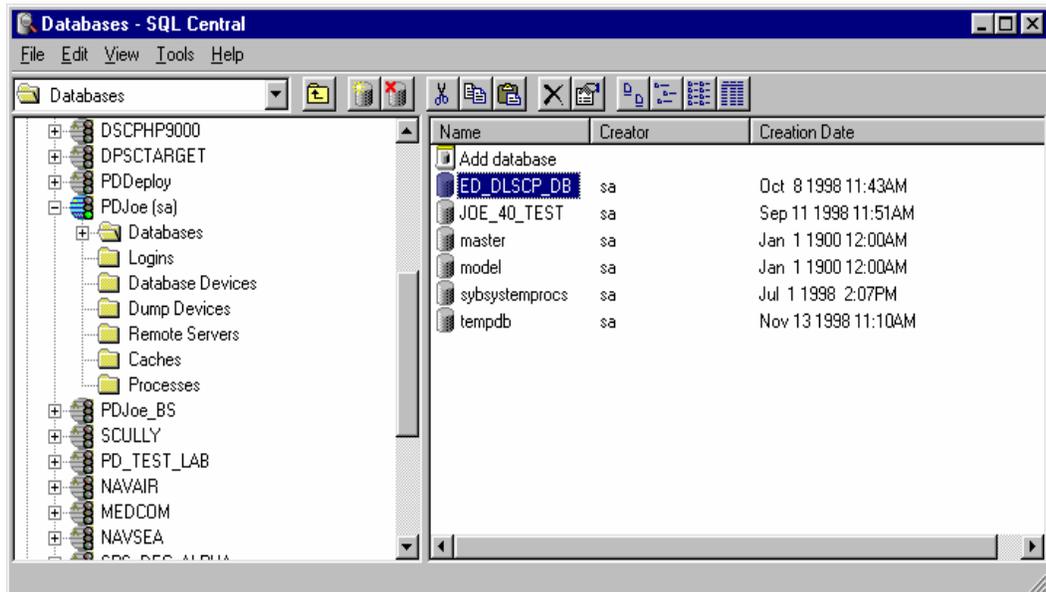


Figure 5: Database Folder

Have the user open the Users folder (not the User Tables folder). They will see the following screen. Have the user scroll through this list and try to locate the user id of the person that cannot login. If the user id is there then go to Step 4. If the user id is missing continue with this step.

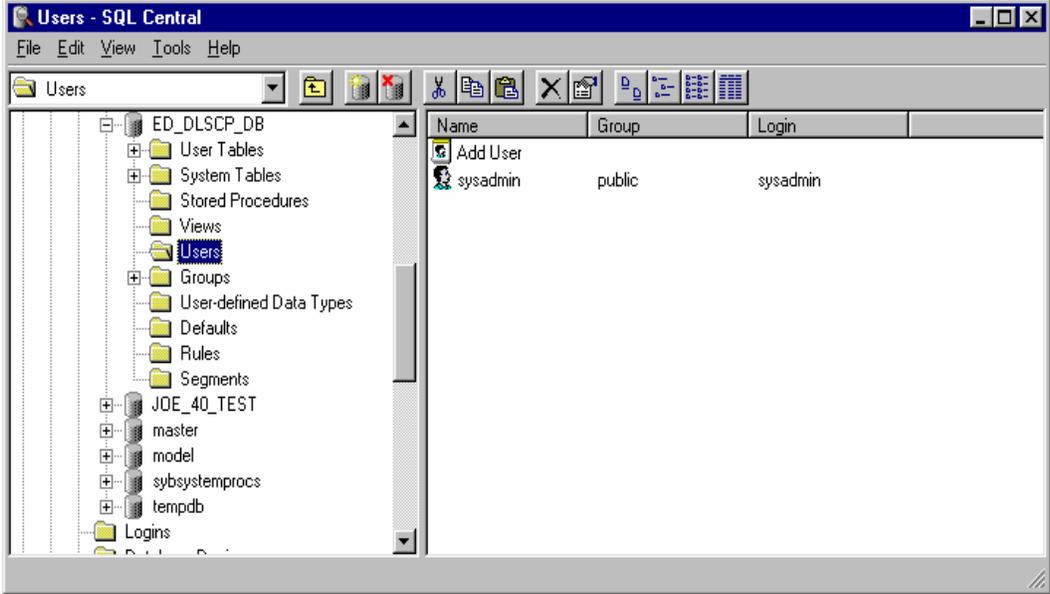


Figure 6: Users Folder

Have the user double-click on the “Add User” icon at the top of the right hand window.

They will be prompted to enter a name for the user (See Figure 7). Have them input the same name as the Login name they just created.

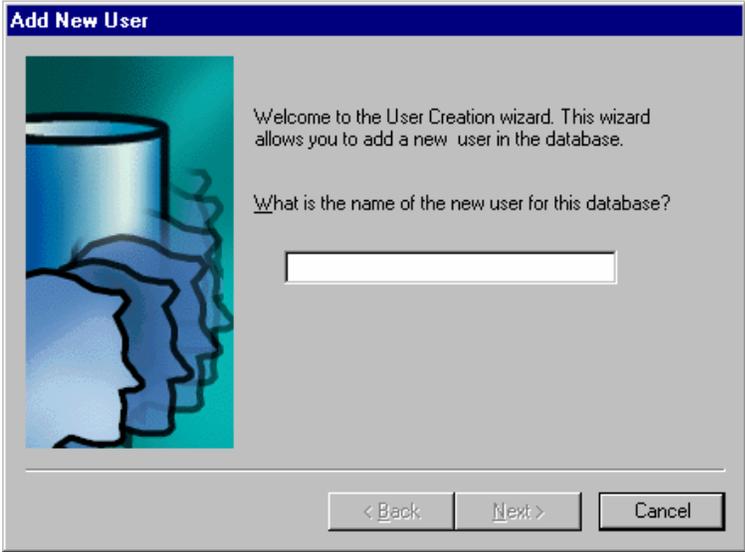


Figure 7: Add User (Screen 1)

The next screen (See Figure 8) will ask them to associate a login with that user. The system should default to the login that you created earlier. If it does, click next. If not, select that login from the drop down list and then click next.



Figure 8: Add User (Screen 2)

The next screen (See Figure 9) will ask the user to associate the new user with a group. They can ignore this and click next, and then click Finish on the last screen.

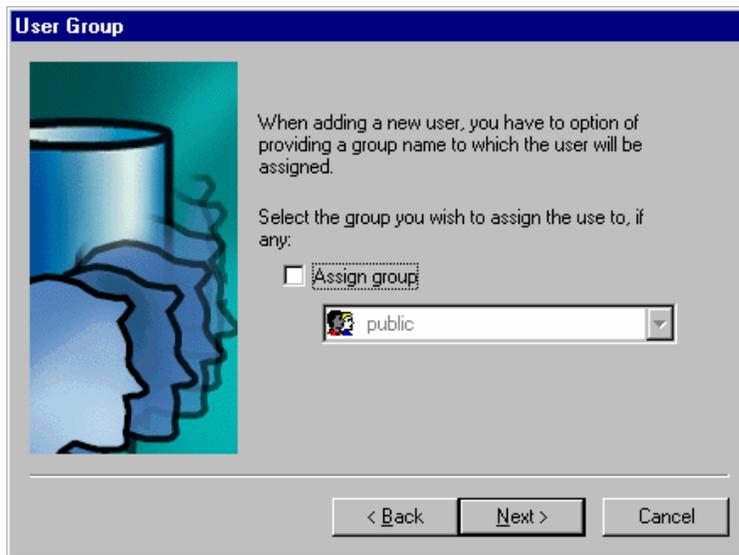


Figure 9: Add User (Screen 3)

## 2.4 Step Four: Set a Valid Password

Have the user log in to PD<sup>2</sup> as the system administrator (sysadmin). Then have them change the password of the account they just created using the User task under System Administration. The system will prompt them to enter the Super Username and password. Here was where they may have made their mistake the first time, so make sure they type in a valid entry (sa/pddodams1, for example). If they make a mistake here, all they will have to do is log out of PD<sup>2</sup>, log back in and change the password again.

If the user still has trouble logging in, escalate the ticket to Tech Support.