



LECTRA FASHION PLM

Database troubleshooting guide

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PREFACE

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Modifications made to the document since its last publication are highlighted in [blue](#).

1. GENERAL OVERVIEW

1.1 Scope of this Document

Centralize most common problems encountered on Oracle in PLM and Windows context

1.2 Intended Audience

To use this document, you need to be familiar with the following:

- Windows server 2003/2008R2/2012 and have installed and tested them on your computer system
- General concepts of Oracle databases

1.3 Related Documentation

Source	Description	Localization/name
Lectra documentation	<i>LECTRA FASHION PLM Database Performance guide Target: ORACLE on Windows</i>	Oracle_Windows_Performance_en.docx
	<i>Lectra Fashion PLM Non-interactive Installation and Configuration How To</i>	Oracle_Windows_HowTo_en.docx
	<i>Lectra Fashion PLM Oracle SEO Windows Non-interactive Installation and Configuration Quick Guide</i>	Oracle_Windows_Quick-Installation_en.docx

1.4 Organization

Chapter 2: “BEFORE YOU BEGIN”

Explain all basic concepts used in this document.

Chapter 3: “MANAGE LOGS”

Explain all to find Oracle installation and usage logs and traces

Chapter 4: “ORACLE BINARIES INSTALLATION PROBLEMS”

Explain how to solve most encountered Oracle binaries installation problems

Chapter 5: “DATABASE BUNDLE PROBLEM”

Explain How to solve Database Bundle problems

Chapter 6: “CONNECTION PROBLEMS”

Explain how to solve most common encountered problems during installation or usage

Chapter 7: “ORACLE OR OPERATING SYSTEM LIMIT PROBLEMS”

Explain how to solve most encountered Operating system problems due to a limit reached

Chapter 8: “ORACLE DATABASE CONTROL PROBLEMS”

Centralize most common database control problems




Chapter 9: “ORACLE TOOLS PROBLEMS”

Explain how to solve most common export/import or datapump encountered problems

Chapter 10: “PERFORMANCE PROBLEMS: REFER TO PERFORMANCE GUIDE”

Refer to the “LECTRA FASHION PLM Database Performance guide” documentation

1.5 Conventions

	Note
	Tips and hints
	Warning

1.5.1 Naming conventions:

PLM	=	Product Life Management
PDM	=	Product Development Module
WLP	=	Workflow Management and Line Planning modules
<ORA_ VERSION>	=	10GR2 SEO (Oracle 10.2.0.1 Standard Edition One) 11GR1 SEO (Oracle 11.2.0.1 Standard Edition One) 11GR202 SEO (Oracle 11.2.0.2 Standard Edition One) 11GR204 SEO (Oracle 11.2.0.4 Standard Edition One)
<DATABASE_BUNDLE_PATH>	=	path\<Database bundle root folder>
<Database bundle root folder>	=	PLM < v3: ORA<ORA_ VERSION>_SE_WIN = PLM >= v3: ORA_SE_WIN
<PLM_ VERSION>	=	PLM Minor compatible version (used for patches)

2. BEFORE YOU BEGIN

2.1 Overview

2.2 Definition of Components Used in the Installation Process

2.2.1 Oracle Universal Installer

Java-based Universal Installer offers an Oracle Product installation solution for all Java-enabled platforms allowing for a common installation flow and user experience independent of the platform.

2.2.2 Oracle database server, instance and database

An Oracle database server consists of an Oracle database and an Oracle instance.

Every time a database is started, a system global area (SGA) is allocated and Oracle background processes are started. The combination of the background processes and memory buffers is called an Oracle instance.

Example: LDPLM000 is a database server.

An Oracle database is a collection of data treated as a unit. The purpose of a database is to store and retrieve related information.

2.2.3 Oracle schema, user

A schema is a collection of database objects. A schema is owned by a database user and has the same name as that user.

An Oracle database can contain several schemas. Application objects like tables are created in schemas.

Example: WLP_01 (owned by LDPLM000 database server) is the schema that contains Workflow Line Planning tables

3. MANAGE LOGS

Additional information can be found in the Database Performance Guide

3.1 Find logs

3.1.1 ORACLE binaries installation logs

3.1.1.1 Before Oracle 11G

Example:

C:\Program Files\Oracle\Inventory\logs

3.1.1.2 Since Oracle 11G

TEMP windows environment variable gives the path

Enter %temp% to find log location:

Remark: folder can be hidden (need to set folder options “show hidden files and folders” if not done)

Path example:

Windows 2003 example:

C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp

Windows 2008 example:

C:\Users\Administrator\AppData\Local\Temp\2\OraInstall2011-07-26_04-51-41-PM

Windows 2012R2 example:

C:\Users\Administrator\AppData\Local\Temp

3.1.2 ORACLE instance logs

3.1.2.1 Oracle Instance creation

Under <drive>\app\oracle\cfgtoollogs\dbca

3.1.2.2 Oracle Instance usage: Before Oracle 11G

Sqlplus system/system_pwd@LD<APP_ALIAS>000

SQL> **show parameters background_dump_dest**

Example: D:\oracle\product\10.2.0\admin\ LD<APP_ALIAS>000\bdump

3.1.2.3 Oracle Instance usage: Since Oracle 11G

Sqlplus system/system_pwd@LD<APP_ALIAS>000

SQL> **show parameter diag**

Example:

```
D:\app\oracle\diag\rdbms\LD<APP_ALIAS>000
```

3.2 Clean logs

3.2.1 Cleaning a “listener.log” too big without stopping the listener using DOS

- Backup your listener.log
- Clean the listener.log on Windows: `copy nul listener.log`

4. ORACLE BINARIES INSTALLATION PROBLEMS

4.1 You start the installation and Oracle says some requirements have failed

4.1.1 Most Common causes

4.1.1.1 Bad host file configuration: how to check

- E.g. you are in DHCP and you forgot to create a loopback adapter or use 127.0.0.1 as a loopback address
 - Host file can be checked by running the script

```
Under <DATABASE_BUNDLE_PATH>\<Database bundle root folder>\silent_install  
\prepare_operating_system:
```

```
STD_prepare_operating_system.cmd
```

4.1.1.2 Missing Operating system privileges: how to check

- Your need to run scripts as a full administrator to install Oracle (Oracle need to create services ...).
 - In recent PLM version, this can be checked by running the script (check the log):

```
Under <DATABASE_BUNDLE_PATH>\<Database bundle root folder>\silent_install
```

```
DB_INST_check_permission.cmd
```

- In old version this can be checked by running a script with the following code:

```
@echo off  
net session >nul 2>&1  
if %errorLevel% == 0 (  
    echo Success: "as administrator" mode confirmed.  
) else (  
    echo warning: Script NOT run "as administrator" mode  
)  
Echo.  
Pause
```

4.1.1.3 Missing Operating system privileges: change since Windows 2012/8

If ran from a not fully administrator session {e.g. user in administrator group}:

- Installations steps that need high privileges like creating services {e.g.: creating a listener or an instance} need to be done using a "run as administrator" session
- A drive mapped from a single administrator session will not be seen by a new session created using the "run as administrator" session mode

Side effect when you use "run as administrator":

- default scripts path returned by %cd% is the administrator home path instead of the real script path so problem when calling sub-scripts using relative paths
- PATH variable is administrator PATH and so Oracle path unknown when running only a sub-script

Since Windows 2012/8 it is mandatory to, in a not fully administrator mode:

- run in "as administrator" mode scripts and subscripts
- add in each scripts cd /d "%~dp0" to be able to access to subscripts using relative path
- map used drives from or during a "run as administrator" session

4.1.1.4 Missing operating system physical resource: how to check

- E.g. your computer has enough memory and need at minimum 1Go swap file to install Oracle
 - Memory can be checked by running the script

Under <DATABASE_BUNDLE_PATH>\<Database bundle root folder>\silent_install
\prepare_operating_system:
STD_prepare_operating_system.cmd

4.1.2 Check installation logs

Refer to "WHERE TO FIND LOGS?" chapter

4.1.3 Typical installation logs errors

4.1.3.1 INFO: Error Message:PRVF-4001: Check: Space available on <path>

Trying to install Oracle Database 11gR2 on Windows fails checking requirements: memory, free space, PATH variable....
WARNING: Result values are not available for this verification task...

Cause

The administrative share for C\$ was disabled for security reason.

The new prereq module of installer search for temporary directory using

"\\<node>C\$\temp" which requires administrative share for C\$.Solution

Solution (recommended)

1. Restore the administrative share for C\$. See Microsoft document <http://support.microsoft.com/kb/314984>

2. Check that it is ok:

- net use \\<hostname>c\$ should work
- the current user (i.e. user in administrator group) should have all privileges on the default share

3. Retry the installation

4. Remove the administrative share again

Solution (Not recommended)

Install using the -ignoreSysPrereqs option

4.1.3.2 SEVERE: [FATAL] [INS-10105] the given response file <response file name> is not valid.

Cause

Mismatch between Database bundle version (or configuration) and the Oracle software version you try to install

Example:

You use Oracle 11201 software distribution instead of Oracle 1202 using a database bundle V3R1 which certified target version is 11202

Explanation:

If Oracle installation was done using the PLM database bundle, the default target database version is stored into DB_VERSION_RELEASE parameter value (ORA_SE_WIN\PLM\silent_install\DB_INST_param.cmd).

This, according to the certification specified in the PLM database quick installation guide

Each database bundle:

- Has a default oracle version target (ex: PLM v3r3sp3 default is 11GR202 which means 11202).
- can be certified on several version (ex: PLM v4r1 default is 11GR204 which means 11204 but you can change to 11GR202 for Windows 2008R2 OS)

Conclusion

So we recommend to check if the installation was done using the good database bundle and what that the DB_VERSION_RELEASE match the version you are trying to install according to the recommended certification explained in the PLM database quick installation guide.

4.1.3.3 SEVERE: [FATAL] [INS-10105]..., Invalid content... with element 'PROXY_REALM': network configuration problem

Context: Encountered on Windows 8.1 or Windows 2012R2

Encountered when additional network card (example "VMware Network Adapter" network card)

Typical Error message:

SEVERE: [FATAL] [INS-10105] the given response file <response file name> is not valid
- cvc-complex-type.2.4.a: **Invalid content was found starting with element 'PROXY_REALM'.**

```
...
One of {":oracle.install.option, ":INVENTORY_LOCATION, ":UNIX_GROUP_NAME, ":oracle.install.db.InstallEdition, ":ORACLE_HOME,
":oracle.install.db.CLUSTER_NODES, ":oracle.install.db.isRACOneInstall, ":oracle.install.db.DBA_GROUP,
":oracle.install.db.EEOptionsSelection, ":oracle.install.db.optionalComponents, ":oracle.install.db.config.starterdb.SID,
":oracle.install.db.config.starterdb.memoryLimit, ":oracle.install.db.config.starterdb.enableSecuritySettings,
":oracle.install.db.config.starterdb.password.SYS, ":oracle.install.db.config.starterdb.password.SYSMAN,
":oracle.install.db.config.starterdb.password.SYSTEM, ":oracle.install.db.config.starterdb.control,
":oracle.install.db.config.starterdb.gridcontrol.gridControlServiceURL, ":oracle.install.db.config.starterdb.automatedBackup.enable,
":oracle.install.db.config.starterdb.automatedBackup.osuid, ":oracle.install.db.config.starterdb.automatedBackup.ospwd,
":SECURITY_UPDATES_VIA_MYORACLESUPPORT, ":DECLINE_SECURITY_UPDATES, ":MYORACLESUPPORT_USERNAME,
":MYORACLESUPPORT_PASSWORD, ":PROXY_PORT, ":PROXY_USER, ":oracle.installer.autoupdates.downloadUpdatesLoc'} is
expected.
```

Remark: In fact the response file is valid, see the real cause

Cause: new Automatic Metric Values functionality causes Oracle to use the bad card

On Windows 2012R2/8.1, the public and private network interface for IPv4 use the Automatic Metric feature of Windows which is a new feature in Windows that automatically configures the metric for the local routes that are based on link speed. The Automatic Metric feature is enabled by default, and it can also be manually configured to assign a specific metric.

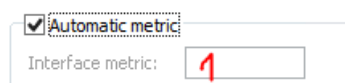
Refer to <http://support.microsoft.com/kb/299540> for more information.

When the Automatic Metric feature is enabled and using the default values, it can sometimes cause Oracle Installer to select the bad network interface as the default public host name for the server when installing Oracle (bug 19196450)

Workaround (windows 2012R2/8.1 example)

To prevent OUI from selecting the wrong network interface during installation, perform the following steps:

- In Control Panel, double-click Network Connections.
- Right-click a network interface, and then click Properties.
- Click Internet Protocol (TCP/IP), and then click Properties.
- On the General tab, click Advanced.
- To specify a metric, on the IP Settings tab, click to clear the Automatic metric check box.
- In the Interface Metric field, set the public network interface metric to a lower value than other network interface. (Example 1)



4.1.3.4 SEVERE: [FATAL] [INS-10105] (Simplified Chinese context)

Trying to install Oracle Database 11gR2 on Windows 2008R2 on Simplified Chinese context (ZH_CN) fails

Cause: missing one response file parameter

```
SEVERE:      [FATAL]      [INS-10105]      Ö.¶"µÄÏïó|îÄ¼pC:\plm-ora_se_win-bundle-
win\ORA_SE_WIN\PLM\silent_install\install11GR202_SEONE.rspîÞ§;f
ô-òð:
ïïó|îÄ¼póóí·"ëí²»ôÿË·;fóóïïó|îÄ¼pòðó,¶"ÁËòáíâµÄ±ää¿»òí´ö,¶"ôðµüµÄ±ää¿;f
²Ûx±: ²fôÄ×îDÄµÄ²úÆ·îø¶"ïïó|îÄ¼pÄÉ°á
,Äöª:
- cvc-complex-type.2.4.a: Invalid content was found starting with
element 'oracle.install.db.racOneServiceName'.
One of '{":oracle.install.responseFileVersion,
":oracle.install.option, ":SELECTED_LANGUAGES,
":ORACLE_HOSTNAME, ":INVENTORY_LOCATION, ":UNIX_GROUP_NAME,
":oracle.install.db.InstalledEdition, ":ORACLE_BASE,
":ORACLE_HOME,
":oracle.install.db.CLUSTER_NODES, ":oracle.install.db.DBA_GROUP,
":oracle.install.db.OPER_GROUP,
":oracle.install.db.isCustomInstall,
":oracle.install.db.customComponents,
":oracle.install.db.config.starterdb.type,
":oracle.install.db.config.starterdb.SID,
":oracle.install.db.config.starterdb.globalDBName, ":
oracle.install.db.config.starterdb.characterSet,
":oracle.install.db.config.starterdb.memoryLimit, ":
oracle.install.db.config.starterdb.enableSecuritySettings,
":oracle.install.db.config.starterdb.installExampleSchemas, ":
oracle.install.db.config.starterdb.memoryOption,
":oracle.install.db.config.starterdb.storageType, ":
oracle.install.db.config.starterdb.fileSystemStorage.recoveryLocation, ":
oracle.install.db.config.starterdb.fileSystemStorage.dataLocation,
":oracle.install.db.config.starterdb.password.ALL,
":oracle.install.db.config.starterdb.password.SYS,
":oracle.install.db.config.starterdb.password.DBSNMP,
":oracle.install.db.config.starterdb.password.SYSMAN,
":oracle.install.db.config.starterdb.password.SYSTEM,
":oracle.install.db.config.starterdb.control,
":oracle.install.db.config.starterdb.dbcontrol.enableEmailNotification,
":oracle.install.db.config.starterdb.dbcontrol.emailAddress,
":oracle.install.db.config.starterdb.dbcontrol.SMTPServer,
":oracle.install.db.config.starterdb.gridcontrol.gridControlServiceURL,
":oracle.install.db.config.starterdb.automatedBackup.enable,
":oracle.install.db.config.starterdb.automatedBackup.osuid,
":oracle.install.db.config.starterdb.automatedBackup.ospwd,
":oracle.install.db.config.asm.diskGroup,
":oracle.install.db.config.asm.ASMSNMPPassword,
":SECURITY_UPDATES_VIA_MYORACLESUPPORT,
":DECLINE_SECURITY_UPDATES, ":MYORACLESUPPORT_USERNAME,
":MYORACLESUPPORT_PASSWORD, ":PROXY_PORT, ":PROXY_HOST, ":PROXY_USER,
":PROXY_PWD}' is expected.
```

Workaround: do a interactive installation of Binaries

Be care to modify the ORACLE_PATH

4.1.3.5 INFO: Error Message: PRKN - 1019: Failed to create directory

Description

On some rare case (seven 64 bits or Windows 2008R2 context) Oracle don't succeed to check any pre-requisites (memory, path size...)

In this case Oracle don't succeed to install in silent mode because PLM silent mode is configured to stop when requirements fails

Example:

INFO: Mémoire physique: Il s'agit d'une condition de prérequis permettant de vérifier que le système dispose d'au moins 922MB (944128.0KB) de mémoire physique totale.

INFO: Severity: IGNORABLE

INFO: OverallStatus:OPERATION_FAILED

INFO: -----

INFO: Verification Result for Node: WRDSCOM8

WARNING: Les valeurs de résultat sont indisponibles pour cette tâche de vérification

INFO: Error Message:PRKN-1019 : Echec de la création du répertoire "C:\Temp\loraremservice\" sur le noeud "WRDSCOM8", erreur "0|Échec d'ouverture de session : nom d'utilisateur inconnu ou mot de passe incorrect.

".

Workaround steps

Step1: Do an interactive "Oracle Standard edition one" installation using same configuration than silent installation:

- Configure Security Updates : choose to don't receive updates and don't configure Oracle support mail
- Installation Option Installation : choose "software only"
- Software Location: to be compatible with following database bundle steps be careful that the Oracle base path will check the following naming rule:
 - o <drive>\app\oracle (instead of <drive>\app\oracle\<user who do the installation>)
- When prerequisites checks fail select "ignore" button and continue installing

Step2: Check Oracle binaries are well installed

Step3: continue installation by manually starting database bundle following subscripts:

- DB_INST_02_network.cmd (Oracle network listener installation)
- DB_INST_03_BASE.cmd (Database creation)
- DB_INST_03a_APP_creTBS.cmd (PLM tablespaces creation)
- DB_INST_03c_create_schema.cmd (PLM and WLP schema creation)
- [DB_INST_06_flash_recovery_area.cmd] (adjust flash area)
- DB_INST_08_em.cmd (Database console configuration)

4.1.3.6 SEVERE: [FATAL] [INS-30131]: (Failed to access the temporary location)

Context example: When installing Oracle Database 11204 on Windows 2012R2

Cause: missing operating system privilege

Error [FATAL] [INS-30131]:

INFO: Verifying setup for installer validations

INFO: Overall status of CVU API call: OPERATION_FAILED
SEVERE: [FATAL] [INS-30131] Initial setup required for the execution of installer validations failed.
CAUSE: Failed to access the temporary location.
ACTION: Ensure that the current user has required permissions to access the temporary location.

Fix or workaround:

- Fix: ask your administrator to change security level to be able to install Oracle binaries
- Workaround (not recommended on Customer environment) is to modify Windows 2012 registry key to force privileges (context: not Customer PROD but Lectra DEV/QUALIF)
 - Interactively (regedit screens)
 - Using -PowerShell (Extension .ps1) to get same behavior as Windows2008R2 :

```
Set-ItemProperty HKLM:\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System -name "EnableLUA" -value "0"  
New-ItemProperty HKLM:\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System -name "LocalAccountTokenFilterPolicy" -value "1" -propertyType dword
```

5. DATABASE BUNDLE PROBLEMS

5.1 You Run Database bundle silent install and nothing occurs

Check if you:

- are not administrator and subscriptions and scripts fails
- forgot to map drives as specified in the documentation
- ran non-interactive installation scripts directly from network and not from a mapped network drive
- You have blanks or special characters on the PATH
- You try to run a zipped database bundle script

If so, you can

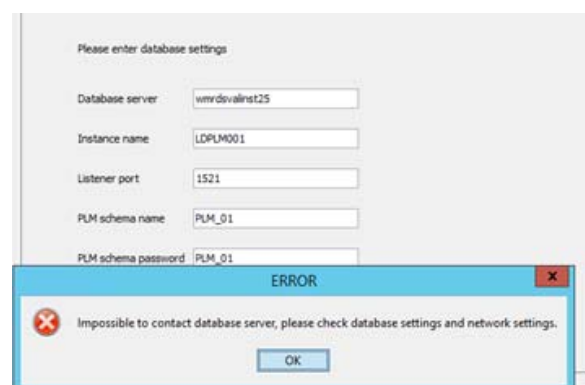
- double click on silent_install\DB_INST_param.cmd and check your environment variable setting in the tmp_DB_INST_param.log log files

6. CONNECTION PROBLEMS

It is recommended to copy all log results to be able to send them to Lectra support.

6.1 Typical errors

6.1.1 PLM installer example



- 1) Check you enter the good parameters
- 2) Once done do the following technical checks

6.2 Impossible to Connect locally (from database server) to ORACLE: common problems

6.2.1 Database server side: Test a connection from using SQL*Net

```
Sqlplus <APP_OWNER>/<APP_OWNER_PASSWORD>@LD<APP_ALIAS>000
```

If successful

- the database is not the problem, check if
 - your application use the good connection string and good password
 - you user is not locked

Else do next steps

6.2.2 Database server side: Impossible to connect because user is locked

6.2.2.1 Error: ORA-28000: the account is locked

6.2.2.2 How to fix

To display current status and fix if locked run the provided script:

```
<DATABASE_BUNDLE_PATH>\admin\manage_schema\APP_unlock_user.cmd
```

6.2.3 Database server side: Check if database and listener services are started

Test should be done from the database server.

Make sure ORACLE is started

- Check the services :
- From a DOS prompt: **Services.msc**
- 11GR1 example:
 - Check if OracleService<instance name> service is started
 - Check if OracleOraDb11G_home1TNSListener service is started

If not, start the following services:

- First the listener OracleOraDb11G_home1TNSListener
- Second, the database OracleService<instance name>

6.2.4 Database server side: Check the database health without using sqlnet

Test should be done from the database server.

```
Set ORACLE=LD11204
sqlplus sys/LD11204 as sysdba
SQL*Plus: Release 11.2.0.4.0 Production on Fri May 30 16:26:24 2014
Connected to:
Oracle Database 11g Release 11.2.0.4.0 - 64bit Production
```

Remark: If ORA-12560: TNS: protocol adapter error, means that your ORACLE_SID don't exist

=> use the good one.

If no error do next steps

6.2.5 Database server side: Test the listener status

From a DOS prompt:

Lsnrctl status

Example of successful result:

```
LSNRCTL for 64-bit Windows: Version 11.1.0.6.0 - Production on 24-NOV-2010
Copyright (c) 1991, 2007, Oracle. All rights reserved.
Connecting to (DESCRIPTION=(ADDRESS=(PROTOCOL=IPC)(KEY=EXTPROC1521)))
STATUS of the LISTENER
-----
Alias                LISTENER
Version              TNSLSNR for 64-bit Windows: Version 11.1.0.6.0 -
Start Date           17-NOV-2010 16:08:31
Uptime               6 days 20 hr. 24 min. 13 sec
Trace Level          off
Security             ON: Local OS Authentication
SNMP                 OFF
Listener Parameter File E:\oracle\network\listener.ora
Listener Log File    e:\app\oracle\diag\tnslnr\srdsbdd1\listener\aler
Listening Endpoints Summary...
(DESCRIPTION=(ADDRESS=(PROTOCOL=tcp)(HOST=srdsbdd1)(PORT=1521)))
Services Summary...
Service "LDPLM000" has 2 instance(s).
  Instance "LDPLM000", status UNKNOWN, has 1 handler(s) for this service...
  Instance "LDPLM000", status READY, has 1 handler(s) for this service...
```

Tnsping <my service name>

Example: tnsping LDPLM000

If successful

The listener is not the problem

Else Check the listener.log

Examples:

- 10GR2: <ORACLE_HOME>\network\log\listener.log
- Up to 10GR2: E:\app\oracle\diag\tnslnr\srdsbdd1\listener\trace\ listener.log

6.3 Impossible to Connect locally (from database server) to ORACLE: advanced problems

6.3.1 Impossible to connect because several ORACLE_HOME in the PATH

On multiple ORACLE_HOME contexts you can:

- Use a listener by ORACLE_HOME using a different port (1521, 1522...).
- Recommended: Share the same listener, choosing the more recent Oracle version listener

You need to:

- Centralize sqlnet configuration files (listener.ora, tnsnames.ora, sqlnet.ora) on a shared folder (example: <drive>:\app\oracle\network)
- Set TNS_ADMIN for each ORACLE_HOME in the registry to the shared folder (example TNS_ADMIN=<drive>:\app\oracle\network)
- Set a TNS_ADMIN operating system variable

6.3.1.1 Example of problem: ORA-12560 when your target home is not first in the path

Context

- A jdbc using "SQL*developer" connection is running
- A sqlplus connection don't run
- Oracle 11G client was installed, uninstalled but Oracle 11G client remain first in the path
- Oracle 11G server was installed

Fix

Check listener and database services are started (this can generate ORA-12560)

Uninstall unused ORACLE_HOME and check unused ORACLE_HOME path were deleted after uninstall

6.4 Impossible to connect in remote mode: common problems

6.4.1 From database computer: first, test you succeed to connect from database server

Refer to previous chapter. If succeed then apply next steps.

6.4.2 From remote computer: test you succeed to ping database server

ping <my_database_server>

If not successful check the server name

6.4.3 From remote computer: test if listener port is open

Check using telnet

Telnet <my database server> <port>

e.g. telnet wrdsvalrd04 1521

To install telnet on Windows 2008R2 if not installed:

- In non interactive mode:

```
Pkgmgr /iu:TelnetClient
```

- in interactive mode

Start Server Manager. Click Start, right-click Computer, and then click Manage.

If the User Account Control dialog box appears, confirm that the action it displays is what you want, and then click Continue.

In the Features Summary section, click Add features.

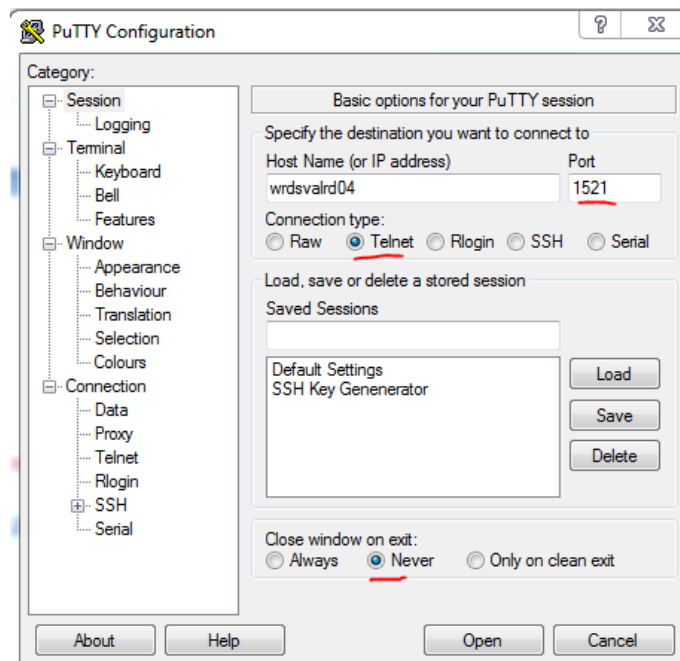
In the **Add Features Wizard**, select Telnet Client, and then click Next.

On the Confirm Installation Options page, click Install.

When installation finishes, on the Installation Results page, click Close.

Check using putty

E.g. wrdsvalrd04 is the database server



Click on the Open button and wait some seconds

IF "connection closed by remote host" message is displayed

⇒ No problem detected

ELSIF "Network error: connection timeout" message is displayed

=> **Check your database server firewall settings** and if firewall is ON check you add Oracle exceptions as recommended in the Database Quick installation guide, this for all ORACLE_HOME used:

- oracle.exe - Oracle Database executable
- tnslnsr.exe - Oracle TNS Listener
- emagent.exe - Oracle Database Control

END IF

Check database server Windows firewall:

6.4.4 Check database server Windows firewall: if is "ON", check it is well configured

If on, the following exceptions need to exist (<ORACLE_HOME>\BIN):

- oracle.exe - Oracle Database executable

- tnslsnr.exe - Oracle TNS Listener
- emagent.exe – Oracle database console agent

6.4.5 Check database server Windows firewall: If Windows firewall is “OFF” and Windows 2003 SP2

- Check if KB948496 was applied at OS level to fix Windows 2003 SP2 firewall bug
- Bug: After you install Windows Server 2003 Service Pack 2 (SP2) or Windows Server 2003 Scalable Networking Pack (SNP) on a computer that has a TCP/IP Offload-enabled network adapter, you may experience many network-related problems

6.4.6 Check if database "VMWARE NAT Service" is running

- If running, try to stop "VMWARE NAT Service" and test again remote connections

6.4.7 From database server: Check potential DNS problems

6.4.7.1 Check you are listening on 0.0.0.0 interface for listener or database control port

From database server, check database remote access

Run the following command in Administrator mode (If not done you can have no results):

```
netstat -nab | findstr 1521
TCP      0.0.0.0:1521      0.0.0.0:0        LISTENING
TCP      127.0.0.1:1521   127.0.0.1:63806  ESTABLISHED
TCP      127.0.0.1:63806  127.0.0.1:1521   ESTABLISHED
TCP      [::]:1521        [::]:0           LISTENING
```

From database server, check database console (if used) remote access:

e.g. with a console using 1158 port

```
netstat -nab | findstr 1158
TCP      0.0.0.0:1158     0.0.0.0:0        LISTENING
TCP      127.0.0.1:1158   127.0.0.1:50658  TIME_WAIT
TCP      127.0.0.1:1158   127.0.0.1:50659  TIME_WAIT
TCP      127.0.0.1:1158   127.0.0.1:50660  TIME_WAIT
TCP      127.0.0.1:1158   127.0.0.1:50661  TIME_WAIT
TCP      127.0.0.1:1158   127.0.0.1:50669  FIN_WAIT_2
TCP      127.0.0.1:1158   127.0.0.1:50670  FIN_WAIT_2
```

If not 0.0.0.0 remote connection are not possible

If not 0.0.0.0, check the database server DNS status

6.4.7.2 If now listening on 0.0.0.0 interface but remote connections still fail

Try to test remote connection using database server IP address instead of short name or long name. If successful this confirm you still have configuration problems

6.4.7.3 Checking the database server DNS status

From database server do:

- a ipconfig /all , check the IP address
- a nslookup <my_database_server>

If IP address is not the same or nslookup show that the database server is not well registered that mean that you have DNS problem

Example of different IP address between ipconfig and nslookup results

```
C:\>ipconfig /all
```

```
Windows IP Configuration
```

```
Host Name . . . . . : WRDSTLW12R2
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : eu.lectra.com
```

```
Ethernet adapter Ethernet:
```

```
Connection-specific DNS Suffix . : eu.lectra.com
Description . . . . . : Intel(R) PRO/1000 MT Network Connection
Physical Address. . . . . : 00-0C-29-E2-F1-61
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
IPv4 Address. . . . . : 172.16.26.179(Preferred)
Subnet Mask . . . . . : 255.255.252.0
Lease Obtained. . . . . : jeudi 12 juin 2014 13:58:20
Lease Expires . . . . . : jeudi 12 juin 2014 21:58:20
Default Gateway . . . . . : 172.16.27.254
DHCP Server . . . . . : 172.16.48.226
DNS Servers . . . . . : 172.16.48.226
                        172.16.48.224
Primary WINS Server . . . . . : 172.16.48.226
Secondary WINS Server . . . . . : 172.16.48.224
NetBIOS over Tcpip. . . . . : Enabled
```

```
Tunnel adapter isatap.eu.lectra.com:
```

```
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . : eu.lectra.com
Description . . . . . : Microsoft ISATAP Adapter
Physical Address. . . . . : 00-00-00-00-00-00-E0
DHCP Enabled. . . . . : No
Autoconfiguration Enabled . . . . : Yes
```

```
C:\>nslookup WRDSTLW12R2
```

```
Server: sdceuces02.eu.lectra.com
Address: 172.16.48.226
```

```
Name: WRDSTLW12R2.eu.lectra.com
Address: 172.16.26.51
```

Example of bad database server registration

```
C:\> nslookup WRDSTLW12R2
Server: sdceuces02.eu.lectra.com
Address: 172.16.48.226
```

```
*** sdceuces02.eu.lectra.com can't find WRDSTLW12R2: Non-existent domain
```

Example of typical system command to try to solve the DNS problem

From the database server try:

```
ipconfig/release *con*
```

```
ipconfig /renew
```

```
ipconfig /registerdns
```

and wait some minutes

If the DNS status is still not available then try next steps

6.4.7.4 Reboot the database server if Oracle listener is not listening on 0.0.0.0 interface

Once rebooted test again remote access using “netstat” as previously described

If this step is not successful then contact your network administrator

If your network administrator is not available you can try to apply the following workaround:

6.4.8 DNS Workaround 01

6.4.8.1 Workaround impacts

Modifying Host file can have impact on other applications than Oracle

6.4.8.2 Step1: Backup and modify current host file

Modify host file causing problem on 11204:

From

```
127.0.0.1 <database hostname> ORAHOST
```

To

```
127.0.0.1 localhost ORAHOST
```

6.4.8.3 Step2: Backup SQL*Net configuration files (tnsnames.ora and listener.ora)

Modify listener.ora

From

```
SID_LIST_LISTENER =
(SID_LIST =
(SID_DESC =
(SID_NAME = CLRExtProc)
(ORACLE_HOME = C:\app\oracle\product\11.2.0\dbhome_1)
(PROGRAM = extproc)
(ENVS
"EXTPROC_DLLS=ONLY:C:\app\oracle\product\11.2.0\dbhome_1\bin\oraclr11.dll")
)
```

```

)

LISTENER =
  (DESCRIPTION_LIST =
    (DESCRIPTION =
      (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC1521))
      (ADDRESS = (PROTOCOL = TCP)(HOST = ORAHOST)(PORT = 1521))
    )
  )

ADR_BASE_LISTENER = C:\app\oracle

```

To

```

SID_LIST_LISTENER =
  (SID_LIST =
    (SID_DESC =
      (SID_NAME = CLRExtProc)
      (ORACLE_HOME = C:\app\oracle\product\11.2.0\dbhome_1)
      (PROGRAM = extproc)
      (ENVS
"EXTPROC_DLLS=ONLY:C:\app\oracle\product\11.2.0\dbhome_1\bin\oraclr11.dll")
      )
    )

LISTENER =
  (DESCRIPTION_LIST =
    (DESCRIPTION =
      (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC1521))
      (ADDRESS = (PROTOCOL = TCP)(HOST = localhost)(PORT = 1521))
      (ADDRESS = (PROTOCOL = TCP)(HOST = WRDSTLW12R2)(PORT = 1521))
    )
  )

ADR_BASE_LISTENER = C:\app\oracle

```

With this configuration Oracle listener will solve IP resolution itself

6.4.8.4 Step3: Restart listener and database

- stop instance service (e.g. OracleServiceLDPLM000)
- stop listener service (e.g. OracleOraDb11g_home1TNSListener)
- start listener service
- start instance service

6.4.8.5 Step4: Check you are now listening on 0.0.0.0 interface for listener and database console port

Check database remote access:

Run the following command in Administrator mode (If not done you can have no results):

```

netstat -nab | findstr 1521
TCP      0.0.0.0:1521          0.0.0.0:0           LISTENING
TCP      127.0.0.1:1521      127.0.0.1:63806     ESTABLISHED
TCP      127.0.0.1:63806    127.0.0.1:1521     ESTABLISHED

```

```
TCP      [::]:1521          [::]:0          LISTENING
```

Check database console (if used) remote access:

e.g. with a console using 1158 port

Run the following command in Administrator mode (If not done you can have no results):

```
netstat -nab | findstr 1158
TCP      0.0.0.0:1158          0.0.0.0:0          LISTENING
TCP      127.0.0.1:1158       127.0.0.1:50658    TIME_WAIT
TCP      127.0.0.1:1158       127.0.0.1:50659    TIME_WAIT
TCP      127.0.0.1:1158       127.0.0.1:50660    TIME_WAIT
TCP      127.0.0.1:1158       127.0.0.1:50661    TIME_WAIT
TCP      127.0.0.1:1158       127.0.0.1:50669    FIN_WAIT_2
TCP      127.0.0.1:1158       127.0.0.1:50670    FIN_WAIT_2
```

Check you are listening now on 0.0.0.0 interface

If yes, then remote connection should work

If not, contact your network administrator

6.5 Impossible to connect in remote mode: (context: local listener and DNS problem example)

6.5.1 Current status: recently encountered since Oracle 11204, analysis in progress

Oracle 11204 seems to have a modified behavior (compared to previous versions) that configure listener in local mode in some context not clearly identified. This is not systematic.

Remark: Without DNS problem, remote connections are available even when listener is configured in local mode.

The remote connection problem was encountered with the following conditions (need all criteria available):

- The database server has a DNS IP resolution problem
- When using Oracle 11204
- When configuring the listener 11204 on a database server configured in DHCP (not a fix IP) with in host file a line like: 127.0.0.1 <database server name> ORAHOST (ORACLE_HOSTNAME is a system variable e.g. ORACLE_HOSTNAME=ORAHOST). (1)

Remarks:

- The problem is the same when configuring Oracle listener using silent or interactive netca (Network Configuration Assistant) tool
- Remote connections problem not reproduced (using same sqlnet configurations) on previous oracle version like 11.2.0.2
- The problem is not OS dependant (encountered on Windows 7, Windows Server 2008R2, Windows server 2012R2)
- (1) This was done in DHCP context because Oracle database console needed a fix IP or a Microsoft loopback adapter according to the fact that it is recommended to install Oracle

using fix IP when possible (On not DHCP context, a standard Host file could be:<database server fix IP> <database server name> ORAHOST)

- This impact is only on remote connection (This include remote on itself like done on PLM installer or Oracle database control connections)

6.5.2 Typical Impacts: remote connection problems and database control not installed

6.5.2.1 Database console typical errors

Typical context

After database bundle silent installation the database console step failed and so, service OracleDBConsoleLDPLM000 don't exist
Locally no problem to connect so other steps like tablespace or schema creation run fine.

Typical error

Mar 27, 2014 10:59:47 AM oracle.sysman.emcp.EMConfig perform
SEVERE:

Database connection through listener failed. Fix the error and run EM Configuration Assistant again.

Some of the possible reasons may be:

- 1) Listener port 1521 provided is incorrect. Provide the correct port.
- 2) Listener is not up. Start the Listener.
- 3) Database service LDOPT000 is not registered with listener. Register the database service.
- 4) Listener is up on physical host and ORACLE_HOSTNAME environment variable is set to virtual host. Unset ORACLE_HOSTNAME environment variable.
- 5) Listener is up on virtual host. Set environment variable ORACLE_HOSTNAME=<virtual host>.
- 6) /etc/hosts does not have correct entry for hostname.

Refer to the log file at
C:\app\oracle\cfgtoollogs\emca\LDOPT000\emca_2014_03_27_10_59_42.log for more details.

Mar 27, 2014 10:59:47 AM oracle.sysman.emcp.EMConfig perform
CONFIG: Stack Trace:
oracle.sysman.emcp.exception.EMConfigException:

Database connection through listener failed. Fix the error and run EM Configuration Assistant again.

Some of the possible reasons may be:

- 1) Listener port 1521 provided is incorrect. Provide the correct port.
- 2) Listener is not up. Start the Listener.
- 3) Database service LDOPT000 is not registered with listener. Register the database service.
- 4) Listener is up on physical host and ORACLE_HOSTNAME environment variable is set to virtual host. Unset ORACLE_HOSTNAME environment variable.
- 5) Listener is up on virtual host. Set environment variable ORACLE_HOSTNAME=<virtual host>.
- 6) /etc/hosts does not have correct entry for hostname.

6.5.2.2 Remote connection typical symptoms

From database server: no problem to connect

Remark: Tests done with database operating system firewall off

```
Hostname=WRDSTLW12R2
Lsnrctl status
STATUS of the LISTENER
-----
Alias                LISTENER
Version              TNSLSNR for 64-bit Windows: Version 11.2.0.4.0 -
Listening Endpoints Summary...
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc)(PIPENAME=\\.\pipe\EXTPROC1521ipc)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp)(HOST=127.0.0.1)(PORT=1521)))
Services Summary...
Service "CLRExtProc" has 1 instance(s).
  Instance "CLRExtProc", status UNKNOWN, has 1 handler(s) for this service...
Service "ldplm000" has 1 instance(s).
  Instance "ldplm000", status READY, has 1 handler(s) for this service...
The command completed successfully
```

```
C:\Users\Administrator>sqlplus system/****@LDPLM000
SQL*Plus: Release 11.2.0.4.0 Production on Ven. Mai 30 15:00:54 2014
Connected to:
Oracle Database 11g Release 11.2.0.4.0 - 64bit Production
```

From remote computer: impossible to connect

Tnsping test

```
C:\Users\Administrator>tnsping WRDSTLW12R2

TNS Ping Utility for 64-bit Windows: Version 11.2.0.4.0 - Production
Used EZCONNECT adapter to resolve the alias
Attempting to contact
  (DESCRIPTION=(CONNECT_DATA=(SERVICE_NAME=))(ADDRESS=(PROTO
COL=TCP)(HOST= WRDSTLW12R2)(PORT=1521)))
TNS-12541: TNS:no listener
```

Oracle SQL developer test:

Status : Failure -Test failed: lo exception: The Network Adapter could not establish the connection

SQL*Plus test

```
sqlplus system/****@WRDSTLW12R2
SQL*Plus: Release 11.2.0.4.0 Production on Fri May 30 14:43:26 2014
Copyright (c) 1982, 2013, Oracle. All rights reserved.
ERROR:
ORA-12541: TNS:no listener
```

6.5.2.3 PLM installer don't succeed to connect (remote access)

6.5.3 Context description

6.5.3.1 Requirements: preliminary checks done

- you succeed to ping database server from a remote computer
- listener port is open
- you are in local listener mode (refer to “Check you are in local_listener mode: parameter local_listener” chapter)

6.5.3.2 From database server: Check you are listening on 0.0.0.0 interface for listener or database control port

Check database remote access:

Run the following command in Administrator mode (If not done you can have no results):

```
netstat -nab | findstr 1521
TCP      0.0.0.0:1521          0.0.0.0:0           LISTENING
TCP      127.0.0.1:1521      127.0.0.1:63806    ESTABLISHED
TCP      127.0.0.1:63806    127.0.0.1:1521     ESTABLISHED
TCP      [::]:1521           [::]:0              LISTENING
```

Check database console (if used) remote access:

e.g. with a console using 1158 port

Run the following command in Administrator mode (If not done you can have no results):

```
netstat -nab | findstr 1158
TCP      0.0.0.0:1158        0.0.0.0:0           LISTENING
TCP      127.0.0.1:1158     127.0.0.1:50658    TIME_WAIT
TCP      127.0.0.1:1158     127.0.0.1:50659    TIME_WAIT
TCP      127.0.0.1:1158     127.0.0.1:50660    TIME_WAIT
TCP      127.0.0.1:1158     127.0.0.1:50661    TIME_WAIT
TCP      127.0.0.1:1158     127.0.0.1:50669    FIN_WAIT_2
TCP      127.0.0.1:1158     127.0.0.1:50670    FIN_WAIT_2
```

If not 0.0.0.0 remote connection are not possible: you probably still have DNS configuration problems

6.5.4 DNS problem: try to apply Workaround 01

6.5.4.1 Apply DNS Workaround 01

Refer to “DNS Workaround 01” chapter

6.5.4.2 Once applied, check you are now listening on 0.0.0.0 interface for listener and database console port

Check database remote access:

```
netstat -nab | findstr 1521
```

```
TCP      0.0.0.0:1521          0.0.0.0:0          LISTENING
TCP      127.0.0.1:1521       127.0.0.1:63806   ESTABLISHED
TCP      127.0.0.1:63806     127.0.0.1:1521    ESTABLISHED
TCP      [::]:1521           [::]:0             LISTENING
```

Check database console (if used) remote access:

e.g. with a console using 1158 port

```
netstat -nab | findstr 1158
TCP      0.0.0.0:1158         0.0.0.0:0          LISTENING
TCP      127.0.0.1:1158      127.0.0.1:50658   TIME_WAIT
TCP      127.0.0.1:1158      127.0.0.1:50659   TIME_WAIT
TCP      127.0.0.1:1158      127.0.0.1:50660   TIME_WAIT
TCP      127.0.0.1:1158      127.0.0.1:50661   TIME_WAIT
TCP      127.0.0.1:1158      127.0.0.1:50669   FIN_WAIT_2
TCP      127.0.0.1:1158      127.0.0.1:50670   FIN_WAIT_2
```

If yes then remote connection should work

6.5.4.3 Test again local and remote connections

If don't work try to apply Workaround 02

6.5.5 DN problem: Workaround 02 (try to change listener mode)

Refer to “move from a local_listener mode to a classic listener” chapter

6.6 Oracle 11202: ORA-12638: Authentication problems on domain accounts

6.6.1 Problem explanation

If you need to install Oracle 11GR2 using **administrator in the domain** on Windows 7 64 bits (or Windows 2008R2) on an operating system other than English you can encounter connection problems due to several causes that can be cumulated (see appendix to understand exact conditions)

We recommend to:

- Change Oracle services logon from the default (local system) to your network admin logon
- Check the ORACLE_HOME\network\admin\sqlnet.ora file and change the following entry:
 - Original Entry : SQLNET.AUTHENTICATION_SERVICES= (NTS)
 - Modified Entry : SQLNET.AUTHENTICATION_SERVICES= (NONE)

6.6.2 Error message

ORA-12638: Credential retrieval failed

6.6.3 Status: Fixed on 11204

6.6.4 Remarks:

See Appendix to get more details like impacted version, exact condition to reproduce and rare side effect of setting `SQLNET.AUTHENTICATION_SERVICES= (NONE)`

7. ORACLE INSTANCE OR OPERATING SYSTEM LIMIT PROBLEMS

7.1 ORACLE Memory problem (32 bits platform)

Check the alert log file, look at the specified trace

7.1.1 Out of memory ORA-04030 due to not enough physical memory

7.1.2 Out of memory ORA-04030 due to not enough page file

Example of alert

7.1.2.1 Example of trace

Trace file c:\app\oracle\diag\rdbms\ldplm000\ldplm000\trace\ldplm000_ora_824.trc

...

Memory (Avail/Total): Ph:299M/3071M, Ph+PgF: **5M**/3172M, VA:1010M/2047M

=> PgF means= page file

Instance name: ldplm000

Redo thread mounted by this instance: 1

Oracle process number: 79

Windows thread id: 824, image: ORACLE.EXE (SHAD)

7.1.2.2 11g install guide formula for swap

IF RAM = 1024MB to 2048Mb then

1.5 times RAM

ELSIF RAM > 2048MB and < 8192MB then

match RAM

ELSE RAM > 8192MB then

.75 times RAM

7.1.2.3 To change the page file on windows using database bundle script

Under <database bundle path>PLM\silent_install\ prepare_operating_system

Run **STD_configure_instance.cmd**

7.1.3 Out of memory ORA-04030 due to Windows 32 bits limit (/3GB not set on 32 bits)

Usually in Windows 32-bit environment we suggest implementing the /3GB switch in the boot.ini file to increase the process memory addressed in order to help avoid ORA-04030 error scenarios.

The /3GB switch increases the size of the user process address space from 2 GB to 3 GB.

If /3GB is not set we recommend to set a value less than 1300Mo SGA to avoid ORA-04030 error

7.1.4 Oracle memory SGA is set too low (ORA-27102)

7.1.4.1 Example of alert.log error:

O/S-Error: (OS 1455) the paging file is too small for this operation to complete

7.1.4.2 Example of error when starting Oracle

```
SQL> shutdown immediate
```

```
ORA-01034: ORACLE not available
```

```
ORA-27101: shared memory realm does not exist
```

```
SQL> startup
```

```
ORA-27102: out of memory
```

```
OSD-00026: additional error information
```

```
O/S-Error: (OS 1455) the paging file is too small for this operation to complete
```

7.1.5 32 bits OS in /3GB context: 3GB by process limit reached

7.1.5.1 Extract of trace error: Overlapped I/O operation is in progress.

Process startup failed, error stack:

Wed May 04 14:18:47 2011

Errors in file e:\oracle\product\10.2.0\admin\ldplm000\bdump\ldplm000_psp0_12816.trc:

```
ORA-27300: Message 27300 not found; No message file for product=RDBMS,  
facility=ORA; arguments: [spcdr:9261:4200] [997]
```

```
ORA-27301: Message 27301 not found; No message file for product=RDBMS,  
facility=ORA; arguments: [Overlapped I/O operation is in progress.]
```

```
ORA-27302: Message 27302 not found; No message file for product=RDBMS,  
facility=ORA; arguments: [skgppspawn]
```

7.1.5.2 Extract of trace error: 1.1.1 (ORA-27300, ORA-27301, ORA-27302)

Memory (Avail/Total): Ph:517M/4093M, Ph+PgF:4455M/8020M, VA:**35M**/3071M

7.1.5.3 Solution:

- Limit the number of dedicated connections to the database and the amount of memory each user process will consume
- Use a 64 bits OS instead of 32 bits (target OS since PLM V3)
- Change from dedicated connections to multi-threaded server (MTS) connections as MTS only uses a fraction of the amount of memory allocated to each user process when initial connection to the database is established

7.1.6 How to manually change Oracle memory on 10GR2 or 11GR2

7.1.6.1 Solve: run database bundle provided script

Since PLM V3, under <database bundle path>PLM\admin\manage_schema\

Run the script: [STD_configure_instance.cmd](#)

Choose between: SMALL, MEDIUM, LARGE OR CUSTOM configuration

7.2 ORACLE Memory problem (64 bits platform)

Refer to Database performance guide

7.3 How to Decrease temp file

7.3.1 Symptom: Typical ORA-1652 errors in alert.log trace

ORA-1652: unable to extend temp segment by xxx in table space TEMP

7.3.2 Solution 1: using database bundle

7.3.2.1 step1: First backup your database (see Lectra documentation)

7.3.2.2 step2: [If possible stop all database connections]

(Stop PLM application, restart the database) because you will not be able to shrink if some current transactions use temp segments

7.3.2.3 step3: run Database Bundle V2 provided script

PLM\admin\manage_schema\script\advanced\[STD_shrink_temp.cmd](#)

7.3.3 Solution 2: using Database console

Refer to Oracle documentation

7.3.4 Solve: run database bundle provided script

It is recommended to stop all database connection before

Run <\admin\manage_schema\script\advanced\STD_shrink_temp.cmd

7.3.5 Find which statement cause the error: Set or unset a trace

7.3.5.1 Find spfile location and backup

Set ORACLE_SID=<my oracle SID>

Sqlplus sys/<sypswd> as sysdba

Show parameter spfile

Backup your spfile

7.3.5.2 Set the trace to track ORA-1652

Alter system set event='1652 TRACE NAME ERRORSTACK LEVEL 3' scope=SPFILE;

Stop properly any application connected to the database

Restart the database

7.3.5.3 To unset the trace event

In any case if we need to revert back the changes, please do the below:

ALTER SYSTEM SET EVENT=' ' SCOPE=spfile;

Restart the database

You can start the applications using this database

7.3.6 Find which statement cause the error before reaching the error

You need to run this script at regular interval:

PLM\admin\manage_schema\script\advanced\STD_FIND_TEMP_USAGE.cmd

The output will be a filename:

tmp_STD_FIND_REMP_USAGE_<timestamp>_<TEMP total size in Mo> which contains the 4000 first characters of all statements using TEMP segments and associate number of blocks used

7.4 Oracle others limits

7.4.1 Maximum number of processes exceeded

7.4.1.1 Symptom1: Process m000 submission failed with error = 20 (ORA-00020)

Open alert<INSTANCE_NAME>.log file:

Error message: "Process m000 submission failed with error = 20"

Same than "ORA-00020: maximum number of processes ... exceeded"

7.4.1.2 Symptom2: error TNS-12519: TNS: no appropriate service handler found

7.4.1.3 Cause

Too many connections according to database configuration

7.4.1.4 Check current value and usage

Under

<DATABASE_BUNDLE_PATH>\PLM\admin\manage_schema\script\advanced\tuning\

Run **STD_TUNING.bat**

⇒ Search "RESOURCE LIMIT AND USAGE" chapter

7.4.1.5 Fix: increase "processes" database parameter

Set ORACLE_SID=<my oracle SID>

Sqlplus sys/<sypswd> as sysdba

Show parameter processes

Example:

Alter system set processes=500 scope=spfile;

8. ORACLE DATABASE CONTROL PROBLEMS

8.1 Check database control global status

8.1.1 Database control not or partially installed

The database control installation has two steps:

8.1.1.1 Step1: Repository installation in the SYSMAN schema

When done, SYSMAN schema exists. To check:

```
Sqlplus system/<system_password>@LDPLM000
Select username , account_status
from dba_users
where username like 'SYS%';
```

8.1.1.2 Step2: Configuration of the web part

Once step1 is done, Oracle emca (Enterprise Manager Configuration Assistant) try to configure the Web part using SYSMAN schema

When done OracleDBConsoleLDPLM000 service and

<ORACLE_HOME>\<SERVER_NAME>_<DATABASE_NAME> folder exist

8.1.1.3 Database control installed but not still usable

Means that database console was running fine in the past (e.g. just after the installation)

8.2 Find database control logs and send to support

8.2.1 Database console logs

<ORACLE_HOME>\<SERVER_NAME>_<DATABASE_NAME>\sysman\log

8.2.1.1 Example when using hostname

E:\app\oracle\product\11.1.0\db_1\srdsbdd1_LDPLM000\sysman\log

8.2.1.2 Example when using ORACLE_HOSTNAME system variable

E:\app\oracle\product\11.1.0\db_1\ORAHOST_LDPLM000\sysman\log

8.2.2 emca (Enterprise Manager configuration assistant) logs

<ORACLE_HOME>\cfgtoollogs\emca

Or

<ORACLE_DIAGNOSTIC_FOLDER>\cfgtoollogs\emca

8.3 Possible causes

8.3.1 Database side: database is not accessible

If occurs during installation means emca cannot install the SYSMAN repository

If occurs after a successful usage means that the database is now not accessible

Can be tested: sqlplus system/<system pwd>@<service_name>

Example: sqlplus system/LDPLM000@LDPLM000

8.3.2 Database side: Account used by database console are locked

Most of the time this is due to several unsuccessful attempts to connect

Check database SYSMAN user is not locked.

Can be checked and solved by running provided database bundle script:

<DATABASE_BUNDLE_PATH>\PLM\admin\manage_schema\APP_unlock_user.cmd

8.3.3 Listener side: listener is not listening on 0.0.0.0 interface for Db control port

Check database console remote access:

e.g. with a console using 1158 port

```
netstat -nab | findstr 1158
TCP      0.0.0.0:1158          0.0.0.0:0          LISTENING
```

When not listening on database control port, emca is not able to connect to the database (this is a remote connection) and so cannot install the SYSMAN repository

If occurs after a successful usage means that someone has changed the listener configuration

Refer to “Impossible to connect in remote mode” and to “Impossible to connect in remote mode: (context: local listener and DNS problem example)” chapters.

8.3.4 Operating system side: Server name has been changed

Most of the time this occurs when you:

- copy a virtual machine and use it with a different name
- full copy of a database from a server to another

Need to drop and re-install database console

8.3.5 Operating system side: 11GR2 db console limitation on ipv6 network configuration

8.3.5.1 Cause:

Dbconsole 11.2 is built around Grid Control 10.2.0.4 and so is not IPv6 compliant

8.3.5.2 Typical errors example

```
emca_repos_config<date>.log shows:-
Sep 21, 2010 11:35:35 AM oracle.sysman.emdrep.config.IConfigurationContext
createConnection
INFO:                               jjdbcUrl                               =
jdbc:oracle:oci:@(DESCRIPTION=(ADDRESS_LIST=(ADDRESS=(PROTOCOL=TCP)(HOST=machi
ne1)(PORT=1521)))(CONNECT_DATA=(SERVICE_NAME=test)))
Sep 21, 2010 11:36:36 AM oracle.sysman.emdrep.util.TransxWrapper perform
SEVERE: Error Loading TransX:Socket read timed out
```

8.3.5.3 Solution1: Change from ipv6 to ipv4

8.3.5.4 Solution2: Modify host file

Edit the windows\system32\drivers\etc\hosts file, add an entry for the machine of the format:<ipaddress> <fully qualified hostname> <short hostname>

e.g. 138.3. 146.333 machine1.uk.oracle.com machine1

Now when pinging the short hostname, the ipv4 style ipaddress is returned.

8.3.6 How to recreate the database console

Refer to “Lectra Fashion PLM Non-interactive Installation and Configuration How To” documentation, 5. “MANAGE DATABASE CONTROL REPOSITORY HOW TO” chapter

9. ORACLE TOOL PROBLEMS

9.1 Oracle classic import problems

9.1.1 IMP-00003: ORACLE error 904 encountered

9.1.1.1 Error type

IMP-00003: ORACLE error 904 encountered

9.1.1.2 Cause

When creating an export dump file for an import into a lower release database (e.g.: from Oracle 10.2.0.4 to Oracle 10.2.0.1), use a version of the Export client that is equal to the version of the target database (= lowest version = Oracle 10.2.0.1 in this case).

If several version of Oracle installed on the same computer use Oracle installer to set the good version first in the pass during export/import tasks or use the full path of the Oracle export/import utility.(ex:<TARGET_ORACLE_HOME_PATH>\bin\import ...)

9.1.2 Oracle 11GR1 only: Workflow import error ORA-39083 when importing into a different user

9.1.2.1 Error type

ORA-39083: Object type INDEX failed to create with error: ORA-904

9.1.2.2 Cause

Bug 4551560: Import from user to different user doesn't able to create same object into target schema. In WLP context we use some indexes based on PL/SQL function to boost performances.

9.1.2.3 Possible side effects: performance problems on Workflow

9.1.2.4 Fix

Recreate missing indexes using the database bundle provided script:

<database bundle path>\PLM\admin\patch\missing_indexes_after_import\
[WLP_add_missing_indexes.cmd](#)

9.1.3 Workflow import error: IMP-00041 when compiling views

9.1.3.1 Error type

Example: "CREATE FORCE VIEW "WLP_01"."CLB_PROJECT_PARTICIPANTS_V"when importing into a different user

9.1.3.2 Cause

- Some views call other views and import cannot compile all objects in one pass

- Errors are just warnings. Views will be automatically compiled at first usage

9.1.3.3 How to view and list invalid views

To list "INVALID" objects like views and recompile them using database bundle scripts, refer to "Oracle Database HOWTO" documentation, "How to recompile schemas views" part

9.2 Oracle Datapump export/import typical errors

9.2.1 Export/import: Directory don't exist or insufficient read/write privileges on the directory

Error during import/export:

- ORA-39002: invalid operation
- ORA-39070: Unable to open the log file.
- ORA-39087: directory name PLM_TEMP_DIR is invalid

Possible causes

Used directory don't exist or user used to connect datapump has no read/write privilege on this directory

9.2.2 Export: Dump file already exist on this directory path

Error

ORA-39000: bad dump file specification

ORA-31641: unable to create dump file "D:\TLOISY\CURRENT\V4R2\DatabaseBundle-4_2_0_130_PLM_v4r2_v102b\ORA_SE_WIN\PLM\admin\export_import\advanced\tmp_STD_DATAPUMP_expdPLM_TEST.dmp"

ORA-27038: created file already exists

OSD-04010: <create> option specified, file already exists

Fix: drop already existing file

9.2.3 Import: insufficient privilege

Error

Error during import when done using a low privilege connection:

- ORA-39083: Object type USER failed to create with error:
- ORA-31625: Schema SYSTEM is needed to import this object, but is inaccessible

Fix:

Datapump import needs to be done using a user having IMP_FULL_DATABASE role granted;

Command example

```
Impdp PLM_TEST5/PLM_TEST5 DIRECTORY=PLM_TEMP_DIR \  
dumpfile=tmp_STD_DATAPUMP_expdPLM_TEST.dmp remap_schema=PLM_TEST:PLM_TEST5 \  
LOGFILE=tmp_STD_DATAPUMP_impdPLM_TEST5.log
```

Remark

If connection user =target user and target user is created empty before import the error fire but datapump will import data

```
Impdp PLM_TEST/PLM_TEST DIRECTORY=PLM_TEMP_DIR \  
dumpfile=tmp_STD_DATAPUMP_expdPLM_TEST.dmp remap_schema=PLM_TEST:PLM_TEST \  
LOGFILE=tmp_STD_DATAPUMP_impdPLM_TEST5.log
```

To avoid errors

- Used directory need to exist and the user that run the datapump export/import (datapump connection)
- Need to have read/write privilege to the used directory
- During import , when connected using low privilege user (user that cannot create another user) ,
- This user need to match to the target user and the target user need to exist empty

10. PERFORMANCE PROBLEMS: REFER TO PERFORMANCE GUIDE

Refer to “PLM database performance guide for ORACLE databases” documentation

11. APPENDIX 01: “LOCAL_LISTENER” MODE CONTEXT

11.1 How to check you are in “local_listener” mode

11.1.1.1 Check you are in local_listener mode: parameter local_listener

Example from database server:

```
Set ORACLE_SID=LDPLM000  
Sqlplus sys/**** as sysdba  
show parameter listener
```

NAME	TYPE	VALUE
listener_networks	string	
local_listener	string	LISTENER_LDPLM000
remote_listener	string	

11.1.1.2 Check you are in local_listener mode: listener information are added in tnsnames.ora

Example from database server:

```
#          tnsnames.ora          Network          Configuration          File:
C:\app\oracle\product\11.2.0\dbhome_1\network\admin\tnsnames.ora
# Generated by Oracle configuration tools.

LISTENER_LDPLM000 =
  (ADDRESS = (PROTOCOL = TCP)(HOST = ORAHOST)(PORT = 1521))

LDPLM000 =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL = TCP)(HOST = ORAHOST)(PORT = 1521))
    (CONNECT_DATA =
      (SERVER = DEDICATED)
      (SERVICE_NAME = LDPLM000)
    )
  )

ORACL_ CONNECTION_DATA =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC1521))
    )
    (CONNECT_DATA =
      (SID = CLRExtProc)
      (PRESENTATION = RO)
    )
  )
```

11.2 Why you are in “local_listener” mode

It seems that in since Oracle 11204 (behavior change), when Oracle encounter DNS problems during listener and database configuration that Oracle listener is configured in “local_listener mode”

11.3 How to move from a « local_listener” mode to a classic listener

11.3.1 Method 1

11.3.1.1 Step1: Backup the spfile before any action

Under ORACLE_HOME\database

Example:

```
backup C:\app\oracle\product\11.2.0\dbhome_1\database\SPFILELDPLM000.ora
```

11.3.1.2 Step2: modify spfile by setting local_listener empty

```
Set ORACLE_SID=LDPLM000
Sqlplus sys/**** as sysdba
alter system set local_listener='';
```

11.3.1.3 Step3: Backup SQL*Net configuration files (tnsnames.ora and listener.ora)

The command `lsnrctl status` give the SQL*Net configuration files path

```
Example:
LSNRCTL for 64-bit Windows: Version 11.2.0.4.0 - Production on 02-JUIN -2014
Connecting to (ADDRESS=(PROTOCOL=tcp)(HOST=)(PORT=1521))
STATUS of the LISTENER
-----
Alias                LISTENER
Version              TNSLSNR for 64-bit Windows: Version 11.2.0.4.0
Security              ON: Local OS Authentication
SNMP                 OFF
Listener Parameter File:
      C:\app\oracle\product\11.2.0\dbhome_1\network\admin\listener.ora
...
```

The default path is under ORACLE_HOME\network\admin

11.3.1.4 Step4: Modify listener.ora:

Set some lines (yellow) in comment:

```
SID_LIST_LISTENER =
  (SID_LIST =
    (SID_DESC =
      (SID_NAME = CLRExtProc)
      (ORACLE_HOME = C:\app\oracle\product\11.2.0\dbhome_1)
      (PROGRAM = extproc)
      (ENVS
"EXTPROC_DLLS=ONLY:C:\app\oracle\product\11.2.0\dbhome_1\bin\oraclr11.dll")
      )
    )
)

#LISTENER =
#  (DESCRIPTION_LIST =
#    (DESCRIPTION =
#      (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC1521))
#      (ADDRESS = (PROTOCOL = TCP)(HOST = ORAHOST)(PORT = 1521))
#    )
#  )

ADR_BASE_LISTENER = C:\app\oracle
```

11.3.1.5 Step5: Modify tnsnames.ora

```
#          tnsnames.ora          Network          Configuration          File:
C:\app\oracle\product\11.2.0\dbhome_1\network\admin\tnsnames.ora
# Generated by Oracle configuration tools.

#LISTENER_LDPLM000 =
#  (ADDRESS = (PROTOCOL = TCP)(HOST = ORAHOST)(PORT = 1521))

LDPLM000 =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL = TCP)(HOST = ORAHOST)(PORT = 1521))
    (CONNECT_DATA =
      (SERVER = DEDICATED)
```

```
        (SERVICE_NAME = LDPLM000)
    )
)

ORACLR_CONNECTION_DATA =
(DESCRIPTION =
  (ADDRESS_LIST =
    (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC1521))
  )
  (CONNECT_DATA =
    (SID = CLRExtProc)
    (PRESENTATION = RO)
  )
)
```

11.3.1.6 Step6: Restart listener and database

- stop instance service (e.g. OracleServiceLDPLM000)
- stop listener service (e.g. OracleOraDb11g_home1TNSListener)
- start listener service
- start instance service

11.3.1.7 How to reverse (return to local_listener mode)

Step1: Restore previous SQL Net configuration files

Step2: Set local_listener instance parameter

```
Set ORACLE_SID=LDPLM000
```

```
Sqlplus sys/**** as sysdba
```

```
alter system set local_listener='LISTENER_LDPLM000' scope=both sid='' ;
```

Restart listener and instance services

```
Stop instance service
```

```
Restart listener
```

```
Start instance service
```

12. APPENDIX 02: DETAILED BUGS

12.1 PB01 (Oracle 11GR2): ORA-12638 Authentication problems on domain accounts



Caution: PB01 and PB02 can be cumulated

12.1.1 Impacted versions

Oracle 11GR2 version 11201, 11202

12.1.2 Fixed versions

Fixed since 1.2.0.3.0 Patch 16 (so, fixed on 11204)

12.1.3 Error message

ORA-12638: Credential retrieval failed

12.1.4 Cause

Bug 10626356, the estimate is that somehow a translation of the word 'System' causes the problem

12.1.5 Conditions to reproduce (All conditions need to be true)

- Win7 X64 or 2008R2 X64
- Non English platform
- When using administrator in the domain

12.1.6 Workarounds

12.1.6.1 3 possible workarounds

- Change Oracle services logon from the default (local system) to your network admin logon (recommended by Oracle)
 - If SQLNET.AUTHENTICATION_SERVICES= (NTS) need to be connected to the network
 - If SQLNET.AUTHENTICATION_SERVICES= (NONE) no need to be connected to the network
- Use a local administrator user with administrator and ORA_DBA groups) to install and to do Oracle connections
 - If you want to be connected to this installation (done using a local administrator) using an administrator in the domain you need to set SQLNET.AUTHENTICATION_SERVICES=(NONE)
- Use an operating system with native English regional setting

12.1.7 Recommended steps if none of the 3 conditions can be changed

You will need to run the silent install step by step instead of running <DATABASE_BUNDLE_PATH>\DB_INST_00_START.cmd:

- Start manually the following subscripts
 - **DB_INST_01_BIN.cmd** (Oracle binaries installation)
 - **DB_INST_02_network.cmd** (Oracle network listener installation)
 - **DB_INST_03_BASE.cmd** (Database creation)
- **IF <you don't need to use database console> just let :**

- SQLNET.AUTHENTICATION_SERVICES= (NONE) in ORACLE_HOME\network\admin\sqlnet.ora if not already set
- ELSE
 - **Change Oracle services logon from the default (local system) to your network admin logon** (example: oracleServiceLDPLM000,OracleOraDb11g_homeTNSlistener)
- ENDIF
 - **DB_INST_03a_APP_creTBS.cmd** (PLM tablespaces creation)
 - **DB_INST_03b_create_schema.cmd** (PLM and WLP schema creation)
 - **[DB_INST_06_flash_recovery_area.cmd]** (adjust flash area)
- IF you need to use database console :
 - **DB_INST_08_em.cmd** (Database console configuration)

12.1.8 Example of steps to fix an installation that crash

- Cancel the installation (Status: error on database creation sub-step)
- Clean the previous installation (see How to clean installation)
- Modify sqlnet.ora (Under <ORACLE_HOME>\network\admin)
 - replace SQLNET.AUTHENTICATION_SERVICES= (NTS) with
 - SQLNET.AUTHENTICATION_SERVICES= (NONE)
- Re-Start manually database create subscript
Oratool_SE_WIN<APP_ALIAS>\silent_install\ **DB_INST_03_BASE.cmd**
- Start manually next subscripts
 - **DB_INST_03b_create_schema.cmd** (PLM and WLP schema creation)
 - **DB_INST_06_flash_recovery_area.cmd** (adjust flash area)
 - **DB_INST_08_em.cmd** (install Database console)

12.2 PB2 (ORACLE 10.2 to 11.2): Bad server time synchronization



Caution: PB01 and PB02 can be cumulated

12.2.1 Impacted versions

From Oracle 10GR2 (10.2) to 11GR2 (11.2)

12.2.2 Fixed versions

Not still fixed on 11202 patch set

12.2.3 Error message

ORA-12638: Credential retrieval failed

12.2.4 Conditions to reproduce

A first connection attempt, if using `sqlnet_authentication=NTS` authentication can fail when using administrator in the domain

Example:

Reproduced when computer restarted without network and then try to connect

Database was started but no possible to connect because connection fails with ORA-12638 error

12.2.5 Workarounds

12.2.5.1 Workaround 01

Resynchronize the database server time with the time of the AD server.

It would be recommended but not mandatory to have this resynchronization done with the database server down

=> Restart "Windows Time" service once connected on the network and retry to connect

12.2.5.2 Workaround 02

Or **set `sqlnet_authentication` to `NONE`** (ORACLE_HOME\network\admin\sqlnet.ora)

12.2.6 Side effect of setting `SQLNET.AUTHENTICATION_SERVICES= (NONE)`

In some conditions sometimes, when « NONE » is set, it is not possible to do jdbc remote connection from another server in the network to the database server. The exact cause is not found at this time.