

# Oracle® Database

Release Notes

11g Release 2 (11.2) for Microsoft Windows

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This document contains important information that was not included in the platform-specific or product-specific documentation for this release. This document supplements *Oracle Database Readme*.

This document may be updated after it is released. To check for updates to this document and to view other Oracle documentation, refer to the Documentation section on the Oracle Technology Network (OTN) Web site:

<http://www.oracle.com/technetwork/indexes/documentation/index.html>

This document contains the following topics:

- [Certification Information](#)
- [Latest Upgrade Information](#)
- [Unsupported Products](#)
- [Content Specific to Oracle Database 11g Release 2 \(11.2.0.1\)](#)
- [Content Specific to Oracle Database 11g Release 2 \(11.2.0.2\)](#)
- [Content Specific to Oracle Database 11g Release 2 \(11.2.0.3\)](#)
- [Documentation Corrections and Additions](#)
- [Documentation Accessibility](#)

## 1 Certification Information

The latest certification information for Oracle Database 11g Release 2 (11.2) is available on My Oracle Support (formerly *OracleMetaLink*) at:

<https://support.oracle.com>

## 2 Latest Upgrade Information

For late-breaking updates and best practices about preupgrade, postupgrade, compatibility, and interoperability discussions, refer to Note 785351.1 on My Oracle Support (formerly *OracleMetaLink*) that links to the "Oracle 11gR2 Upgrade Companion" page.

<https://support.oracle.com>

### 3 Unsupported Products

In addition to the items listed in Section 2, "Features Not Available or Restricted in This Release," in *Oracle Database Readme*, the following products or features are not supported:

<b>Product/Component</b>	<b>Support Status</b>
DCE Adapter Support	Not supported on 32-bit client operating systems (See <sup>1</sup> ). Not supported on Windows x64.
Entrust Authority	Not supported on 32-bit client operating systems (See <sup>1</sup> ). Not supported on Windows x64.
Oracle RAC, Oracle Cluster File System, Server Management, Oracle Restart, and Oracle ASM	Not supported on any 32-bit (server or client) or x64 client operating systems.
Oracle Grid Infrastructure	Not supported on 32-bit or x64 client operating systems.
Oracle Automatic Storage Management and Oracle Notification Service-based Fast Application Notifications for IPv6	Not supported on 32-bit client operating systems (See <sup>1</sup> ). Not supported on Windows x64.
Thales The Hardware Security Modules are from the nCipher product line.	Not supported on Windows XP and Windows 7 for 32-bit or x64 platforms.
SafeNet	Not supported on 32-bit client operating systems (See <sup>1</sup> ). Not supported on Windows x64.
Oracle Fail Safe Server	Not supported on 32-bit or x64 client operating systems.
Oracle Messaging Gateway	Not supported on 32-bit or x64 client operating systems.
Business Components for Java (BC4J)	Not supported on Windows x64.
CyberSafe Adapter Support	Not supported on Windows x64.
Java Server Pages	Not supported on Windows x64.
Oracle Objects for OLE	Not supported on Windows x64.
Oracle Warehouse Builder Design Center Client	Not supported on Windows x64.
Pro*COBOL	Not supported on Windows 7 x64 and Windows Server 2008 R2 x64.
Object Oriented COBOL (OOCOBOL) specifications	Not supported on 32-bit client operating systems (See <sup>1</sup> ). Not supported on Windows x64.
Oracle HTTP Server	Not supported on Windows Server 2008 x64.
Java Access Bridge	Not supported on Windows x64.
Oracle ACFS replication and tagging	Not supported on 32-bit client operating systems (See <sup>1</sup> ). Not supported on Windows x64.
Oracle ACFS security and encryption	Not supported on 32-bit client operating systems (See <sup>1</sup> ). Not supported on Windows x64.

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<b>Product/Component</b>	<b>Support Status</b>
Cluster Health Monitor	Not supported on 32-bit client operating systems (See <sup>1</sup> ). Not supported on Windows x64.

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<sup>1</sup> Client operating systems include Windows XP, Windows Vista, and Windows 7

### **Database Smart Flash Cache Support**

Database Smart Flash Cache is supported on Solaris and Oracle Linux only. For release 11.2.0.1 on Oracle Linux, you must install the 8974084 patch.

### **Oracle Automatic Storage Management Dynamic Volume Manager Support**

Oracle ACFS and Oracle ADVM are only supported on Windows Server 2003 x64 and Windows Server 2003 R2 x64 for release 11.2.0.1.

Starting with Oracle Database 11g Release 2 (11.2.0.2), Oracle ACFS and Oracle ADVM are also supported on Windows Server 2008 and Windows Server 2008 R2.

### **Oracle SQL Developer Support**

Oracle SQL Developer 1.5.5 that ships with Oracle Database 11g Release 2 (11.2) is not supported on Windows x64.

#### **Workaround:**

Download Oracle SQL Developer 3.0 or later from the Oracle Technology Network (OTN) Web site:

<http://www.oracle.com/technetwork/developer-tools/sql-developer/overview/index.html>

### **ASMLIB Support**

ASMLIB is not supported.

## **4 Content Specific to Oracle Database 11g Release 2 (11.2.0.1)**

The following content is specific to release 11.2.0.1:

- [Preinstallation Requirements for Release 11.2.0.1](#)
- [Installation, Configuration, and Upgrade Issues for Release 11.2.0.1](#)
- [Other Known Issues for Release 11.2.0.1](#)

### **4.1 Preinstallation Requirements for Release 11.2.0.1**

Refer to the installation guides for the preinstallation requirements. Additional preinstallation requirements include the following.

- [Disk Space Requirement Issue During Oracle Grid Infrastructure Installation](#)

#### **4.1.1 Disk Space Requirement Issue During Oracle Grid Infrastructure Installation**

When installing Oracle Grid Infrastructure, the disk space requirement displayed on the Oracle Universal Installer Summary page is less than the actual disk space required.

#### **Workaround:**

Refer to *Oracle Grid Infrastructure Installation Guide* for information about disk space. This issue is tracked with Oracle bug 9241366.

## 4.2 Installation, Configuration, and Upgrade Issues for Release 11.2.0.1

Review the following sections for information about issues that affect Oracle Database installation, configuration, and upgrade:

- [Microsoft Visual C++ Redistributable Packages](#)
- [Upgrading Windows 32-Bit to Windows 64-Bit Using Oracle OLAP](#)
- [Issues Associated with Oracle SID Containing Underscore Character](#)
- [Enabling Oracle Automatic Storage Management Dynamic Volume Manager Volumes](#)
- [Automatic Storage Management Service Is Disabled After System Restart](#)
- [OCI Instant Client Version Update Issue](#)
- [ORA-00600 Error During Database Upgrade](#)
- [Oracle Clusterware Upgrade Error](#)
- [EMVLOGGER.EXE Process Does Not Restart Automatically](#)
- [Windows Service Issue for Oracle Database](#)
- [Remote Agents Must Be Manually Reloaded After Cluster Ready Services Upgrade and Oracle ASM Upgrade](#)
- [Oracle MTS Recovery Service Issue When Installing Oracle RAC](#)
- [Root Script Status Not Displayed with Oracle Grid Infrastructure](#)
- [Issue Encountered When Special Characters Are Used in Network Interface Names](#)
- [Deinstallation Tool Might Not Remove ORACLECLUSTERVOLUMESERVICE](#)
- [Deinstallation Tool Fails to Remove Registry Entries](#)
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- [Deinstallation Tool Does Not Remove Oracle Home](#)
- [Deinstallation Tool Does Not Remove invDetails.properties File](#)
- [Deinstallation Tool Does Not Remove ocfs.sys File](#)
- [Deinstallation Tool Does Not Detect Oracle RAC Home](#)
- [Using Deinstallation Tool for Oracle RAC Returns Errors](#)
- [Time Issue with Deinstallation Tool to Remove Oracle RAC Home](#)
- [Deinstallation Tool Fails to Remove Oracle Grid Infrastructure for a Cluster in Silent Mode](#)
- [Install 32-Bit and 64-Bit Oracle Software in Separate Oracle Base Directories](#)
- [User Issue with ORA\\_DBA Group on Remote Nodes](#)
- [Oracle Clusterware Resource Status Issue](#)
- [SCAN Name Issue with Oracle Clusterware](#)

- [Oracle Notification Service Fails to Start During Oracle Grid Infrastructure Upgrade](#)
- [Upgrade of Oracle Clusterware Release 10.2.0.5 to Oracle Clusterware 11.2.0.1 Fails](#)

#### **4.2.1 Microsoft Visual C++ Redistributable Packages**

The Microsoft Visual C++ 2005 SP1 Redistributable Package is automatically installed with the Oracle Database 11g Release 2 (11.2) software. Do not remove this package from the Add or Remove Programs interface in the Control Panel.

#### **4.2.2 Upgrading Windows 32-Bit to Windows 64-Bit Using Oracle OLAP**

There are specific instructions for migrating 32-bit Oracle Online Analytical Processing (OLAP) option databases to 64-bit. These instructions are documented in Note 352306.1 on My Oracle Support (formerly Oracle*MetaLink*) at:

<https://support.oracle.com/>

#### **4.2.3 Issues Associated with Oracle SID Containing Underscore Character**

Oracle Database 11.2 supports Oracle SID having an underscore but it is not compatible with the earlier client releases with a bequeath connection. The issue affects any Oracle Database Client 11.1.0.7 or earlier client, when connecting to the database over a bequeath connection. This includes all OCI clients and Oracle Enterprise Manager agents that monitor the database.

##### **Workaround:**

Use only alphanumeric characters including hyphens for Oracle SID or connect to the database using TCP connection.

This issue is tracked with Oracle bug 7611024.

#### **4.2.4 Enabling Oracle Automatic Storage Management Dynamic Volume Manager Volumes**

Oracle Automatic Storage Management Dynamic Volume Manager volumes are typically enabled automatically. Disk groups that are listed in the `init.ora` file for Oracle Automatic Storage Management (Oracle ASM) have all volumes automatically enabled during disk mount.

For volumes in disk groups that are mounted manually, you must also manually enable the volumes in that disk group before using them.

In Oracle Restart, to load Oracle Automatic Storage Management Cluster File System drivers during system initialization as an Administrator, you must manually reload the three drivers associated with Oracle ACFS: Oracle OKS, Oracle ADVN and Oracle ACFS.

This issue is tracked with Oracle bug 7700977.

#### **4.2.5 Automatic Storage Management Service Is Disabled After System Restart**

After an installation, the Automatic Storage Management Startup Type is set to Manual. Hence, Automatic Storage Management does not start when you restart the system.

##### **Workaround:**

In Services Control Manager, change the Startup Type to **Automatic**.

#### 4.2.6 OCI Instant Client Version Update Issue

A new Oracle Database release does not update OCI Instant Client version.

##### Solution:

Use the OCIClientVersion feature to determine the client version instead of checking the dll version number.

This issue is tracked with Oracle bug 8372062.

#### 4.2.7 ORA-00600 Error During Database Upgrade

When you upgrade from Oracle Database Release 9.2 to release 10.2, and then upgrade to release 11.2, the database upgrade fails with an ORA-00600 error.

This issue is tracked with Oracle bug 8668823.

#### 4.2.8 Oracle Clusterware Upgrade Error

When you use Oracle Universal Installer to upgrade Oracle Clusterware 11g Release 1 (11.1.0.6), or Oracle Clusterware 11g Release 1 (11.1.0.7) to Oracle Clusterware 11g Release 2 (11.2), you may receive the following error:

```
[INS-40406] There is no previous version of grid software detected on the system.
```

##### Workaround:

If you are performing the upgrade on a remote node, a node other than the one on which Oracle Clusterware 11g Release 1 (11.1.0.6) was installed, then the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\Oracle\inst\_loc may not have been set on that node.

Ensure that you manually set the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\Oracle\inst\_loc to the location of the Oracle Inventory directory of the node on which you are performing the upgrade installation.

This issue is tracked with Oracle bugs 9210861 and 6527941.

#### 4.2.9 EMVLOGGER.EXE Process Does Not Restart Automatically

If the EMVLOGGER.EXE process is terminated at the operating system level, it fails to restart automatically because of an existing log file.

##### Workaround:

Remove the emvlogger log file at *Grid\_home*\evm\log\\*\_emvlogger.log, where *Grid\_home* is the location of your Oracle Grid Infrastructure installation. The emvlogger.exe process should automatically restart after approximately one minute.

This issue is tracked with Oracle bug 9260650.

#### 4.2.10 Windows Service Issue for Oracle Database

Manually shutting down an Oracle Database or stopping an Oracle ASM instance using CRSQL utility or SQL\*Plus does not stop its associated Windows service.

##### Workaround:

Using the Services management console, manually stop the Windows service associated with the Oracle instance. You can access the Services management console through the Control Panel, or you can stop the Oracle Database service, or Oracle ASM service directly using the following commands:

```
net stop OracleServiceSID
net stop oracleASMServiceSID
```

This issue is tracked with Oracle bug 9178097.

#### 4.2.11 Remote Agents Must Be Manually Reloaded After Cluster Ready Services Upgrade and Oracle ASM Upgrade

When attempting to upgrade Cluster Ready Services or Oracle ASM to 11.2 release using the Automatic Storage Management Configuration Assistant, the upgrade succeeds, but the configuration changes made to the Agents on a remote host fail to reload. As a result, Oracle Enterprise Manager Grid Control and Database Control cannot monitor the Oracle ASM and Cluster Ready Services targets.

##### Workaround:

Manually reload the remote agents after the upgrade using the following command:

```
emctl reload agent
```

This issue is tracked with Oracle bug 9398380.

#### 4.2.12 Oracle MTS Recovery Service Issue When Installing Oracle RAC

In an Oracle RAC database installation, Oracle MTS Recovery Service on the remote nodes does not have the correct host name registered for string variable `HOST` under registry key `HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\OracleMTSRecoveryService\Protid_0`. This variable contains the name of the host from where the installation was performed instead of the name of the local host. This registry variable is used by COM+ applications to pass information to Oracle databases so that they can connect back to the Windows computer if the database must resolve in-doubt COM+ transactions. The incorrect host name that is registered can cause transaction recovery issues.

##### Workaround:

To fix this, use Registry Editor (`regedit`) on the remote Windows system and look under the registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\OracleMTSRecoveryService\Protid_0
```

The string-type values for the following key must be set correctly:

```
Name:          *Host*
Type:          REG_SZ
Data: << the name of the host-machine e.g. myhost@example.com
<mailto:myhost@example.com>>>
```

This key must contain the host name of the system on which the registry key exists.

This issue is tracked with Oracle bug 9483665.

#### 4.2.13 Root Script Status Not Displayed with Oracle Grid Infrastructure

When running `rootcrs.pl` or `roothas.pl` to configure, upgrade, or deconfigure Oracle Grid Infrastructure, the script does not display the success or failure status in the command window.

##### Workaround:

None. Check the log file generated at the following location to know the status of the script:

```
Grid_home/cfgtoollogs/rootcrs_host_name.log
```

This issue is tracked with Oracle bug 9473262.

#### 4.2.14 Issue Encountered When Special Characters Are Used in Network Interface Names

While installing or upgrading Oracle Grid Infrastructure for a cluster, you might encounter an issue if special characters, including non-ASCII characters and single quotation marks, are used in network connection names. The following message is recorded in the Oracle Universal Installer log:

```
ATTENTION: Bareword found where operator expected at (eval 20) line 1,
near "' 'node-vip/netmask/excutabled'acc"
ATTENTION:      (Missing operator before acc?)
ATTENTION: Parameter ORACLE_HOME not defined at
C:\app\11.2.0\grid\crs\install\crsconfig_lib.pm line 8722.
```

##### Workaround:

Do not use special characters in network connection names.

This issue is tracked with Oracle bug 9492881.

#### 4.2.15 Deinstallation Tool Might Not Remove ORACLECLUSTERVOLUMESERVICE

When using the Deinstallation Tool to remove a Clusterware home, you might encounter the issue that removing service, OracleClusterVolumeService, failed.

##### Workaround:

Manually remove the service, OracleClusterVolumeService.

This issue is tracked with Oracle bug 9405729.

#### 4.2.16 Deinstallation Tool Fails to Remove Registry Entries

When deinstalling a single instance Oracle Database, Oracle Database Client, or Oracle RAC (only 64-bit Windows servers), some registry entries are not removed.

##### Workaround:

- Manually remove the following registry entries:

```
HKLM\Software\Microsoft\ .NETFramework\v2.0.50727\AssemblyFoldersEX\ODP.NET
HKLM\Software\Microsoft\VisualStudio\8.0\Help\VisibleFilters\OracleDataProvider
TechFilter
```

This issue is tracked with Oracle bug 9501499.

- Manually remove the registry entry, Oracle in *ORACLE\_HOME\_NAME*:

```
HKLM\Software\ODBC\ODBCINST.INI\ODBC Drivers\Oracle in Oracle_HOME_NAME
```

This issue is tracked with Oracle bug 9478171.

- Manually remove the registry entry, Oracle Services for MTS:

```
HKLM\System\CurrentControlSet\Services\EventLog\Application\Oracle Services for
MTS
```

This issue is tracked with Oracle bug 9524210.

- Manually remove the registry entry, OracleDBConsoleSID:

```
HKLM\System\CurrentControlSet\Services\EventLog\Application
```



This issue is tracked with Oracle bug 9523875.

- Manually remove the registry entries, `Oracle.SID` and `Oracle.VSSWriter.SID`:  
`HKLM\System\CurrentControlSet\Services\EventLog\Application`

This issue is tracked with Oracle bug 9523866.

- Manually remove the following registry entries:  
`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Oracle11`  
`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\OraFenceService`

This issue is tracked with Oracle bug 9478187.

#### 4.2.17 Deinstallation Issues with ODP.NET

While removing a single instance Oracle Database, Oracle Database Client, or Oracle RAC on 64-bit Windows, you might see some unnecessary characters or lines printed in `winprod_cleanup.out` on a non-English operating system. If the operating system is English, then you might see the following message:

```
This action is only valid for products that are currently installed.
```

##### Workaround:

Ignore these unnecessary characters and the message.

This issue is tracked with Oracle bug 9440539.

#### 4.2.18 Deinstallation Tool Does Not Remove Oracle Home

When using the Deinstallation Tool to remove an Oracle home that has Oracle Enterprise Manager Database Control configured and that was installed on Oracle ACFS, the `%ORACLE_HOME%\host_sid\sysman` directory and its sub directories cannot be deleted, preventing the Oracle home from being removed.

##### Workaround:

Before performing these operations, run the following command as the Administrator user:

```
cacls %ORACLE_HOME%\HOSTNAME_DBNAME\sysman\emd\upload\hsperfdata_SYSTEM /E /P  
%USERDOMAIN%\%USERNAME%:F
```

This issue is tracked with Oracle bug 9444816.

#### 4.2.19 Deinstallation Tool Does Not Remove `invDetails.properties` File

The Deinstallation Tool fails to remove the `invDetails.properties` file when deinstalling Oracle RAC home.

##### Workaround:

Manually remove the `dbhome\inventory` directory.

This issue is tracked with Oracle bug 9543109.

#### 4.2.20 Deinstallation Tool Does Not Remove `ocfs.sys` File

The Deinstallation Tool fails to remove the `ocfs.sys` file when deinstalling Oracle RAC.

**Workaround:**

Manually remove the `ocfs.sys` file:

```
system_drive\Windows\System32\drivers\ocfs.sys
```

This issue is tracked with Oracle bug 9498036.

**4.2.21 Deinstallation Tool Does Not Detect Oracle RAC Home**

If you are deinstalling the 11.2.0.1.0 Oracle RAC Database software installed on Oracle ACFS mounted drive using the Deinstallation Tool, you might see the following message during the Oracle Configuration Manager (OCM) deconfiguration:

```
Oracle Home does not exists, but CCR is configured
```

**Workaround:**

You can ignore this message, the OCM gets deconfigured successfully.

This issue is tracked with Oracle bug 9545478.

**4.2.22 Using Deinstallation Tool for Oracle RAC Returns Errors**

The Deinstallation Tool cannot delete files that are still in use because one or more processes or services were not stopped successfully. The deinstall output shows error messages such as:

```
Failed to delete the file file_name
```

**Workaround:**

Remove the Oracle home manually after the server is restarted.

This issue is tracked with Oracle bug 9446472.

**4.2.23 Time Issue with Deinstallation Tool to Remove Oracle RAC Home**

When using the Deinstallation Tool to remove an Oracle RAC home that was installed on Oracle ACFS, the tool takes a longer amount of time than expected to finish.

**Workaround:**

None. Wait an additional 20-30 minutes for the deinstallation tool to finish.

This issue is tracked with Oracle bug 9478372.

**4.2.24 Deinstallation Tool Fails to Remove Oracle Grid Infrastructure for a Cluster in Silent Mode**

When using the Deinstallation Tool to remove Oracle Grid Infrastructure for a cluster in silent mode, the tool fails with the following error message:

```
ERROR: As the privileged user, Execute \deinstall\crsdc.bat on every  
node in this cluster except for this node, and then execute  
\deinstall\rootdeinstall.bat on this node to remove the configuration of the  
Oracle Clusterware and to completely remove the Oracle software
```

**Workaround:**

Follow these steps when the deinstallation fails:

1. Run `crsdc.bat` on all the nodes as instructed by the Deinstallation Tool.
2. Run `rootdeinstall.bat` from the `deinstall` directory on node 1.

This issue is tracked with Oracle bug 9540713.

#### **4.2.25 Install 32-Bit and 64-Bit Oracle Software in Separate Oracle Base Directories**

If you install 32-bit Oracle software and 64-bit Oracle software on the same server, then you should use different Oracle Base directories for the 32-bit Oracle software and the 64-bit Oracle software.

This issue is tracked with Oracle bug 9502109.

#### **4.2.26 User Issue with ORA\_DBA Group on Remote Nodes**

When installing an Oracle RAC Database on a cluster using a local user (non-domain user) account, the user account is not added to the ORA\_DBA group on remote nodes. This prevents the local user from connecting to the database as SYSDBA using operating system authentication.

##### **Workaround:**

Manually add this local user to the ORA\_DBA group on all the remote nodes or install as a domain user.

This issue is tracked with Oracle bug 9524516.

#### **4.2.27 Oracle Clusterware Resource Status Issue**

In an Oracle RAC cluster with 2 or more nodes, if you restart one node, and then, while the node is being restarted, use CRSCtl on another node to query the status of the Oracle Clusterware resources, then CRSCtl either displays no information, or returns the error message:

```
CRS-0245:USER DOESN'T HAVE ENOUGH PRIVILEGE TO QUERY CRS RESOURCES
```

##### **Workaround:**

Before restarting a node, issue the following command on that node:

```
crsctl stop crs -f
```

This issue is tracked with Oracle bug 9369059

#### **4.2.28 SCAN Name Issue with Oracle Clusterware**

In an Oracle Clusterware environment where DHCP is configured and GNS is enabled, if the non-qualified SCAN name is resolved by DNS, it can cause Enterprise Manager Configuration Assistant or Database Configuration Assistant to fail with the following error message:

```
SEVERE: Scan Listener is not up or database service is not registered with it.  
Start the Scan Listener and register database service and run EM Configuration  
Assistant again
```

##### **Workaround:**

When using GNS, ensure that the SCAN name, qualified by either the default domain on the network, or qualified by any domain in the cluster nodes' domain search order, is not resolvable through DNS for the network.

This issue is tracked with Oracle bug 9471408.

#### 4.2.29 Oracle Notification Service Fails to Start During Oracle Grid Infrastructure Upgrade

During an upgrade of the Grid home to release 11.2, the `PRCR-1064` error is sometimes encountered for the `ora.ons` resource on the last node. This error appears in the `rootcrs_nodename.log` file.

##### Workaround:

When Oracle Grid Infrastructure upgrade fails with this error, perform the following steps:

1. Open the Windows Task Manager and find the two `ons.exe` processes.
2. Stop both the `ons.exe` processes.
3. Run the following commands:

```
srvctl start nodeapps
srvctl start gns
srvctl start scan
srvctl start scan_listener
```
4. Skip the Oracle Grid Infrastructure configuration from the installer and complete the upgrade.

This issue is tracked with Oracle bug 9491140.

#### 4.2.30 Upgrade of Oracle Clusterware Release 10.2.0.5 to Oracle Clusterware 11.2.0.1 Fails

During an Oracle Grid Infrastructure for a cluster installation, upgrade of Oracle Clusterware 10.2.0.5 to Oracle Clusterware 11.2.0.1 fails. The installer displays the following message:

```
Grid Infrastructure Configuration failed.
```

##### Solution:

Upgrading directly from Oracle Clusterware 10.2.0.5 to Oracle Clusterware 11.2.0.1 is not supported. Either complete the upgrade by running an Oracle Grid Infrastructure for a cluster 11.2.0.2 installation, or contact support for a one-off patch for the Oracle Clusterware 11.2.0.1 software.

This issue is tracked with Oracle bug 9776578.

### 4.3 Other Known Issues for Release 11.2.0.1

The following sections contain information about issues related to Oracle Database 11g and associated products:

- [Oracle Wallet Manager Help Does Not Work](#)
- [Delete Node Deployment Procedure Not Supported](#)
- [Oracle Database Extensions for .NET Support on Windows x64](#)
- [Oracle RAC Patch Not Supported](#)
- [Help File Shortcut Not Working in Windows Server 2008](#)
- [Incorrect Reverse Ping Command from Oracle Management Service](#)
- [Installing Online Patches on Windows Systems](#)

- File Systems Mounted with Drive Letters on Oracle ADVM Volumes Are Not Visible in Windows Explorer
- Download Microsoft Handle Utility When Using Oracle ACFS
- Oracle Grid Infrastructure Listeners Issue
- Shared Oracle Home Shortcuts Do Not Work on Windows Server 2008
- addNode.bat Script Shows Success Even When One or More Node Additions Fail
- Inventory Issue with addNode.bat Script
- Data Pump Worker Processes Do Not Run on Different Oracle RAC Instances
- ORA\_DBA Group Not Created By addNode.bat Script
- ODP.NET Help Not Installed on 64-Bit Windows
- Using Oracle ACFS for the Database Home and LOB Files
- Oracle ACFS Recommendation for Oracle Grid Infrastructure Shutdown
- Oracle Notification Service Fails to Stop During Oracle Grid Infrastructure Shutdown
- Global Services Daemon (GSD) Resource Shows ONLINE After Oracle Grid Infrastructure Restart
- VIP Does Not Fail Back When Public Network Interface Card (NIC) Status Changes Rapidly
- cluvfy.bat Fails to Check Shared Resource Status for Node Addition

#### 4.3.1 Oracle Wallet Manager Help Does Not Work

The Oracle Wallet Manager screen images and icons do not display clearly, and Oracle Wallet Manager help does not work.

##### Workaround:

Add `owm-images.jar` and `owm_help.jar` to the `CLASSPATH` variable in the `owm.c1` file so that the screen is displayed clearly and the Oracle Wallet Manager help works correctly.

Perform the following steps:

1. In the **Start** menu, right-click the **OWM** icon and select **Properties**. This gives you the location of the `owm.c1` file.
2. Open the `owm.c1` file using a text editor.
3. Add the `owm-images.jar` and `owm_help.jar` files to the `CLASSPATH` variable in the `owm.c1` file.

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**Note:** The path of the `.jar` should be same as of `owm-3_0.jar`. Typically, the `owm-images.jar` and `owm_help.jar` files are located in `C:\app\user-name\product\11.2.0\ORACLE_HOME\owm\jlib\`.

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4. Save the changes to the `owm.c1` file.

This issue is tracked with Oracle bug 7506415.

### 4.3.2 Delete Node Deployment Procedure Not Supported

Deleting nodes using Oracle Enterprise Manager Database Control is currently not supported. However, you can manually delete the nodes. See the following for more information:

- Chapter 3, "Cloning Oracle Clusterware to Create a Cluster" and Chapter 4, "Adding and Deleting Cluster Nodes on Windows Systems" in the *Oracle Clusterware Administration and Deployment Guide*
- Chapter 10, "Adding and Deleting Nodes and Instances on Windows Systems" in the *Oracle Real Application Clusters Administration and Deployment Guide*

### 4.3.3 Oracle Database Extensions for .NET Support on Windows x64

If you run a .NET Stored Procedure with .NET Framework 2.0 SP2, then you get an access violation in `extproc.exe`. This does not occur if you run a .NET Stored Procedure with .NET Framework 2.0 SP1.

#### Workaround:

Install Microsoft hotfix KB974168.

### 4.3.4 Oracle RAC Patch Not Supported

Oracle RAC patch from Oracle Enterprise Manager Database Control is not supported.

#### Workaround:

Run OPatch to apply patches to Oracle RAC databases.

This issue is tracked with Oracle bug 9128255.

### 4.3.5 Help File Shortcut Not Working in Windows Server 2008

Starting Oracle Objects for OLE C++ Class Library Help from the Start menu shortcut does not open the help page in Windows Server 2008.

#### Workaround:

Complete the following steps to resolve this issue:

1. Right-click the shortcut.
2. Select **Open With** and click **Internet Explorer**.
3. Select the option to open the help page.

This issue is tracked with Oracle bug 8001859.

### 4.3.6 Incorrect Reverse Ping Command from Oracle Management Service

Oracle Management Service provides incorrect reverse ping command with Oracle Enterprise Manager Database Control. The `emoms.properties` file shows:

```
emdrep.ping.pingCommand=ping <hostname>
```

#### Workaround:

Change the property in the `emoms.properties` file to:

```
ping -n 3 -w 30000 <hostname>
```

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**Note:** On all the computers using IPv6, you must specify `ping6` command (or an equivalent IPv6 command) instead of `ping` command.

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This issue is tracked with Oracle bug 9211800.

#### 4.3.7 Installing Online Patches on Windows Systems

The Opatch tool shipped with Oracle Database 11g Release 2 fails while applying online patches on Windows systems.

**Workaround:**

Opatch tool version 11.2.0.1.1 is available on My Oracle Support as Patch 6880880 for Oracle Database 11g Release 2. Download and install Opatch Tool version 11.2.0.1.1 before applying online patches on Windows systems.

To list the database instances patched by an online patch, run the `opatch lsinventory -details` command. Ensure that you run the `opatch rollback` command instead of `opatch disableOnlinepatch` command to disable and remove an online patch from the final database instance in a node. To remove the online patch that is in a disabled state, run the `disableOnlinepatch` command. To remove the online patch in a disabled state, use `-no_sysmod` flag with `opatch rollback` command, only when `opatch lsinv -details` does not list any instances for that patch. For example, use `opatch rollback -id 1234 -no_sysmod`, only when `opatch lsinv -details` show no instances patched for bug 1234.

This issue is tracked with Oracle bugs 8843060 and 9440270.

#### 4.3.8 File Systems Mounted with Drive Letters on Oracle ADVM Volumes Are Not Visible in Windows Explorer

When the Oracle ACFS mount registry resource or the Oracle ACFS individual file system resource mounts an Oracle ADVM volume on a drive letter, the drive is not visible in Windows Explorer. This only affects the visibility of the drive letter in Windows Explorer; the volume is mounted and fully accessible using the command line, and is visible using the `acfsutil.exe` utility.

**Workaround:**

You must log out of your Windows session and log back in to view the driver letter in Windows Explorer.

This issue is tracked with Oracle bug 9343876.

#### 4.3.9 Download Microsoft Handle Utility When Using Oracle ACFS

The Microsoft handle utility is required for proper operation of Oracle ACFS High Availability resources managed by Oracle Clusterware. Oracle Clusterware resources may not shut down properly if this command is not included.

**Workaround:**

Download the Microsoft Handle utility from:

<http://technet.microsoft.com/en-us/sysinternals/bb896655.aspx>

After downloading, place the Handle utility in the `BIN` directory of your Grid home.

---

---

**Note:** Ensure that the Grid home is included in the `PATH` environment variable for your current session.

---

---

This issue is tracked with Oracle bug 9349433.

#### **4.3.10 Oracle Grid Infrastructure Listeners Issue**

After installing Oracle Grid Infrastructure, the default listener does not listen on public addresses. As a result, even though the listener is available, the listener does not service the database or Oracle ASM instances.

##### **Workaround 1:**

If you are not using GNS with DHCP, then perform the following steps:

1. Add the local IP address and host name information to  
`%Systemroot%\System32\Drivers\Etc\Hosts.`

For example, IP address host name such as `192.0.2.254 dbhost.`

2. Restart the Oracle Grid Infrastructure listener.

This issue is tracked with Oracle bug 9382523.

##### **Workaround 2:**

If you have configured GNS and use DHCP to assign the addresses for the cluster nodes, then configure DHCP so that the IP address assigned to the host name for each cluster node (the public IP address) has a smaller numeric value than the IP addresses assigned for the Virtual IP (VIP) address, GNS VIP address, or SCAN VIP address for a node.

For example, you could use IP addresses in the range of `xxx.xxx.xxx.0 – xxx.xxx.xxx.099` for only host IP addresses, and all other IP address assignments must use a value of `xxx.xxx.xxx.100` or higher.

This issue is tracked with Oracle bug 9441288.

#### **4.3.11 Shared Oracle Home Shortcuts Do Not Work on Windows Server 2008**

Starting Oracle tools such as Net Configuration Assistant, Database Configuration Assistant, Database Upgrade Assistant, Net Manager, Oracle Universal Installer, and so on, from a shared Oracle home shortcut gives the following error:

```
Missing shortcut: windows is searching launch.exe
```

After displaying the error message, the shortcut exits.

##### **Workaround:**

Start the tools from a Windows command prompt with Administrator privileges.

This issue is tracked with Oracle bug 7525053.

#### **4.3.12 addNode.bat Script Shows Success Even When One or More Node Additions Fail**

When running the `addNode.bat` script to add one or more nodes to your cluster, if there was a failure during any installation on any of the new nodes, they are removed from the list of nodes to be adding to the cluster. As a result the `updatenodelist`



command called after the node addition process returns a status of success even if there was a failure in adding a node.

**Workaround:**

None. Verify that the new nodes are correctly added to the node list after the addNode procedure. If not, check the addNode logs for any error messages. Correct the problem and repeat the addNode procedure.

This issue is tracked with Oracle bug 9481472.

### 4.3.13 Inventory Issue with addNode.bat Script

After running the addNode.bat script, the inventory on the new nodes does not reflect the newly added home.

**Workaround:**

On the node being added by the addNode.bat script, do the following:

**CRS or Grid Home**

```
cd Grid_home\oui\bin
```

If you have a non-shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" CRS=TRUE -local
```

If you have a shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" CRS=TRUE -cfs -local
```

**Database or Oracle RAC Home**

```
cd RAC_home\oui\bin
```

If you have a non-shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" -local
```

If you have a shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" -cfs -local
```

This issue is tracked with Oracle bugs 9544552 and 9541191.

### 4.3.14 Data Pump Worker Processes Do Not Run on Different Oracle RAC Instances

When running a Data Pump job in an Oracle RAC environment, if you specify a value greater than 1, then Data Pump should use the Oracle RAC resources and start additional worker processes on other nodes in the cluster up to the value of the parallel parameter. However, for Windows systems, all the Data Pump processes run on the instance where the job is created; worker processes on other nodes are not started.

**Workaround:**

None.

This issue is tracked with Oracle bug 9448829.

### 4.3.15 ORA\_DBA Group Not Created By addNode.bat Script

When you use the `addNode.bat` script to add a node to your cluster, the operating system group `ORA_DBA` is not created on the nodes being added to the cluster or the user running the `addNode.bat` script is not added to the `ORA_DBA` group on the nodes being added to the cluster. This causes the `root.bat` script to fail.

#### Workarounds:

1. If you have not yet run the `root.bat` script as prompted by `addNode.bat`, then you can manually create the `ORA_DBA` operating system group on the nodes being added to the cluster and add the user that is running the `addNode.bat` script to that `ORA_DBA` group.

When installing software in a cluster or adding a node to a cluster, the same operating system user performing the installation on the first node must exist on each node, and the user must be explicitly declared as a member of the local Administrators group and the `ORA_DBA` group on each node in the cluster.

Alternatively, you can run the following command from Oracle home in which Oracle Clusterware is installed as the user that runs `addNode.bat`:

```
%ORACLE_HOME%\bin\oradim.exe -ex network useradd ora_dba
%USERDOMAIN%\%USERNAME% "Oracle DBA Group"
```

2. If you have already run the `root.bat` script and it failed, then perform the following steps:
  1. Deconfigure Oracle Clusterware on the nodes being added to the cluster:

```
cd %ORACLE_HOME%\crs\install
perl rootcrs.pl -deconfig -force
```
  2. Perform the workaround 1 and rerun the `root.bat` script.

This issue is tracked with Oracle bug 9525501.

### 4.3.16 ODP.NET Help Not Installed on 64-Bit Windows

If you install 32-bit Oracle software on a 64-bit Windows computer, then help for ODP.NET is not installed.

#### Workaround:

Use the .NET Help Setup Wizard to manually install the dynamic help. To start the wizard on an English locale, run the `DataProviderHelp_en.msi` file from the `%ORACLE_HOME%\ODP.NET\help` directory. For the Japanese locale, run the `DataProviderHelp_ja.msi` file from the same directory.

This issue is tracked with Oracle bug 9524039.

### 4.3.17 Using Oracle ACFS for the Database Home and LOB Files

If you place the Oracle Database home on Oracle ACFS, and the database uses LOB files, which are also stored on Oracle ACFS, then the Oracle ACFS home must be of the format, `DRIVE_LETTER:\directory`. For example:

```
g:\dir
g:\dir1\dir2
```

Otherwise, LOB related errors are shown when accessing the LOB (as in the sample schema for a basic installation). For example:

```
ERROR at line 1:
```

```
ORA-22288: file or LOB operation FILEOPEN failed
ORA-06512: at "SYS.DBMS_LOB", line 744
ORA-06512: at "XDB.DBMS_XDB", line 301
ORA-06512: at line 4
```

See ["File Systems Mounted with Drive Letters on Oracle ADVM Volumes Are Not Visible in Windows Explorer"](#) for related information. If you are not using a drive letter for the Oracle ACFS home, then several LOB related error messages appear during sample schema install due to this issue.

**Workaround:**

Click **Ignore these errors** to proceed, or click **Abort** to stop the database creation.

This issue is tracked with Oracle bug 9527303.

#### 4.3.18 Oracle ACFS Recommendation for Oracle Grid Infrastructure Shutdown

Under certain conditions, errors may be issued during an Oracle Grid Infrastructure shutdown relating to activity on Oracle ACFS file systems:

```
acfsdismount: ACFS-04007: dismount failed due to open files on the volume
```

**Workaround:**

To avoid these errors, unmount all Oracle ACFS file systems manually before Oracle Grid Infrastructure shutdown. You can use the Windows `handle` and `wmic` commands to identify processes which are active on the file systems. Ensure that these processes are no longer active, unmount all ACFS file systems, then reissue Oracle Grid Infrastructure shutdown.

This issue is tracked with Oracle bugs 9539710 and 9445489.

#### 4.3.19 Oracle Notification Service Fails to Stop During Oracle Grid Infrastructure Shutdown

You might encounter the following error during shutdown of Oracle Grid Infrastructure on a node:

```
CRS-5016 (or CRS-2675): stop action failed for ora.eons resource
```

**Workaround:**

Perform the following steps to manually stop the `ora.eons` resource and shut down Oracle Grid Infrastructure:

1. Disable the `ora.eons` resource on the node by running the following command:

```
crsctl modify resource ora.eons -attr "ENABLED@SERVERNAME(nodename)=0"
```

2. Find and stop the java process for the `ora.eons` resource, `oracle.supercluster.impl.cluster.EONSServerImpl`.
  - a. To determine the process ID (PID) of the process, you can use a utility such as the Microsoft Windows Management Utility. For example:

```
wmic RETURN process
```

While logged in as an Administrator user, start the Microsoft Windows Management Utility using the following command:

```
C:\> wmic
```

When the utility prompt appears, run the `process` command, as shown here:

```
wmic:root\cli> process
```

A long list of processes and the command used to start those processes is displayed. For the processes named `java.exe`, find the one associated with the `eons` process. It will appear similar to the following, where `Grid_home` is the directory in which Oracle Grid Infrastructure is installed on the local node:

```
java.exe    "Grid_home\jdk\jre\bin\java\  
-Doracle.supercluster.cluster.server=eonsd -classpath ...
```

- b. To get the PID for the process, use the following command:

```
wmic:root\cli> process where (commandline like "%eons%") list brief
```

This command returns output similar to the following:

HandleCount	Name	Priority	ProcessId	ThreadCount	WorkingSetSize
39	cmd.exe	8	1292	1	2654208
705	java.exe	8	5540	38	54411264

The PID is listed in the `ProcessID` column for the `java.exe` process.

- c. Exit the Microsoft Windows Management Utility using the following command:

```
wmic:root\cli> exit
```

- d. Stop the `java` process, using a command similar to the following, where PID is the process ID obtained in the previous step:

```
C:\> kill -f PID
```

3. Stop Oracle Grid Infrastructure on the node by running the following command, where `nodename` is the name of the node you are attempting to shut down:

```
C:\> crsctl stop cluster -n nodename
```

Ignore any error messages displayed on the console while Oracle Grid Infrastructure is being shut down.

4. Restart Oracle Grid Infrastructure by running the following command, where `nodename` is the name of the node:

```
C:\> crsctl start cluster -n nodename
```

5. Enable the `ora.eons` resource by running the following command:

```
crsctl modify resource ora.eons -attr "ENABLED@SERVERNAME(nodename)=1"
```

6. Start the `ora.eons` resource by running the command:

```
crsctl start res ora.eons -n nodename
```

This issue is tracked with Oracle bug 9524640.

#### 4.3.20 Global Services Daemon (GSD) Resource Shows ONLINE After Oracle Grid Infrastructure Restart

The GSD resource should stay OFFLINE in a cluster environment when there are no Oracle 9i databases configured. After you restart Oracle Clusterware, it is possible the GSD resource status could be changed to ONLINE. There is no issue with keeping the

GSD resource ONLINE, but if this resource is not needed (there are no Oracle 9i databases to be managed) and you want to keep this resource OFFLINE, then use the suggested workaround.

**Workaround:**

Use the following command to stop GSD on all the nodes:

```
srvctl stop nodeapps -g
```

Also, ensure that the file, *Grid\_home\admin\gsd.pid*, does not exist on any of the cluster nodes.

This issue is tracked with Oracle bug 9489026.

#### **4.3.21 VIP Does Not Fail Back When Public Network Interface Card (NIC) Status Changes Rapidly**

If the Public NIC is disabled and enabled within a short span of time, then the VIP resources do not fail back to the node where the NIC was enabled.

**Workaround:**

Use CRSCTL to relocate the node VIP:

```
crsctl relocate res ora.nodename.vip -n nodename
```

This issue is tracked with Oracle bug 9369822.

#### **4.3.22 cluvfy.bat Fails to Check Shared Resource Status for Node Addition**

When you use *cluvfy.bat* to validate the new node to be added to a cluster with OCFS-based OCR and voting disks, *cluvfy.bat* displays an error message stating that the resources are not shared.

**Workaround:**

You can ignore this error message.

This issue is tracked with Oracle bug 9546850.

## **5 Content Specific to Oracle Database 11g Release 2 (11.2.0.2)**

The following content is specific to release 11.2.0.2:

- [Preinstallation Requirements for Release 11.2.0.2](#)
- [Installation, Configuration, and Upgrade Issues for Release 11.2.0.2](#)
- [Other Known Issues for Release 11.2.0.2](#)

### **5.1 Preinstallation Requirements for Release 11.2.0.2**

Refer to the installation guides for the preinstallation requirements.

### **5.2 Installation, Configuration, and Upgrade Issues for Release 11.2.0.2**

Review the following sections for information about issues that affect Oracle Database installation, configuration, and upgrade:

- [Oracle ACFS Drivers Installation Error](#)

- Oracle Configuration Manager Service Not Removed on Remote Node When Performing Cluster Deinstallation
- Service Not Removed When Deleting a Node on Shared Oracle RAC
- Issues Associated with Oracle SID Containing Underscore Character
- Oracle Clusterware Upgrade Error
- Remote Agents Must Be Manually Reloaded After Cluster Ready Services Upgrade and Oracle ASM Upgrade
- Deinstallation Tool Does Not Remove Oracle Home
- Deinstallation Tool Fails to Remove Registry Entries
- Root Script Status Not Displayed with Oracle Grid Infrastructure
- Time Issue with Deinstallation Tool to Remove Oracle RAC Home
- Oracle MTS Recovery Service Issue When Installing Oracle RAC
- Deinstallation Tool Fails to Remove Oracle Grid Infrastructure for a Cluster in Silent Mode
- Using Deinstallation Tool for a Single-Instance Oracle Database Returns Errors
- Deinstallation Tool Fails to Remove Shared Oracle RAC Home
- Deinstallation Tool Does Not Remove invDetails.properties File
- Issues While Installing Oracle Database with Oracle ASM
- Services for an Oracle RAC 10.2 Database Instance Fail to Start
- rootcrs\_node.log File Fails When Installing Oracle Clusterware on German Windows Server x64
- Database Configuration Assistant Does Not Run When Installing Oracle ACFS
- Issues When Upgrading Oracle Grid Infrastructure
- Deinstallation Tool Might Not Remove ORACLECLUSTERVOLUMESERVICE
- Deinstallation Issues When Removing Oracle Home in Sequence

### 5.2.1 Oracle ACFS Drivers Installation Error

Oracle ASM Configuration Assistant (ASMCA) may report that the Oracle ASM Cluster File System (ACFS) drivers are not installed when in reality the drivers are installed but not loaded. This is seen in the Oracle ASM Instances tab of ASMCA user interface after Oracle ASM is configured. There is no functionality impact and you can check if the drivers are installed by running `grid_home\bin\acfsdriverstate` installed. This utility prints the correct information.

#### Workaround:

None.

This issue is tracked with Oracle bug 9948257.

### 5.2.2 Oracle Configuration Manager Service Not Removed on Remote Node When Performing Cluster Deinstallation

When removing Oracle Configuration Manager from an Oracle home, in some cases, the service is stopped on remote nodes but not removed.

**Workaround:**

Remove the service using the `sc` command:

```
sc remove OracleORACLE_HOME_IDENTIFIERConfigurationManager
```

This issue is tracked with Oracle bug 10074102.

**5.2.3 Service Not Removed When Deleting a Node on Shared Oracle RAC**

When deleting a node on shared Oracle RAC home, `OraClrAgnt` service is stopped but not removed.

**Workaround:**

Manually remove the service using the `sc` command:

```
sc remove OracleORACLE_HOME_NAMEClrAgent
```

This issue is tracked with Oracle bug 10074070.

**5.2.4 Issues Associated with Oracle SID Containing Underscore Character**

Oracle Database 11.2 supports Oracle SID having an underscore but it is not compatible with the earlier client releases with a bequeath connection. The issue affects any Oracle Database Client 11.1.0.7 or earlier client, when connecting to the database over a bequeath connection. This includes all OCI clients and Oracle Enterprise Manager agents that monitor the database.

**Workaround:**

Use only alphanumeric characters including hyphens for Oracle SID or connect to the database using TCP connection.

This issue is tracked with Oracle bug 7611024.

**5.2.5 Oracle Clusterware Upgrade Error**

When you use Oracle Universal Installer to upgrade Oracle Clusterware 11g Release 1 (11.1.0.6), or Oracle Clusterware 11g Release 1 (11.1.0.7) to Oracle Clusterware 11g Release 2 (11.2), you may receive the following error:

```
[INS-40406] There is no previous version of grid software detected on the system.
```

**Workaround:**

If you are performing the upgrade on a remote node, a node other than the one on which Oracle Clusterware 11g Release 1 (11.1.0.6) was installed, then the registry key `HKEY_LOCAL_MACHINE\SOFTWARE\Oracle\inst_loc` may not have been set on that node.

Ensure that you manually set the registry key `HKEY_LOCAL_MACHINE\SOFTWARE\Oracle\inst_loc` to the location of the Oracle Inventory directory of the node on which you are performing the upgrade installation.

This issue is tracked with Oracle bug 9210861.

**5.2.6 Remote Agents Must Be Manually Reloaded After Cluster Ready Services Upgrade and Oracle ASM Upgrade**

When attempting to upgrade Cluster Ready Services or Oracle ASM to 11.2 release using the Automatic Storage Management Configuration Assistant, the upgrade succeeds, but the configuration changes made to the Agents on a remote host fail to

reload. As a result, Oracle Enterprise Manager Grid Control and Database Control cannot monitor the Oracle ASM and Cluster Ready Services targets.

**Workaround:**

Manually reload the remote agents after the upgrade using the following command:

```
emctl reload agent
```

This issue is tracked with Oracle bug 9398380.

### 5.2.7 Deinstallation Tool Does Not Remove Oracle Home

When using the Deinstallation Tool to remove an Oracle home that has Oracle Enterprise Manager Database Control configured and that was installed on Oracle ACFS, the `%ORACLE_HOME%\host_sid\sysman` directory and its sub directories cannot be deleted, preventing the Oracle home from being removed.

**Workaround:**

Before performing these operations, run the following command as the Administrator user:

```
cacls %ORACLE_HOME%\HOSTNAME_DBNAME\sysman\emd\upload\hsperfdata_SYSTEM /E /P %USERDOMAIN%\%USERNAME%:F
```

This issue is tracked with Oracle bug 9444816.

### 5.2.8 Deinstallation Tool Fails to Remove Registry Entries

When deinstalling a single instance Oracle Database, Oracle Database Client, or Oracle RAC (only 64-bit Windows servers), some registry entries are not removed.

**Workaround:**

- Manually remove the registry entry, `OracleDBConsole.SID`:

```
HKLM\System\CurrentControlSet\Services\EventLog\Application
```

This issue is tracked with Oracle bug 9523875.

- Manually remove the registry entries, `Oracle.SID` and `Oracle.VSSWriter.SID`:

```
HKLM\System\CurrentControlSet\Services\EventLog\Application
```

This issue is tracked with Oracle bug 9523866.

- Manually remove the following registry entries:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\ODP.NET  
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\_DosLinks  
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE  
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Oracle11
```

This issue is tracked with Oracle bug 10043825.

### 5.2.9 Root Script Status Not Displayed with Oracle Grid Infrastructure

When running `rootcrs.pl` or `roothas.pl` to configure, upgrade, or deconfigure Oracle Grid Infrastructure, the script does not display the success or failure status in the command window.

**Workaround:**



None. Check the log file generated at the following location to know the status of the script:

Grid\_home/cfgtoollogs/rootcrs\_host\_name.log

This issue is tracked with Oracle bug 9473262.

### 5.2.10 Time Issue with Deinstallation Tool to Remove Oracle RAC Home

When using the Deinstallation Tool to remove an Oracle RAC home that was installed on Oracle ACFS, the tool takes a longer amount of time than expected to finish.

#### Workaround:

None. Wait an additional 20-30 minutes for the deinstallation tool to finish.

This issue is tracked with Oracle bug 9478372.

### 5.2.11 Oracle MTS Recovery Service Issue When Installing Oracle RAC

In an Oracle RAC database installation, Oracle MTS Recovery Service on the remote nodes does not have the correct host name registered for string variable `HOST` under registry key `HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\OracleMTSRecoveryService\Protid_0`. This variable contains the name of the host from where the installation was performed instead of the name of the local host. This registry variable is used by COM+ applications to pass information to Oracle databases so that they can connect back to the Windows computer if the database must resolve in-doubt COM+ transactions. The incorrect host name that is registered can cause transaction recovery issues.

#### Workaround:

To fix this, use Registry Editor (`regedit`) on the remote Windows system and look under the registry key:

`HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\OracleMTSRecoveryService\Protid_0`

The string-type values for the following key must be set correctly:

```
Name:          *Host*
Type:          REG_SZ
Data: << the name of the host-machine e.g. myhost@example.com
<mailto:myhost@example.com>>>
```

This key must contain the host name of the system on which the registry key exists.

This issue is tracked with Oracle bug 9483665.

### 5.2.12 Deinstallation Tool Fails to Remove Oracle Grid Infrastructure for a Cluster in Silent Mode

When using the Deinstallation Tool to remove Oracle Grid Infrastructure for a cluster in silent mode, the tool fails with the following error message:

```
ERROR: As the privileged user, Execute \deinstall\crsdc.bat on every
node in this cluster except for this node, and then execute
\deinstall\rootdeinstall.bat on this node to remove the configuration of the
Oracle Clusterware and to completely remove the Oracle software
```

#### Workaround:

Follow these steps when the deinstallation fails:

1. Run `crsdc.bat` on all the nodes as instructed by the Deinstallation Tool.
2. Run `rootdeinstall.bat` from the `deinstall` directory on node 1.

This issue is tracked with Oracle bug 9540713.

### 5.2.13 Using Deinstallation Tool for a Single-Instance Oracle Database Returns Errors

Removing Oracle home fails with `file in use errors` as the services and processes running from the Oracle home are not removed completely by Microsoft's Service Control Manager before the Oracle home removal.

#### Workaround:

Remove the Oracle home manually after the deinstall tool exits.

This issue is tracked with Oracle bug 10035858.

### 5.2.14 Deinstallation Tool Fails to Remove Shared Oracle RAC Home

When using the Deinstallation tool, `deinstall.bat`, to remove a shared Oracle RAC home, you get the error message, `Failed to delete directory..`, for the Oracle home being removed.

#### Workaround:

Use Process Monitor, PMON, to locate and stop the processes running out of the Oracle home being removed. Then remove the directory.

This issue is tracked with Oracle bug 10145215.

### 5.2.15 Deinstallation Tool Does Not Remove `invDetails.properties` File

The Deinstallation Tool fails to remove the `invDetails.properties` file when deinstalling Oracle RAC home.

#### Workaround:

Manually remove the `dbhome\inventory` directory.

This issue is tracked with Oracle bug 9543109.

### 5.2.16 Issues While Installing Oracle Database with Oracle ASM

If you install Oracle Database release 11.1 or earlier and during installation choose to create a database with storage configured on Oracle ASM release 11.2.0.2, then the installation fails while the configuration tools are running, specifically Database Configuration Assistant.

#### Workaround:

Install the Oracle Database release 11.1 or earlier software and choose the software only installation option. After the installation completes, create the single-instance database by launching Database Configuration Assistant from the newly installed Oracle home. For example, run the following command from a command prompt:

```
%ORACLE_HOME%\bin\dbca.bat
```

This issue is tracked with Oracle bug 10149589.

### 5.2.17 Services for an Oracle RAC 10.2 Database Instance Fail to Start

If you run an Oracle Database release 10.2 or 11.1 on Oracle Grid Infrastructure release 11.2, after a node is restarted, the database instance resource running on that node may

erroneously report an online state when it is actually offline. Any service associated with the instance fails to start.

**Workaround:**

Manually issue a start against the instance by running the following commands on the node that was restarted:

```
srvctl stop instance -d db_unique_name -i instance_name
srvctl start instance -d db_unique_name -i instance_name
```

This issue is tracked with Oracle bug 10224187.

### 5.2.18 rootcrs\_node.log File Fails When Installing Oracle Clusterware on German Windows Server x64

When installing Oracle Clusterware on a German operating system, the rootcrs\_node.log file fails with the following error message:

```
Stop of resource "ora.asm -init" failed
```

**Workaround:**

When Oracle Clusterware installation fails with this error, perform the following steps:

1. Check the log file for the following error message:

```
Stop of resource "ora.asm -init" failed
```

2. Apply the following command on each node:

```
"crsctl modify resource ora.asm -attr CHECK_TIMEOUT=60 -init"
```

3. Click retry in Oracle Universal Installer (OUI) window to continue with the Oracle Clusterware installation.

4. If the same error occurs, repeat step 2.

5. After a successful Oracle Clusterware installation, check the CRS status:

```
"crsctl stat res -t"
```

6. If any service is offline, start the service.

For example, if ora.DATA.dg service on node2 is offline, run the following command to start the service:

```
"srvctl start diskgroup -g data -n node2"
```

This issue is tracked with Oracle bug 10250914.

### 5.2.19 Database Configuration Assistant Does Not Run When Installing Oracle ACFS

The GetVolumePathname Microsoft API on Windows Server 2008 R2 shows incorrect results when installing an Oracle ACFS file system hosted on an Oracle ADVM volume. As a result, Database Configuration Assistant and other configuration tools cannot run during the Oracle ACFS file system install.

**Workaround:**

Run Database Configuration Assistant manually after installing Oracle ACFS on Windows Server 2008 R2.

This issue is tracked with Oracle bug 10242246.

### 5.2.20 Issues When Upgrading Oracle Grid Infrastructure

When upgrading Oracle Grid Infrastructure from release 11.2.0.1 to release 11.2.0.2, you might encounter an issue when **Oracle Grid Infrastructure Home** column on the Oracle Grid Infrastructure Node Selection screen reflects an incorrect empty value.

#### Workaround:

Follow these steps to resume Oracle Grid Infrastructure upgrade:

1. Stop OracleRemExecService by running the following command:

```
net stop OracleRemExecService
```

2. To check if OracleRemExecService has stopped, run the following command:

```
sc query OracleRemExecService
```

The following error messages appear after running the command:

```
sc EnumQueryServicesStatus:OpenService FAILED 1060:  
The specified service does not exist as an installed service.
```

3. Run the following command to re-create the service:

```
11.2.0.2 Grid shiphome\runcluvfy stage -pre crsinst -n node-list
```

where *node-list* is the list of nodes for Grid infrastructure. Ignore the errors.

4. Rerun the asmca utility to upgrade the Oracle Grid Infrastructure.

This issue is tracked with Oracle bug 10318692.

### 5.2.21 Deinstallation Tool Might Not Remove ORACLECLUSTERVOLUMESERVICE

When using the Deinstallation Tool to remove a Clusterware home, you might encounter the issue that removing service, OracleClusterVolumeService, failed.

#### Workaround:

Manually remove the service, OracleClusterVolumeService.

This issue is tracked with Oracle bug 9405729.

### 5.2.22 Deinstallation Issues When Removing Oracle Home in Sequence

After removing a database Oracle home or a database client Oracle home, the deinstallation might hang if you try to remove another Oracle home, without any new Oracle home installed in between the two deinstallations.

#### Workaround:

Stop the `reg.exe` process from the Task Manager application to continue the deinstallation of the Oracle home.

This issue is tracked with Oracle bug 10354341.

## 5.3 Other Known Issues for Release 11.2.0.2

The following sections contain information about issues related to Oracle Database 11g and associated products:

- [Help File Shortcut Not Working in Windows Server 2008](#)
- [Memory Mapped File Limitations with Oracle ACFS on Windows Server 2008](#)

- Using Oracle ACFS for the Database Home and LOB Files
- Oracle Database Extensions for .NET Support on Windows x64
- Issues While Installing .NET Related Products through Mapped Drives
- Issues While Specifying the Software Updates Download Location
- Shared Oracle Home Shortcuts Do Not Work on Windows Server 2008
- Download Microsoft Handle Utility When Using Oracle ACFS
- Oracle Grid Infrastructure Listeners Issue
- Installing Online Patches on Windows Systems
- Inventory Issue with addNode.bat Script
- Issues While Deleting Oracle RAC on a Remote Node
- SQL Developer Shortcut Appears After Oracle Database Client Upgrade
- Issues While Relocating Grid Naming Service on Windows Server 2008
- Shortcuts for Oracle Software Not Removed from Start Menu When Removing a Node
- PATH Variable Not Updated on Recently Deleted Node that Uses a Shared Oracle Home
- Access Violation Issues with ODP.NET Using Oracle Streams Advanced Queuing

### **5.3.1 Help File Shortcut Not Working in Windows Server 2008**

Starting Oracle Objects for OLE C++ Class Library Help from the Start menu shortcut does not open the help page in Windows Server 2008.

#### **Workaround:**

Complete the following steps to resolve this issue:

1. Right-click the shortcut.
2. Select **Open With** and click **Internet Explorer**.
3. Select the option to open the help page.

This issue is tracked with Oracle bug 8001859.

### **5.3.2 Memory Mapped File Limitations with Oracle ACFS on Windows Server 2008**

Due to limitations in the Windows Server 2008 operating system, Oracle ACFS on Windows Server 2008 has certain limitations with file changes made through memory mapped access. If file changes are made through memory mapped access on one node, then those changes may not be seen on other nodes until the application on the first node either explicitly flushes the view of the file, or unmaps the view, and closes the file. In addition, if an Oracle ACFS snapshot is created while modifications to files made through memory mapping are in the page cache and have not been flushed to disk, these changes are not reflected in the snapshot.

These limitations do not exist on Windows Server 2008 R2.

### 5.3.3 Using Oracle ACFS for the Database Home and LOB Files

If you place the Oracle Database home on Oracle ACFS, and the database uses LOB files, which are also stored on Oracle ACFS, then the Oracle ACFS home must be of the format, *DRIVE\_LETTER:\directory*. For example:

```
g:\dir
g:\dir1\dir2
```

Otherwise, LOB related errors are shown when accessing the LOB (as in the sample schema for a basic installation). For example:

```
ERROR at line 1:
ORA-22288: file or LOB operation FILEOPEN failed
ORA-06512: at "SYS.DBMS_LOB", line 744
ORA-06512: at "XDB.DBMS_XDB", line 301
ORA-06512: at line 4
```

See ["File Systems Mounted with Drive Letters on Oracle ADVM Volumes Are Not Visible in Windows Explorer"](#) for related information. If you are not using a drive letter for the Oracle ACFS home, then several LOB related error messages appear during sample schema install due to this issue.

#### Workaround:

Click **Ignore these errors** to proceed, or click **Abort** to stop the database creation.

This issue is tracked with Oracle bug 9527303.

### 5.3.4 Oracle Database Extensions for .NET Support on Windows x64

If you run a .NET Stored Procedure with .NET Framework 2.0 SP2, then you get an access violation in *extproc.exe*. This does not occur if you run a .NET Stored Procedure with .NET Framework 2.0 SP1.

#### Workaround:

Install Microsoft hotfix KB974168.

### 5.3.5 Issues While Installing .NET Related Products through Mapped Drives

When installing .NET related products such as Oracle Data Provider for .NET, Oracle Providers for ASP.NET, and so on, to an *ORACLE\_HOME* and *ORACLE\_BASE* that are located on a mapped drive on either 32-bit or 64-bit operating system, you may encounter a *System.IO.FileLoadException* exception indicating that .NET Framework failed to load *OraProvCfg.exe* due to a failure in granting minimum permission requests.

#### Workaround:

Install .NET Framework 2.0 SP2 or later for the appropriate operating system.

This issue is tracked with Oracle bug 10225338.

### 5.3.6 Issues While Specifying the Software Updates Download Location

Oracle Universal Installer does not support spaces and double quotation marks in the path of the download location when the Software Updates option is chosen.

This issue is tracked with Oracle bug 10194635.

### 5.3.7 Shared Oracle Home Shortcuts Do Not Work on Windows Server 2008

Starting Oracle tools such as Net Configuration Assistant, Database Configuration Assistant, Database Upgrade Assistant, Net Manager, Oracle Universal Installer, and so on, from a shared Oracle home shortcut gives the following error:

```
Missing shortcut: windows is searching launch.exe
```

After displaying the error message, the shortcut exits.

#### Workaround:

Start the tools from a Windows command prompt with Administrator privileges.

This issue is tracked with Oracle bug 7525053.

### 5.3.8 Download Microsoft Handle Utility When Using Oracle ACFS

The Microsoft handle utility is required for proper operation of Oracle ACFS High Availability resources managed by Oracle Clusterware. Oracle Clusterware resources may not shut down properly if this command is not included.

#### Workaround:

Download the Microsoft Handle utility from:

<http://technet.microsoft.com/en-us/sysinternals/bb896655.aspx>

After downloading, place the Handle utility in the BIN directory of your Grid home.

---

---

**Note:** Ensure that the Grid home is included in the PATH environment variable for your current session.

---

---

This issue is tracked with Oracle bug 9349433.

### 5.3.9 Oracle Grid Infrastructure Listeners Issue

After installing Oracle Grid Infrastructure, the default listener does not listen on public addresses. As a result, even though the listener is available, the listener does not service the database or Oracle ASM instances.

#### Workaround 1:

If you are not using GNS with DHCP, then perform the following steps:

1. Add the local IP address and host name information to  
%Systemroot%\System32\Drivers\Etc\Hosts.

For example, IP address host name such as 192.0.2.254 dbhost.

2. Restart the Oracle Grid Infrastructure listener.

This issue is tracked with Oracle bug 9382523.

#### Workaround 2:

If you have configured GNS and use DHCP to assign the addresses for the cluster nodes, then configure DHCP so that the IP address assigned to the host name for each cluster node (the public IP address) has a smaller numeric value than the IP addresses assigned for the Virtual IP (VIP) address, GNS VIP address, or SCAN VIP address for a node.

For example, you could use IP addresses in the range of xxx.xxx.xxx.0 – xxx.xxx.xxx.099 for only host IP addresses, and all other IP address assignments must use a value of xxx.xxx.xxx.100 or higher.

This issue is tracked with Oracle bug 9441288.

### 5.3.10 Installing Online Patches on Windows Systems

The Opatch tool shipped with Oracle Database 11g Release 2 fails while applying online patches on Windows systems.

#### Workaround:

Opatch tool version 11.2.0.1.1 is available on My Oracle Support as Patch 6880880 for Oracle Database 11g Release 2. Download and install Opatch Tool version 11.2.0.1.1 before applying online patches on Windows systems.

To list the database instances patched by an online patch, run the `opatch lsinventory -details` command. Ensure that you run the `opatch rollback` command instead of `opatch disableOnlinepatch` command to disable and remove an online patch from the final database instance in a node. To remove the online patch that is in a disabled state, run the `disableOnlinepatch` command. To remove the online patch in a disabled state, use `-no_sysmod` flag with `opatch rollback` command, only when `opatch lsinv -details` does not list any instances for that patch. For example, use `opatch rollback -id 1234 -no_sysmod`, only when `opatch lsinv -details` show no instances patched for bug 1234.

This issue is tracked with Oracle bugs 8843060 and 9440270.

### 5.3.11 Inventory Issue with addNode.bat Script

After running the `addNode.bat` script, the inventory on the new nodes does not reflect the newly added home.

#### Workaround:

On the node being added by the `addNode.bat` script, do the following:

#### CRS or Grid Home

```
cd Grid_home\oui\bin
```

If you have a non-shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" CRS=TRUE -local
```

If you have a shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" CRS=TRUE -cfs -local
```

#### Database or Oracle RAC Home

```
cd RAC_home\oui\bin
```

If you have a non-shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" -local
```

If you have a shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" -cfs -local
```



This issue is tracked with Oracle bugs 9544552 and 9541191.

### 5.3.12 Issues While Deleting Oracle RAC on a Remote Node

When using Oracle Database Configuration Assistant to delete an Oracle RAC instance on a remote node, you may encounter the following error:

```
EMCA failed due to the following error - Error updating EM configuration for node
node_name
```

#### Workaround:

Use Process Monitor, PMON, to identify and stop `ohFilesPerm.pl` perl process. Then remove the Oracle Enterprise Manager Database Control state directory:

```
ORACLE_HOME/nodename_db_unique_name
```

This issue is tracked with Oracle bug 10073887.

### 5.3.13 SQL Developer Shortcut Appears After Oracle Database Client Upgrade

After upgrading the Oracle Database Client release 11.2.0.1 to release 11.2.0.2, the SQL Developer shortcut appears.

#### Workaround:

Do not use this SQL Developer shortcut as it is not supported.

This issue is tracked with Oracle bug 10078387.

### 5.3.14 Issues While Relocating Grid Naming Service on Windows Server 2008

After installing Oracle Grid Infrastructure with Grid Naming Service enabled on Windows Server 2008, when you relocate the Grid Naming Service, the name resolution fails.

#### Workaround:

If the Grid Naming Service is relocated, then run the following command from the previous Grid Naming Service node:

```
ping gns-vip
```

This issue is tracked with Oracle bug 10124639.

### 5.3.15 Shortcuts for Oracle Software Not Removed from Start Menu When Removing a Node

Start menu shortcut entries are not removed when a node is deleted from a shared Oracle RAC home.

#### Workaround:

Manually remove the Start menu shortcut entries:

1. From the Start menu, select **All Programs**, then right-click **Oracle-HOME\_NAME**.
2. Select the delete option and confirm the deletion.

This issue is tracked with Oracle bug 10074059.

### 5.3.16 PATH Variable Not Updated on Recently Deleted Node that Uses a Shared Oracle Home

If your Oracle RAC Database uses a shared Oracle home and you delete a node, then the `PATH` environment variable on the node being deleted is not updated to remove the location of the Oracle home.

#### Workaround:

Update the `PATH` variable manually on deleted node using the following steps:

1. From the Start menu, select **Control Panel**, then open **System**.
2. Select **Advanced** and click **Environment Variables**.
3. Select `PATH` variable from **System Variables** and double-click to get variable value.
4. Remove Oracle RAC home reference from variable value and click OK.
5. Click **OK** on Environment Variables dialog and then click **Apply** on System Properties dialog.

This issue is tracked with Oracle bug 10074038.

### 5.3.17 Access Violation Issues with ODP.NET Using Oracle Streams Advanced Queuing

ODP.NET applications using Oracle Streams Advanced Queuing with XML as the message payload may encounter access violations and possible hangs during .NET garbage collection.

#### Workaround:

Call the `Dispose()` method on the `OracleAQQueue` object when the application is done using it.

This issue is tracked with Oracle bug 10389639.

## 6 Content Specific to Oracle Database 11g Release 2 (11.2.0.3)

The following content is specific to release 11.2.0.3:

- [Preinstallation Requirements for Release 11.2.0.3](#)
- [Installation, Configuration, and Upgrade Issues for Release 11.2.0.3](#)
- [Other Known Issues for Release 11.2.0.3](#)

### 6.1 Preinstallation Requirements for Release 11.2.0.3

Refer to the installation guides for the preinstallation requirements.

### 6.2 Installation, Configuration, and Upgrade Issues for Release 11.2.0.3

Review the following sections for information about issues that affect Oracle Database installation, configuration, and upgrade:

- [Issues While Installing Oracle Database with Oracle ASM on Windows x64](#)
- [Deinstallation Tool Fails to Remove Shared Oracle RAC Home on Windows x64](#)

- Oracle Configuration Manager Service Not Removed on Remote Node When Performing Cluster Deinstallation on Windows x64
- Issues While Installing Oracle RAC Database with Oracle ASM on Windows x64
- Microsoft Visual C++ 2005 Redistributable Package Required for the Deinstallation Tool
- Deinstallation Tool Issues with Common Oracle Base Location on Windows x64
- Deinstallation Tool Fails to Remove Registry Entries
- Oracle Database Downgrade Issues on Windows x64
- Prerequisite Check Issue with Firewall on Windows x64
- Deinstallation Tool Errors When Trying to Uninstall Oracle ACFS or Oracle ADVM on Windows x64
- PRKN-1019 Error During Oracle Grid Infrastructure Upgrade to Release 11.2.0.3 on Windows x64
- Issues When Deinstallation Tool Runs in Silent Mode on Windows x64
- PRKU-1058 Error When Using Deinstallation Tool to Remove Oracle Grid Infrastructure on Windows x64
- Oracle Grid Infrastructure Release 11.2.0.3 Upgrade Issues with Oracle RAC Database Release 11.2.0.1
- Service Not Removed When Deleting a Node on Shared Oracle RAC
- Deinstallation Tool Does Not Remove invDetails.properties File
- Using Deinstallation Tool for a Single-Instance Oracle Database Returns Errors
- Remote Agents Must Be Manually Reloaded After Cluster Ready Services Upgrade and Oracle ASM Upgrade
- Deinstallation Tool Does Not Remove Oracle Home
- Oracle MTS Recovery Service Issue When Installing Oracle RAC
- Oracle Clusterware Upgrade Error
- Issues Associated with Oracle SID Containing Underscore Character

### **6.2.1 Issues While Installing Oracle Database with Oracle ASM on Windows x64**

If you install Oracle Database release 11.1 or earlier and during installation choose to create a database with storage configured on Oracle ASM release 11.2.0.3, then the installation fails while the configuration tools are running, specifically Database Configuration Assistant.

#### **Workaround:**

Install the Oracle Database release 11.1 or earlier software and choose the software only installation option. After the installation completes, create the single-instance database by launching Database Configuration Assistant from the newly installed Oracle home. For example, run the following command from a command prompt:

```
%ORACLE_HOME%\bin\dbca.bat
```

This issue is tracked with Oracle bug 10149589.

### 6.2.2 Deinstallation Tool Fails to Remove Shared Oracle RAC Home on Windows x64

When using the Deinstallation tool, `deinstall.bat`, to remove a shared Oracle RAC home, you get the error message, `Failed to delete directory..`, for the Oracle home being removed.

#### Workaround:

Use Process Monitor, PMON, to locate and stop the processes running out of the Oracle home being removed. Then remove the directory.

This issue is tracked with Oracle bug 10145215.

### 6.2.3 Oracle Configuration Manager Service Not Removed on Remote Node When Performing Cluster Deinstallation on Windows x64

When removing Oracle Configuration Manager from an Oracle home, in some cases, the service is stopped on remote nodes but not removed.

#### Workaround:

Remove the service using the `sc` command:

```
sc remove OracleORACLE_HOME_IDENTIFIERConfigurationManager
```

This issue is tracked with Oracle bug 10074102.

### 6.2.4 Issues While Installing Oracle RAC Database with Oracle ASM on Windows x64

If you install Oracle RAC Database release 11.2.0.1 with Oracle ASM release 11.2.0.3, then the following error may occur:

```
OUI-35078: Error in updating env on nodes 'node_name'.
```

#### Workaround:

Perform the following steps:

1. Run the following command from the 11.2.0.3 Grid home:  

```
srvctl stop cvu
```
2. Stop the Oracle Enterprise Manager Database Control using the following command:  

```
emctl stop agent
```
3. Stop the `OracleRemExecService` from all the nodes.
4. Then, install Oracle RAC database 11.2.0.1 with Oracle ASM release 11.2.0.3.

This issue is tracked with Oracle bug 12720534.

### 6.2.5 Microsoft Visual C++ 2005 Redistributable Package Required for the Deinstallation Tool

If the system administrator removes the Microsoft Visual C++ 2005 Package after installing Oracle Database, then running the deinstallation tool shows the following error message:

```
OraOLEDBPus11.dll: The specified module could not be found
```

#### Workaround:

Reinstall the Microsoft Visual C++ 2005 Redistributable Package.

This issue is tracked with 12797310.

### 6.2.6 Deinstallation Tool Issues with Common Oracle Base Location on Windows x64

If you install a 32-bit Oracle Database and a 64-bit Oracle Database in the same *ORACLE\_BASE*, then it may lead to unexpected results when using the deinstallation tool to remove one of the databases. The deinstallation tool removes all the Oracle home under Oracle base if these Oracle homes do not use the same central inventory.

#### Workaround:

Avoid using multiple central inventories. Do not use the same *ORACLE\_BASE* for 32-bit and 64-bit database installations.

This issue is tracked with Oracle bugs 12808859 and 12864734.

### 6.2.7 Deinstallation Tool Fails to Remove Registry Entries

When deinstalling a single instance Oracle Database, Oracle Database Client, or Oracle RAC (only 64-bit Windows servers), some registry entries are not removed.

#### Workaround:

- Manually remove the registry entry, Oracle Services for MTS:

```
HKLM\System\CurrentControlSet\Services\EventLog\Application\Oracle Services for MTS
```

This issue is tracked with Oracle bug 9524210.

- Manually remove the following registry entries:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\ODP.NET
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\_DosLinks
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Oracle11
```

This issue is tracked with Oracle bug 10043825.

- Manually remove the registry entry, OracleDBConsoleSID:

```
HKLM\System\CurrentControlSet\Services\EventLog\Application
```

This issue is tracked with Oracle bug 9523875.

### 6.2.8 Oracle Database Downgrade Issues on Windows x64

If you downgrade a database to Oracle Database release 11.2.0.2, then you might see the following invalid dictionary objects in the CTXSYS schema:

```
SQL>SELECT COMP_NAME, VERSION, STATUS FROM SYS.DBA_REGISTRY;
```

```
Oracle Text                11.2.0.2.0      INVALID
```

```
SQL> select object_name, object_id, owner from all_objects where
```

```
status='INVALID';
```

```
OBJECT_NAME                OBJECT_ID OWNER
```

```
-----
```

```
DRIMLX                      55736 CTXSYS
```

DRISPL 55746 CTXSYS

DRIXMD 55754 CTXSYS

You may also see ORA-00904 and ORA-00942 errors in the `relod.log` file, created by running `catrelod.sql`.

**Workaround:**

None

This issue is tracked with Oracle bug 12875131.

### 6.2.9 Prerequisite Check Issue with Firewall on Windows x64

While performing prerequisite checks during Oracle Grid Infrastructure installation on Windows x64, if the Windows Firewall is not disabled, then the Cluster Verification Utility displays the following warning:

```
PRVG-5906: Windows firewall is enabled on the node "node_list"  
Cause: Windows firewall status was found to be enabled.  
Action: To disable Windows firewall, add the REG_DWORD registry entry by name  
'EnableFirewall' and value 0 to the  
'HKEY_LOCAL_MACHINE/System/CurrentControlSet/Services/Tcpip/SharedAccess/Param  
eters/FirewallPolicy/StandardProfile' and  
'HKEY_LOCAL_MACHINE/System/CurrentControlSet/Services/Tcpip/SharedAccess/Param  
eters/FirewallPolicy/DomainProfile' sub key. It is recommended to back up the  
Windows Registry before proceeding with any changes, Restart your system to  
make your changes effective after changing the registry.
```

Incorrect registry key to disable the firewall is specified in the message.

**Workaround:**

The correct registry key is `HKEY_LOCAL_MACHINE/System/CurrentControlSet/Services/SharedAccess/Parameters/FirewallPolicy/StandardProfile` and `HKEY_LOCAL_MACHINE/System/CurrentControlSet/Services/SharedAccess/Parameters/FirewallPolicy/DomainProfile`.

This issue is tracked with Oracle bug 12926023.

### 6.2.10 Deinstallation Tool Errors When Trying to Uninstall Oracle ACFS or Oracle ADVN on Windows x64

When you run the deinstallation tool from the `%ORACLE_HOME\deinstall` directory, it returns the following errors:

```
The system cannot find the path specified.  
Unable to uninstall ADVN/ACFS
```

Oracle ACFS is not uninstalled.

**Workaround:**

Set the `ORACLE_HOME` environment variable to the location of the `ORACLE_HOME` you are removing before you start the deinstallation tool.

This issue is tracked with Oracle bug 13001410.

### 6.2.11 PRKN-1019 Error During Oracle Grid Infrastructure Upgrade to Release 11.2.0.3 on Windows x64

While upgrading Oracle Grid Infrastructure from release 11.2.0.1 to release 11.2.0.3, the following errors are reported:

```
OUI-35078: Error in updating env on nodes 'node_name'.
```

```
[PRKN-1019 : Failed to create directory  
"%TMPDIR%\oraremservice\" on node  
"node_name", Error: "0|The network path was not found. " .]
```

However, the specified directory exists on the node being upgraded.

#### Workaround:

Perform the following steps before restarting the Oracle Grid Infrastructure upgrade:

1. Stop the OracleRemExecService on all the nodes in a cluster.
2. Stop the dbconsole process and EMagent on all the nodes in a cluster by running the following command on each node:

```
emctl stop dbconsole
```

This issue is tracked with Oracle bug 13052343.

### 6.2.12 Issues When Deinstallation Tool Runs in Silent Mode on Windows x64

When you run the deinstallation tool in silent mode using `ORACLE_HOME\deinstall\deinstall.bat`, the temporary files and folders are not cleaned up after exiting the deinstallation tool and running the `rootdeinstall.bat` file.

#### Workaround:

Manually delete the files or folders that are not required under the system level `%Temp%\deinstall_timestamp` folder.

This issue is tracked with Oracle bug 13025755.

### 6.2.13 PRKU-1058 Error When Using Deinstallation Tool to Remove Oracle Grid Infrastructure on Windows x64

When running the deinstallation tool with the `-silent` and `-paramfile` options, and the parameter file specifies that the Oracle ASM disk groups should not be dropped, the command completes but the following services and entries are not removed from the registry:

#### Services

- OracleOraCrs11g\_home1TNSListenerLISTENER\_SCAN1
- OracleOraCrs11g\_home1TNSListenerLISTENER\_SCAN2
- OracleOraCrs11g\_home1TNSListenerLISTENER\_SCAN3
- OracleRemExecService

#### Registry Keys

- HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\OracleOraCrs11g\_home1TNSListenerLISTENER\_SCAN1
- HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\OracleOraCrs11g\_home1TNSListenerLISTENER\_SCAN2

- HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\OracleOraCrs11g\_home1TNSListenerLISTENER\_SCAN3

**Workaround:**

None

This issue is tracked with Oracle bug 13074261.

### **6.2.14 Oracle Grid Infrastructure Release 11.2.0.3 Upgrade Issues with Oracle RAC Database Release 11.2.0.1**

When you upgrade Oracle Grid Infrastructure to release 11.2.0.3 and start installing Oracle RAC database release 11.2.0.1, then the Oracle Database Configuration Assistant shows the following error message towards the end of the database creation:

```
java.exe - Entry Point Not Found
```

```
The procedure entry point clsunsinit could not be located in the dynamic link library orahasgen11.dll.
```

```
-----  
OK  
-----
```

**Workaround:**

Click **OK** and proceed with the database creation process. Log into the Oracle Database Enterprise Manager Control and navigate to the Cluster home page. Click **Monitoring Configuration** and update the eONS port for cluster target property.

This issue is tracked with Oracle bug 13074121.

### **6.2.15 Service Not Removed When Deleting a Node on Shared Oracle RAC**

When deleting a node on shared Oracle RAC home, `OraClrAgnt` service is stopped but not removed.

**Workaround:**

Manually remove the service using the `sc` command:

```
sc remove OracleORACLE_HOME_NAMEClrAgent
```

This issue is tracked with Oracle bug 10074070.

### **6.2.16 Deinstallation Tool Does Not Remove `invDetails.properties` File**

The Deinstallation Tool fails to remove the `invDetails.properties` file when deinstalling Oracle RAC home.

**Workaround:**

Manually remove the `dbhome\inventory` directory.

This issue is tracked with Oracle bug 9543109.

### **6.2.17 Using Deinstallation Tool for a Single-Instance Oracle Database Returns Errors**

Removing Oracle home fails with `file in use` errors as the services and processes running from the Oracle home are not removed completely by Microsoft's Service Control Manager before the Oracle home removal.

**Workaround:**



Remove the Oracle home manually after the deinstall tool exits.

This issue is tracked with Oracle bug 10035858.

### 6.2.18 Remote Agents Must Be Manually Reloaded After Cluster Ready Services Upgrade and Oracle ASM Upgrade

When attempting to upgrade Cluster Ready Services or Oracle ASM to 11.2 release using the Automatic Storage Management Configuration Assistant, the upgrade succeeds, but the configuration changes made to the Agents on a remote host fail to reload. As a result, Oracle Enterprise Manager Grid Control and Database Control cannot monitor the Oracle ASM and Cluster Ready Services targets.

#### Workaround:

Manually reload the remote agents after the upgrade using the following command:

```
emctl reload agent
```

This issue is tracked with Oracle bug 9398380.

### 6.2.19 Deinstallation Tool Does Not Remove Oracle Home

When using the Deinstallation Tool to remove an Oracle home that has Oracle Enterprise Manager Database Control configured and that was installed on Oracle ACFS, the `%ORACLE_HOME%\host_sid\sysman` directory and its sub directories cannot be deleted, preventing the Oracle home from being removed.

#### Workaround:

Before performing these operations, run the following command as the Administrator user:

```
cacls %ORACLE_HOME%\HOSTNAME_DBNAME\sysman\emd\upload\hsperfdata_SYSTEM /E /P %USERDOMAIN%\%USERNAME%:F
```

This issue is tracked with Oracle bug 9444816.

### 6.2.20 Oracle MTS Recovery Service Issue When Installing Oracle RAC

In an Oracle RAC database installation, Oracle MTS Recovery Service on the remote nodes does not have the correct host name registered for string variable `HOST` under registry key `HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\OracleMTSRecoveryService\Protid_0`. This variable contains the name of the host from where the installation was performed instead of the name of the local host. This registry variable is used by COM+ applications to pass information to Oracle databases so that they can connect back to the Windows computer if the database must resolve in-doubt COM+ transactions. The incorrect host name that is registered can cause transaction recovery issues.

#### Workaround:

To fix this, use Registry Editor (`regedit`) on the remote Windows system and look under the registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\OracleMTSRecoveryService\Protid_0
```

The string-type values for the following key must be set correctly:

```
Name:          *Host*
Type:          REG_SZ
Data: << the name of the host-machine e.g. myhost@example.com
```

<mailto:myhost@example.com>>

This key must contain the host name of the system on which the registry key exists.

This issue is tracked with Oracle bug 9483665.

### 6.2.21 Oracle Clusterware Upgrade Error

When you use Oracle Universal Installer to upgrade Oracle Clusterware 11g Release 1 (11.1.0.6), or Oracle Clusterware 11g Release 1 (11.1.0.7) to Oracle Clusterware 11g Release 2 (11.2), you may receive the following error:

[INS-40406] There is no previous version of grid software detected on the system.

#### Workaround:

If you are performing the upgrade on a remote node, a node other than the one on which Oracle Clusterware 11g Release 1 (11.1.0.6) was installed, then the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\Oracle\inst\_loc may not have been set on that node.

Ensure that you manually set the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\Oracle\inst\_loc to the location of the Oracle Inventory directory of the node on which you are performing the upgrade installation.

This issue is tracked with Oracle bug 9210861.

### 6.2.22 Issues Associated with Oracle SID Containing Underscore Character

Oracle Database 11.2 supports Oracle SID having an underscore but it is not compatible with the earlier client releases with a bequeath connection. The issue affects any Oracle Database Client 11.1.0.7 or earlier client, when connecting to the database over a bequeath connection. This includes all OCI clients and Oracle Enterprise Manager agents that monitor the database.

#### Workaround:

Use only alphanumeric characters including hyphens for Oracle SID or connect to the database using TCP connection.

This issue is tracked with Oracle bug 7611024.

## 6.3 Other Known Issues for Release 11.2.0.3

The following sections contains information about issues related to Oracle Database 11g and associated products:

- [Issues While Installing .NET Related Products through Mapped Drives on Windows x64](#)
- [Issues While Specifying the Software Updates Download Location on Windows x64](#)
- [SQL Developer Shortcut Appears After Oracle Database Client Upgrade on Windows x64](#)
- [Inventory Issue with addNode.bat Script](#)
- [Instance Terminates Following ORA-29770 Error on Windows x64](#)
- [Shortcuts for Oracle Software Not Removed from Start Menu When Removing a Node](#)

- [PATH Variable Not Updated on Recently Deleted Node that Uses a Shared Oracle Home](#)
- [Issues While Deleting Oracle RAC on a Remote Node](#)
- [Using Oracle ACFS for the Database Home and LOB Files](#)
- [Download Microsoft Handle Utility When Using Oracle ACFS](#)
- [Oracle Grid Infrastructure Listeners Issue](#)
- [ODP.NET Help Not Installed on 64-Bit Windows](#)
- [Help File Shortcut Not Working in Windows Server 2008](#)
- [Shared Oracle Home Shortcuts Do Not Work on Windows Server 2008](#)

### 6.3.1 Issues While Installing .NET Related Products through Mapped Drives on Windows x64

When installing .NET related products such as Oracle Data Provider for .NET, Oracle Providers for ASP.NET, and so on, to an *ORACLE\_HOME* and *ORACLE\_BASE* that are located on a mapped drive on either 32-bit or 64-bit operating system, you may encounter a `System.IO.FileLoadException` exception from `OraProvCfg.exe`.

#### Workaround:

Install .NET Framework 2.0 SP2 or later on the system where you run the installation. This issue is tracked with Oracle bug 10225338.

### 6.3.2 Issues While Specifying the Software Updates Download Location on Windows x64

Oracle Universal Installer does not support spaces and double quotation marks in the path of the download location when the Software Updates option is chosen.

This issue is tracked with Oracle bug 10194635.

### 6.3.3 SQL Developer Shortcut Appears After Oracle Database Client Upgrade on Windows x64

After upgrading the Oracle Database Client release 11.2.0.1 to release 11.2.0.3, the SQL Developer shortcut appears.

#### Workaround:

Do not use this SQL Developer shortcut as it is not supported.

This issue is tracked with Oracle bug 10078387.

### 6.3.4 Inventory Issue with addNode.bat Script

After running the `addNode.bat` script, the inventory on the new nodes does not reflect the newly added home.

#### Workaround:

On the node being added by the `addNode.bat` script, do the following:

#### CRS or Grid Home

```
cd Grid_home\oui\bin
```

If you have a non-shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" CRS=TRUE -local
```

If you have a shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" CRS=TRUE -cfs -local
```

### Database or Oracle RAC Home

```
cd RAC_home\oui\bin
```

If you have a non-shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" -local
```

If you have a shared home, then run the following command:

```
attachHome.bat "CLUSTER_NODES={comma separated node list}" -cfs -local
```

This issue is tracked with Oracle bug 9541191.

### 6.3.5 Instance Terminates Following ORA-29770 Error on Windows x64

The default registry key setting for remote memory copy timeout (30 seconds) is too long. This results in an ORA-29770 error when the shared server feature is enabled and LMS processes are stuck in the memory copy code path with TCP library on Windows platform.

#### Workaround:

Enable the remote copy routine to time out in 5 seconds instead of the default 30 seconds and return the control back to LMS. Update the following registry entry:

```
\HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\OSD9i\IPC
  RemoteCopyTimeout    => 5
  RemoteCopyTimeoutRet => 1
```

This issue is tracked with Oracle bug 13055779.

### 6.3.6 Shortcuts for Oracle Software Not Removed from Start Menu When Removing a Node

Start menu shortcut entries are not removed when a node is deleted from a shared Oracle RAC home.

#### Workaround:

Manually remove the Start menu shortcut entries:

1. From the Start menu, select **All Programs**, then right-click **Oracle-*HOME\_NAME***.
2. Select the delete option and confirm the deletion.

This issue is tracked with Oracle bug 10074059.

### 6.3.7 PATH Variable Not Updated on Recently Deleted Node that Uses a Shared Oracle Home

If your Oracle RAC Database uses a shared Oracle home and you delete a node, then the `PATH` environment variable on the node being deleted is not updated to remove the location of the Oracle home.

#### Workaround:

Update the `PATH` variable manually on deleted node using the following steps:

1. From the Start menu, select **Control Panel**, then open **System**.
2. Select **Advanced** and click **Environment Variables**.
3. Select **PATH** variable from **System Variables** and double-click to get variable value.
4. Remove Oracle RAC home reference from variable value and click OK.
5. Click **OK** on Environment Variables dialog and then click **Apply** on System Properties dialog.

This issue is tracked with Oracle bug 10074038.

### 6.3.8 Issues While Deleting Oracle RAC on a Remote Node

When using Oracle Database Configuration Assistant to delete an Oracle RAC instance on a remote node, you may encounter the following error:

```
EMCA failed due to the following error - Error updating EM configuration for node
node_name
```

#### Workaround:

Use Process Monitor, PMON, to identify and stop `ohFilesPerm.pl perl` process. Then remove the Oracle Enterprise Manager Database Control state directory:

```
ORACLE_HOME/nodename_db_unique_name
```

This issue is tracked with Oracle bug 10073887.

### 6.3.9 Using Oracle ACFS for the Database Home and LOB Files

If you place the Oracle Database home on Oracle ACFS, and the database uses LOB files, which are also stored on Oracle ACFS, then the Oracle ACFS home must be of the format, `DRIVE_LETTER:\directory`. For example:

```
g:\dir
g:\dir1\dir2
```

Otherwise, LOB related errors are shown when accessing the LOB (as in the sample schema for a basic installation). For example:

```
ERROR at line 1:
ORA-22288: file or LOB operation FILEOPEN failed
ORA-06512: at "SYS.DBMS_LOB", line 744
ORA-06512: at "XDB.DBMS_XDB", line 301
ORA-06512: at line 4
```

See ["File Systems Mounted with Drive Letters on Oracle ADVM Volumes Are Not Visible in Windows Explorer"](#) for related information. If you are not using a drive letter for the Oracle ACFS home, then several LOB related error messages appear during sample schema install due to this issue.

#### Workaround:

Click **Ignore these errors** to proceed, or click **Abort** to stop the database creation.

This issue is tracked with Oracle bug 9527303.

### 6.3.10 Download Microsoft Handle Utility When Using Oracle ACFS

The Microsoft handle utility is required for proper operation of Oracle ACFS High Availability resources managed by Oracle Clusterware. Oracle Clusterware resources may not shut down properly if this command is not included.

#### Workaround:

Download the Microsoft Handle utility from:

<http://technet.microsoft.com/en-us/sysinternals/bb896655.aspx>

After downloading, place the Handle utility in the BIN directory of your Grid home.

---

---

**Note:** Ensure that the Grid home is included in the PATH environment variable for your current session.

---

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This issue is tracked with Oracle bug 9349433.

### 6.3.11 Oracle Grid Infrastructure Listeners Issue

After installing Oracle Grid Infrastructure, the default listener does not listen on public addresses. As a result, even though the listener is available, the listener does not service the database or Oracle ASM instances.

#### Workaround 1:

If you are not using GNS with DHCP, then perform the following steps:

1. Add the local IP address and host name information to  
%Systemroot%\System32\Drivers\Etc\Hosts.

For example, IP address host name such as 192.0.2.254 dbhost.

2. Restart the Oracle Grid Infrastructure listener.

This issue is tracked with Oracle bug 9382523.

#### Workaround 2:

If you have configured GNS and use DHCP to assign the addresses for the cluster nodes, then configure DHCP so that the IP address assigned to the host name for each cluster node (the public IP address) has a smaller numeric value than the IP addresses assigned for the Virtual IP (VIP) address, GNS VIP address, or SCAN VIP address for a node.

For example, you could use IP addresses in the range of xxx.xxx.xxx.0 – xxx.xxx.xxx.099 for only host IP addresses, and all other IP address assignments must use a value of xxx.xxx.xxx.100 or higher.

This issue is tracked with Oracle bug 9441288.

### 6.3.12 ODP.NET Help Not Installed on 64-Bit Windows

If you install 32-bit Oracle software on a 64-bit Windows computer, then help for ODP.NET is not installed.

#### Workaround:

Use the .NET Help Setup Wizard to manually install the dynamic help. To start the wizard on an English locale, run the DataProviderHelp\_en.msi file from the %ORACLE\_HOME%\ODP.NET\help directory. For the Japanese locale, run the DataProviderHelp\_ja.msi file from the same directory.

This issue is tracked with Oracle bug 9524039.

### 6.3.13 Help File Shortcut Not Working in Windows Server 2008

Starting Oracle Objects for OLE C++ Class Library Help from the Start menu shortcut does not open the help page in Windows Server 2008.

#### Workaround:

Complete the following steps to resolve this issue:

1. Right-click the shortcut.
2. Select **Open With** and click **Internet Explorer**.
3. Select the option to open the help page.

This issue is tracked with Oracle bug 8001859.

### 6.3.14 Shared Oracle Home Shortcuts Do Not Work on Windows Server 2008

Starting Oracle tools such as Net Configuration Assistant, Database Configuration Assistant, Database Upgrade Assistant, Net Manager, Oracle Universal Installer, and so on, from a shared Oracle home shortcut gives the following error:

```
Missing shortcut: windows is searching launch.exe
```

After displaying the error message, the shortcut exits.

#### Workaround:

Start the tools from a Windows command prompt with Administrator privileges.

This issue is tracked with Oracle bug 7525053.

## 7 Documentation Corrections and Additions

The following section contains corrections or additions related to Oracle Database 11g and associated products:

- [Upgrade Using remotdbua.pl Script](#)

### 7.1 Upgrade Using remotdbua.pl Script

Refer to the `%ORACLE_HOME%\assistants\dbua\remotdbua_readme.txt` for information about using the `remotdbua.pl` script to upgrade a 32-bit Oracle Database to a 64-bit Oracle Database.

## 8 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

#### Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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Oracle Database Release Notes, 11g Release 2 (11.2) for Microsoft Windows  
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