[TD 2610-CR] Errors from Oracle 8.0.4.x w/DUNIX & EV6 Under Heavy Load

Unique Id: 009D4730-5D8D0BE0-1C02A1

   SOURCE: Compaq Computer Corporation   INFORMATION   BLITZ

   INFORMATION BLITZ TITLE: Errors from Oracle 8.0.4.x / DIGITAL UNIX
   / EV6 under heavy load

   DATE: 26-Feb-1999

   INFORMATION BLITZ #: 2610-CR

   AUTHOR: Henry Bone

   TEL#: 603-884-6288 (DTN 264-6288)

   EMAIL:Henry.Bone@digital.com

   DEPARTMENT:UNIX Business Segment

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   PRODUCT NAME(S) IMPACTED: DIGITAL UNIX V4.0E

   PRODUCT FAMILY(IES):   PRODUCT NUMBERS:

   Storage   ___   _____
   Systems   ___   _____
   Networks   ___   _____
   PC   ___   _____
   Software   _X__   V4.0E
   Other (specify) ___   _____

   PROBLEM STATEMENT:

 Customers who ran successfully with heavy loads on EV56 Tlasers
 under DIGITAL UNIX, Oracle 8.0.4.x have reported experiencing
 fatal "ORA 600 [512] Error." after upgrading to EV6 CUPs.

 This problem only manifests itself in rare cases when running
 heavy loads, as with Oracle, SAP, etc. If your are running in a
 configuration where Oracle will put a heavy load on the system it
 is recommended that you defer upgrading to the EV6 CPUs until we
 have developed a fix for the problem. Compaq has teams of
 engineers working non stop to fix the problem.

   SOLUTION:

 There is no solution at this time, the only known workaround is to go

back to the previous CPU boards that were working without problems.
If this is a new systems and you don't have old EV56 boards, contact
your Compaq Field Service office.

   ADDITIONAL COMMENTS:

UNIX Support Engineering Group, UNIX Development Engineers and
Tlaser Hardware Engineering are working non-stop to develop a fix
for the problem, Oracle's Problem Evaluation and Resolution
Engineering group is also heavily involved, to assist in isolating
the problem and to ensure that a solid fix is provided.

NOTE: This problem only manifests itself in rare cases when
running heavy loads, as with Oracle, SAP, etc. If your are running
in a configuration with Oracle and a heavy load on the system and
you are planning to upgrade, please defer the upgrad to EV6 until we
        have developed a fix for the problem. Compaq is using all available
resources to fix this problem as soon as possible.

If a user should experience this problem our engineer has requested
that they open an IPMT case and collect the following:

o If there is a core file left after the Oracle crash, please
  please include it in the escalation.

o Please provide the firmware revision on the TL6 boards, this can
  be retrieved by:
  P00>>sho version
  P00>>sho pal

o Please provide the hardware revision of the TL-6 boards (should
  be on the front of the module).

o Provide the binary errlog and /var/adm/message files.

o How many processors are in the failing system?

o The output of "# psrinfo -v" on the EV6 system.

A subsequent Blitz will be issued when a fix becomes available.

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