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| **Sl No** | **Problem Reported / General point** | **Applied Location** | **Fix applied to the Problem / Error / Event** |
| 01 | User Session Hangs | Application Server | Refer tables **fnd\_user , icx\_sessions,v$sessions** to get the information on database sessions .Do not kill any session ; let the user close any session or transaction that got hung. |
| 02 | URL to check the version of the Apps 11i Suite | Application | http://srpora01.adcouncil.ae/8002/OA\_HTML/OAInfo.jsp |
| 03 | Database at the Central Command doesn’t startup. | Database | ‘Initialization..’ problem.Recheck whether database service is working by TNSPING.Also check if the catalog database (Database at srpcc01) is up. |
| 04 | Database at the Central Command doesn’t startup.  Error Ora-27091 – Unable to queue I / O | Database | Spfile got corrupted. Copy one from backup and startup the database. |
| 05 | ADRelink Errors during critical patch application. | Database Server | If the **autopatch** completes successfully but Forms server , Concurrent Manager doesn’t start, the solution would be to run “gnumake.exe” |
| 06 | Adrelink Error.  Autopatch doesn’t complete successfully because of non-existence ofgnumake.exe in its path. | Application Server | Copy the gnumake.exe to where the E-Business suite is looking.` |
| 07 | Oracle Error *‘&ERRNO : &REASON has been detected in &ROUTINE’.*This message is thrown during application login. | Application Level | Undo tablespace has to be recovered  **TS\_ARCHIVE , XXARMSDL.** |
| 08 | Database tables and views not returning any data (TOAD as well as any report). | Front-End | Run fnd\_global.Apps\_Initialization package in an anonymous pl/sql block with parameters (0,0,0) as below:  Begin  Fnd\_global.Apps\_Initialization (0,0,0)  End; |
| 09 | The Concurrent Manager doesn’t start and the relevant logs show that some database objects need to be recovered. | Application Server Level. | 1.Open the database (database will open)  2.Check which datafiles need to be recovered using the v$datafile view.  3.Take the datafile ID from the above query and do  Sql>recover datafile ID;  4.Do  Sql>alter datafile <Datafilename> status online;  Concurrent Manager can now connect to the database. |
| 10 | Database table for Apps patch information. | Database. | AD\_APPLIED\_PATCHES |