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| **SL#** | **Problem/Question Description** | **Server Layer to Work On** | **Solution/Answer** |
| 11 | Workflow mailer not working. | OAM – Application Level. | Check if validating the Mail ID / Password is the problem,which is most likely.. Reset the same. |
| 12 | Database Listener (service)doesn’t start. | Database Level. | The alertlog file is the best place to see for problems. if the file itself doesn’t open (as it can get corrupted) create a new file in its place. |
| 13 | Oracle forms do not open. | application | 1)Go to Java Console in control panel and select option ’Show Console’.  2)ReInstall JRE. |
| 14 | Xcv Restore Command fails in RMAN with message “Backup piece already exists”. | Database | RMAN>delete archivelog all;  RMAN>crosscheck archivelog all;  OR  If this doesn’t work , do not catalog the backup piece again and do the restore from RMAN with no catalog option. |
| 15 | To provide Read\_Only access to a new schema at the database.(Generally needed for read only access to the ERP Admin (Arjun / Salim,marshad etc)) | Database | 1. Grant all the readonly privileges on objects to the new schema. 2. Also grant ‘alter session’ to the new schema. 3. If the user doesn’t want to precede the object name with ‘apps‘ , immediately after log on user has to do   Sql>alter session set current\_schema = APPS  The object privileges of the new schema granted as per the sql files in [\\witmarshad\c\grant](file:///\\witmarshad\c\grant)  Now the new schema logically becomes like Apps but will only retain the privileges assigned. |
| 16 | To Change e-mail ids in workflow | database / application | Update the email id column in table FND\_USERS and  Subsequently run concurrent program ‘SYNCHRONIZATION OF WF TABLES’ with default parameters. |
| 17 | Forms do not open in any instance from any responsibility. | Application | First thing to be checked is the forms server.  If it is up , check the pop-blocker.  If even then it doesn’t work , UnInstall and Re-Install the JRE.  It must work after this. |
| 18 | Discoverer desktop doesn’t work.user not able to login. | application | update fnd\_nodes  set server\_id=null  where server\_id='SECURE' |
| 19 | ‘Apps’ user cannot login. Archiver error.  1.ORA-16020 less destinations available than specified.  2.“ORA – 19809 limit exceeded for recovery files” when the database is opened. | database | Bring down the application services and  initially ,create free space in the recovery area and bounce the database.  If ora-19809 is thrown afterwards ,  increase the ‘db\_recovery\_file\_dest\_size’  parameter’ suitably. value and bounce the database , it should work. |
| 20 | Forms do not open | Application | 1.TurnOff pop-up blocker if it is ON.  If it doesn’t work after this ,  Probably Java Console is corrupt.Uninstall and reinstall the same.JRE will download at the first page.  As a workaround before the above is implemented,  Change settings in ‘preferences’ to point to the responsibility needed. |