

Very High Waits for 'reliable message' After Upgrade to 11.2.0.4 When Using Result Cache (Doc ID 1951729.1)

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APPLIES TO:

Oracle Database - Enterprise Edition - Version 11.2.0.4 to 12.1.0.2 [Release 11.2 to 12.1]
Oracle Database Exadata Cloud Machine - Version N/A and later
Oracle Cloud Infrastructure - Database Service - Version N/A and later
Oracle Database Cloud Exadata Service - Version N/A and later
Oracle Database Cloud Schema Service - Version N/A and later
Information in this document applies to any platform.

SYMPTOMS

- After upgrade to 11.2.0.4, high waits for Reliable message is seen in AWR reports:

Top 10 Foreground Events by Total Wait Time

Event	Total Waits	Wait Time Avg(ms)	% DB time	Wait Class
reliable message	34,293,326	1430	42	64.1 Other
DB CPU		265		11.9
enq: TX - row lock contention	2,556,859	114K	45	5.1 Application
PX Deq: Signal ACK RSG	102,595	101K	985	4.5 Other
log file sync	6,458,803	86.5	13	3.9 Commit
cursor: pin S wait on X	184,770	34.8	189	1.6 Concurrent

- Result cache is enabled.
- Querying against gv\$sqlchannel_waits reveal component responsible for high waits:

```
SELECT CHANNEL,
       SUM(wait_count) sum_wait_count
FROM GV$CHANNEL_WAITS
GROUP BY CHANNEL
ORDER BY SUM(wait_count) DESC;
```

CHANNEL	Wait Count
Result Cache: Channel	307718423
kxfr control signal channel	97080
RBR Channel	60807
MMON remote action broadcast channel	28256
obj broadcast Channel	14736
kill job broadcast - broadcast channel	367
parameters to cluster db instances - broadcast channel	15
Broker IQ Result	5
service operations - broadcast channel	4
quiesce Channel	2

CHANGES

Upgraded to 11.2.0.4.

CAUSE

Issue is caused by bug associated with result cache handling which is fixed in Oracle 12c release 12.2:

[Bug 19557279](#) - EXCESSIVELY HIGH RELIABLE MESSAGE <==closed as duplicate to following bug:
[Bug 18416368](#) - HANG OBSERVED DURING DMLS

SOLUTION

1. Upgrade to a higher version where the issue is fixed i.e. Oracle 12c release 12.2 or the 12.1.0.2.0 Patchset
2. Apply [patch 18416368](#) if available on your platform
3. To workaround the issue, disable result cache by setting the following parameter:

```
SQL> alter system set result_cache_max_size=0;
```

The instance(s) must be restarted for the parameter to take effect.

REFERENCES

[BUG:19557279](#) - EXCESSIVELY HIGH RELIABLE MESSAGE

[NOTE:1108133.1](#) - SQL Query Result Cache. Includes: [Video]

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