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| **Master Note: Troubleshooting Oracle User (Client) Processes (Doc ID 1512275.1)** | [To Bottom](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\o%20To%20Bottom)  [To Bottom](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\o%20To%20Bottom) |  |

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| **In this Document**   |  |  | | --- | --- | |  | [Purpose](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20PURPOSE) | |  | [Troubleshooting Steps](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20TRBLSHOOT) |  |  |  | | --- | --- | |  | [Concepts](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20aref_section21) | |  | [Issues Involving Client (User) Processes](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20aref_section22) |  |  |  | | --- | --- | |  | [Client / Server / Interoperability](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20aref_section23) | |  | [Issues involving Client Connections](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20aref_section24) |  |  |  | | --- | --- | |  | [Issues Involving User Processes](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20aref_section25) | |  | [Helpful Articles on Client / User Processes](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20aref_section26) |  |  |  | | --- | --- | |  | [Helpful Articles on Connecting as SYSDBA](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20aref_section27) | |  | [Further Diagnostics](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20aref_section28) |  |  |  | | --- | --- | |  | [References](https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=523484399044457&id=1512275.1&_adf.ctrl-state=bf2iquj02_72%20\l%20REF) |   graphic  **APPLIES TO:**  Oracle Database - Enterprise Edition - Version 9.2.0.1 and later  Information in this document applies to any platform.  **PURPOSE**  This document is intended to assist Database Administrators resolve issues encountered involving User (Client) Processes.  **TROUBLESHOOTING STEPS**  **Concepts**  A client (user) process executes the application or Oracle tool code. When users run client applications such as SQL\*Plus, the operating system creates client processes to run the applications.  For example, assume that a user on a client host starts SQL\*Plus and connects over the network to database **exdb**on a different host (the database instance is not started):  SQL> CONNECT SYS@exdb AS SYSDBA  Enter password: \*\*\*\*\*\*\*\*\*  Connected to an idle instance. <<<< database instance is not started  On the client host, a search of the processes for either sqlplus or **exdb**shows only the sqlplus client process:  % ps -ef | grep -e exdb -e sqlplus | grep -v grep  clientuser 29437 29436  0 15:40 pts/1    00:00:00 sqlplus           as sysdba  Client processes differ in important ways from the Oracle processes interacting directly with the instance. The Oracle processes servicing the client process can read from and write to the SGA, whereas the client process cannot. A client process can run on a host other than the database host, whereas Oracle processes cannot.  Oracle Database creates server processes to handle the requests of client processes connected to the instance. A client process always communicates with a database through a separate server process. Although the client application and database can run on the same computer, greater efficiency is often achieved when the client portions and server portion are run by different computers connected through a network. More details in [Note 1504268.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=1504268.1%20\o%20Note%201504268.1%20Master%20Note%20Oracle%20(client)%20Process%20\t%20_blank)  ***Issues Involving Client (User) Processes***  Many of the issues involving client/user processes involve compatibility of versions between client and server.  **Client / Server / Interoperability**  Whether you are using Oracle tools like SQL\*Plus or a Third Party tool/application, the client and server version should be interoperable. The following Note is a comprehensive document outlining the support for interoperability between Oracle client and server versions and should be checked first when looking at possible issues.  [Note 207303.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=207303.1%20\o%20Note%20207303.1%20\t%20_blank) - Client / Server / Interoperability Support Matrix For Different Oracle Versions  **Issues involving Client Connections**  The following is a list of some of the known issues connecting from specific client versions:  [Note 785291.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=785291.1%20\o%20Note%20785291.1%20\t%20_blank) - Unable To Connect To 11g Db From LINUX 11g Client via SQLPUS as non-Oracle user Hang  [Note 3437884.8](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=3437884.8%20\o%20Note%203437884.8%20\t%20_blank) - Bug 3437884 - 10g client cannot connect to 8.1.7.0 - 8.1.7.3 server  [Note 3564573.8](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=3564573.8%20\o%20Note%203564573.8%20\t%20_blank) - Bug 3564573 - ORA-1017 when 10g client connects to 8i/9i server with EBCDIC ASCII connection  [Note 4511371.8](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=4511371.8%20\o%20Note%204511371.8%20\t%20_blank) - Bug 4511371 ORA-6544 / ORA-4052 using PLSQL between 10g and 11g  [Note 389713.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=389713.1%20\o%20Note%20389713.1%20\t%20_blank) - Understanding and Diagnosing ORA-00600 [12333] / ORA-3137 [12333] Errors  [Note 207319.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=207319.1%20\o%20Note%20207319.1%20\t%20_blank) - ALERT: Connections from Oracle 9.2 to Oracle7 are Not Supported  **Issues Involving User Processes**  [Note 3835429.8](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=3835429.8%20\o%20Note%203835429.8%20\t%20_blank) - Bug 3835429 - OERI[kqrfrpo] / DB hang after killing a user process  [Note 10325142.8](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=10325142.8%20\o%20Note%2010325142.8%20\t%20_blank) - Bug 10325142 - Client process stack size gets reset by OCIEnvCreate() call  [Note 7348613.8](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=7348613.8%20\o%20Note%207348613.8%20\t%20_blank) - Bug 7348613 - ORA-600 [17281] during process cleanup for failed client  [Note 1196373.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=1196373.1%20\o%20Note%201196373.1%20\t%20_blank) - ORA-600 [17280] When Client Side Process Dies Or Breaks The Connection Due to Inbound Connection Timed Out  [Note 1448953.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=1448953.1%20\o%20Note%201448953.1%20\t%20_blank) - User Process Aborts Due To ORA-24761 Error  [Note 316916.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=316916.1%20\o%20Note%20316916.1%20\t%20_blank) - Processes Remain In V$Process Without A Related Session ORA-00020  **Helpful Articles on Client / User Processes**  [Note 1506805.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=1506805.1%20\o%20Note%201506805.1%20\t%20_blank) - Master Note: Troubleshooting ORA-03113  [Note 119706.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=119706.1%20\o%20Note%20119706.1%20\t%20_blank) - Troubleshooting Guide TNS-12535 or ORA-12535 or ORA-12170 Errors  [Note 951892.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=951892.1%20\o%20Note%20951892.1%20\t%20_blank) - Why does a server process continue to run after its client process has been terminated?  [Note 387077.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=387077.1%20\o%20Note%20387077.1%20\t%20_blank) - How To Find The Process Identifier (pid, spid) After The Corresponding Session Is Killed?  [Note 601605.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=601605.1%20\o%20Note%20601605.1%20\t%20_blank) - A discussion of Dead Connection Detection, Resource Limits, V$SESSION, V$PROCESS and OS processes  [Note 206007.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=206007.1%20\o%20Note%20206007.1%20\t%20_blank) - How To Automate Cleanup Of Dead Connections And INACTIVE Sessions  Note 219968.1 - Client side tracing? SQL\*Net & Oracle Net Services - Tracing and Logging at a Glance  [Note 164768.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=164768.1%20\o%20Note%20164768.1%20\t%20_blank) - Troubleshooting: High CPU Utilization  [Note 1019526.6](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=1019526.6%20\o%20Note%201019526.6%20\t%20_blank) - Script: To Obtain Session Information  [Note 1501987.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=1501987.1%20\o%20Note%201501987.1%20\t%20_blank) - Master Note: Overview of Database Resident Connection Pooling (DRCP)  **Helpful Articles on Connecting as SYSDBA**  [Note 233223.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=233223.1%20\o%20Note%20233223.1%20\t%20_blank) - Checklist for Resolving CONNECT AS SYSDBA (INTERNAL) Issues  **Further Diagnostics**  If you were not able to resolve the issue with the details provided in this document, please raise a Service Request for further assistance from Oracle Support.  **REFERENCES**  [NOTE:207303.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=207303.1) - Client / Server Interoperability Support Matrix for Different Oracle Versions [NOTE:1504268.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=1512275.1&id=1504268.1) - Master Note: Overview of User (Client) Processes |