**ORACLE**

**Database connectivity issue-ORA-01012**

Submitted to

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**By**



CIS, Wipro Limited

Document Details

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| Account | CIS |
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| List of Contributors | Sreya Puthukudy,Abhishek Kansal |
| Customer Contact Information |  |

Version History

(All revisions made to this document must be listed in chronological order. All revisions must be approved. Review and Approval can be done by an internal source or by the customer)

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| Version | Date of Revision | Description | Author | Reviewed By | Approved By |
| 1.0 | 07-03-2018 | Initial Draft | Sreya Puthukudy | Jitenkumar Pansara | Yogesh Desai |
| 1.1 | **13-02-2018** | **Document Completed** | **Sreya Puthukudy** | **Jitenkumar Pansara** | **Yogesh Desai** |
| 1.2 | **21-01-2019** | **Updated the content** | **Abhishek Kansal** | **JitenKumar Pansara** | **Santosh Badiger** |

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Short Description:

Database connectivity issue with the **ORA-01012**: Not logged on.

Problem Description:

The ORA-01012 error can be caused by several issues:

- A down database.

- Held memory segments from a previous instance crash.  Use the ipcs command to find and remove the zombie RAM heap.

- File permissions in ORACLE\_HOME have been changed while the database is running.

- An invalid value for the $ORACLE\_SID environment variable.

- Exceeding the "processes" init.ora parameter (max sessions reached)

**Known error description**:

Users cant able to login to database server. Though it will allow sysdba to login, it does not allow to run any query. Sometimes it will show database is connected to an idle instance. But when we startup database it shall throw error ORA-01081: cannot start already-running ORACLE - shut it down first.

**Root cause identified:**

Improper shutdown of oracle database instance has caused this error ORA 01012: not logged on inspite of properly setting the environmental variables.  
Shutdown abort can be used in unavoidable circumstances. By default when shutdown is issued, internally this translates to shutdown immediate command.

**Solution:**

Please follow the below steps:

SQL> select \* from v$instance;  
select \* from v$instance  
\*  
ERROR at line 1:  
ORA-01012: not logged on  
Process ID: 0  
Session ID: 0 Serial number: 0

SQL> shutdown abort; \*\*\*\* This might be risky as it may impact running transaction. Take approval from application team and go ahead.

ORACLE instance shut down.  
SQL> startup  
ORACLE instance started.  
Total System Global Area 1071333376 bytes  
Fixed Size                  1375792 bytes  
Variable Size             587203024 bytes  
Database Buffers          478150656 bytes  
Redo Buffers                4603904 bytes  
Database mounted.  
Database opened.  
SQL> select \* from v$instance;

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