**ORACLE**

**Database connectivity issue**

Submitted to

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**By**



CIS, Wipro Limited

Document Details

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| 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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| 1.0 | 14-02-2018 | Initial Draft | Sreya Puthukudy | Jitenkumar Pansara | Yogesh Desai |
| 1.1 | **15-02-2018** | **Document Completed** | **Sreya Puthukudy** | **Jitenkumar Pansara** | **Yogesh Desai** |
| 1.2 | **20-12-2018** | **Updated the content** | **Abhishek Kansal** | **JitenKumar Pansara** | **Santosh Badiger** |

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Short Description:

Database connectivity issue with the ORA-03113 error is a generic error.

Problem Description:

Error ‘*ORA-03113: end-of-file on communication channel’* while connecting the databaseoccurs whenthat the connection was established, but lost later, like a timeout.

For example, ORA-03113 could be signaled for any of these scenarios:

* Server machine crashed
* Your server process was killed at O/S level
* Network problems
* Oracle internal errors / aborts on the server
* Client incorrectly handling multiple connections
* etc.. etc.. etc.. - a lot of possible causes !!

**Known error description**:

*‘ORA-03113: end-of-file on communication channel’* which occurs suggests that the connection was established, but lost later, like a timeout. The connection between Client and Server process was broken. This usually happens when the Oracle server process has died for some reason. In this particular case, the issue is due to the archiving issue.

**Root cause identified:**

To resolve this issue, you have to check there is an archiving issue, hence we have to put the database in no archive mode.

**Solution:**

Please follow the below steps:

1. Exit the session  
2. Set oracle\_sid=<database\_name>  
3. startup nomount;  
4. alter database mount;  
4.1: Check the alertlog file, we get to know that there is archiving issue, hence make the database in noarchivelog.  
5. alter database noarchivelog;  
6. alter database open;