**How can we schedule the procedure to run automatically ?**

Dbms\_job

**Table Name and Trigger Name**

Trigger names must be unique with respect to other triggers in the same schema. Trigger names need not be unique with respect to other schema objects, such as tables, views, and subprograms. For examp...

**Can we have a Procedure in Specification but not in Package body. If yes then whats the use of it?**

Yes, we can have procedure in the specification but not in the package body. The use of this is that we can write any code in that procedure later on.

**Can we insert multiple nulls through unique constraints ?**

We can insert multiple nulls , as one null value is not equal to another null value

**Question: What can you tell me about system security?**  
**Answer:** System security means preventing viruses and hackers from reaching the computer system. It is achieved by various strategies, like antivirus and firewall installation, crypting, restricting user online activity, etc. Another way to enhance security is to have system and data recovery means ready and up-to-date.

**Question: What are your qualifications as a production support specialist?**  
**Answer:** Degrees in subjects like IT, computer science, computer engineering. Moreover, the job often requires prior experience in support and customer service.

**Question: What personal characteristics define you as a successful production support specialist?**  
**Answer:** A combination of technological expertise and people skills. I am able to listen to a client, understand him or her, and come up with a solution to the problem.

**Question: Do you consider team work an important part of the job?**  
**Answer:** Not if production support specialists work alone. But in many cases the specialist either directs or is part of a support team. Within a team, the specialist is able to provide motivation and coordination.

**Question: What skills do you have or need to acquire in order to be good at production support?**  
**Answer:** Multi-tasking, analytical and problem solving skills, outstanding verbal and personal communication, and ability to work under pressure, are the basic key elements of a production support personality.

**10. What is the difference between Swapping and Paging?**

Swapping:

Whole process is moved from the swap device to the main memory for execution. Process size must be less than or equal to the available main memory. It is easier to implementation and overhead to the system. Swapping systems does not handle the memory more flexibly as compared to the paging systems.

Paging:

Only the required memory pages are moved to main memory from the swap device for execution. Process size does not matter. Gives the concept of the virtual memory. It provides greater flexibility in mapping the virtual address space into the physical memory of the machine. Allows more number of processes to fit in the main memory simultaneously. Allows the greater process size than the available physical memory. Demand paging systems handle the memory more flexibly.

**3. What is difference between HardLink and SoftLink in UNIX?**

**Hard link** is a direct link to a file (or, better, to the entry in the inode table corresponding to the name of the file) and is stored in the same sector as the original file. For this reason, a hard link can only connect two files on the same filesystem.  
  
**Symbolic link** is a file pointing to another file and is stored on a different sector on the hard drive than the original file.   
  
A symbolic (or soft) link can point to another directory or to a different filesystem.   
  
The difference between the two types is immediately visible by performing an *ls  -l* on the directory where they are.  
  
A symbolic link shows the character ***l***(file type corresponding to symbolic link) beforethe permissions for user, group and other usersand displays an arrow followed by another file name, meaning it's a link to another file (*see image below*).

https://qph.ec.quoracdn.net/main-qimg-65d83da55557cb8ec7f2f6f2c0919d63?convert_to_webp=true

A hard link isn't displayed this way, but it appears as an ordinary file (meaning you won't see an *l*, but a "**-**" that stands for ordinary file, and no arrow will be displayed).

https://qph.ec.quoracdn.net/main-qimg-7fb2de22dbdceb7011827f33c9471de4?convert_to_webp=true

**4. What is Zombie process in UNIX? How do you find Zombie process in UNIX?**

When a program forks and the child finishes before the parent, the kernel still keeps some of its information about the child in case the parent might need it - for example, the parent may need to check the child's exit status. To be able to get this information, the parent calls 'wait()'; In the interval between the child terminating and the parent calling 'wait()', the child is said to be a'zombie' (If you do 'ps', the child will have a 'Z' in its status field to indicate this.)

Zombie : The process is dead but have not been removed from the process table.

**Q1. Explain Application / Server architecture being used in your project ?**

Ans. We are using cluster of Web servers and Application servers. Load Balancer is used to manage the load between them. Down the layer we have middleware server and then DB server to access database.

**Q2. Which Web and Application server is being used by your application ?**

Ans. We are using Apache 2.3 and Tomcat 5.6.

**Q3. What are the steps you follow if you receive an application outage ticket ?**

Ans.

a. Inform the stake holders that the issue is being worked upon.

b. Login to server to see if its responding.

c. Access Application and Web Server logs to see if the application is receiving requests.

d. If not, Involve the appropriate Network Team.

e. Inform the stakeholders regarding the progress.

f.  Bounce the web / application server instance , if required.

g. Close the ticket with the steps taken to resolve the problem.

h. Complete the RCA ( Root Cause Analysis ) and submit the report to stake holders.

**Q4. How do you monitor the server resources if inadvertently high traffic is reported ?**

Ans. We use SAR command for that purpose. We also have GUI system monitoring tool to keep real time check of requests, load and memory usage.

**Q5. How do you monitor your logs while investigating a high severity problem ?**

Ans. We try to look for errors in the last n minutes when the issue occurred. If the issue is still occurring intermittently, We tail the logs for different application server instances to see the error snippets coming in the live logs.

**Q6. Have you done any sort of automation in your system monitoring tasks ?**

Ans. Yes we have created System as well as Log monitoring scripts to keep track of exceptions. We are also using a tool that will inform the stake holders if an exceptional event occurs with the system.

**Q7. What all caching has been used in your application?**

Ans. We are using Akamai as web server cache.

**Q8. Have you ever faced any problem due to caching?**

Ans. Yes , sometime we receive issues related to outdated pages being rendered to the user. In those cases we clear the cache and then try to investigate the reason for that. Sometime the issue is due to comparatively high refresh interval. In those cases we reduce the cache refresh interval.

**Q9. What if the issue is related to Database server ?**

Ans. We involve DBA and try to solve it through them. By the time they are solving it , we keep the stake holders informed regarding the progress.

**Q10. Do you use command aliases while doing your work ?**

Ans. Yes , I have created many aliases and saved them within my .profile file so that the system loads them, the each time i logs onto the server.

**Q11. What are your responsibilities after the ticket has been closed ?**

Ans. We inform the stakeholders regarding the resolution and steps taken for it. We updated the ticket notes and link it with the master / related tickets. RCA is done for the high priority and critical issues and a report is submitted.

**(3) How do you terminate a shell script if statement?**  
With fi, which is "if" spelled backwards.  
  
**Details:**  
The shell script example below uses an if statement to check if a file assigned to the variable myfile exists and is a regular file:

#!/bin/ksh  
myfile=$1  
if [ -f $myfile ]  
then  
echo "$myfile exists"  
fi  
exit 0

(See shell scripting interview question #6 below if you do not know what $1 in this example means.)

**(9) What are some ways to debug a shell script problem?**  
Although this is somewhat dependent on what the problem is, there are a few commonly used methods for debugging shell script problems.   
  
One method, which is frequently used across all programming languages, is to insert some debug statements within the shell script to output information to help pinpoint where and why the problem is being introduced.   
  
Another method specific to shell scripting is using "set -x" to enable debugging.   
  
**Details:**  
Consider the following shell script example (notice that "set -x" is commented out at this time):

#!/bin/ksh  
#set -x  
i=1  
while [ $i -lt 6 ]  
do  
print "in loop iteration: $i"  
((i+=1))  
done  
exit

This script will produce the following output:

$ ./script1  
in loop iteration: 1  
in loop iteration: 2  
in loop iteration: 3  
in loop iteration: 4  
in loop iteration: 5  
$

**Make use of .profile file. If there is not one , create one within home directory.**

a. Add aliasis for common Unix commands.

a.1 shortcut to move to logs directory

logs = 'cd /dfsd/sdfsd/fsdf/sdf/logs'

a.2 shortcut to show errors in running logs.

tlogs = 'tail -f /dfsd/sdfsd/fsdf/sdf/logs/xyx.logs | grep "ERROR"'

b. Change the landing directory, make it to your application log directory

cd /dfsd/sdfsd/fsdf/sdf/logs

**Use ! and !! to execute last commands. As an alternative to the exclamation mark commands, you can use the up/down arrows to move back and forth in the command history and repeat/edit a command.**

**Def of Ticketing Tool  :  It is a software which provides solutions for the tickets**  
  
**---->  Ticket means a problem.There are many ticketing tools are available.**  
  
**----> for example  BMC Remedy.**  
  
  
**Ticket consists :  SLA (SERVICE LEVEL AGREEMENT)**  
 **Ticket No:**  
 **Summary :**  
  
**Status      :**  
  
**Start Time :**  
  
**End Time   :**  
  
**Reporting Person : Email ID , Phone , Number will be there in this If Instructions are big attachments will be there**  
  
**Q)   What is REMEDY Ticketing tool, how it works?**  
  
**A)  REMEDY is a customer relationship tool which can be used to**

**log / monitor the issues or problems faced by customers by**

**the means of incident management tickets. Each ticket is**

**like an incident (problem) which is created by help desk and**

**assigned to relevant support team.**

**Concerned support team member take the ownership of the**

**ticket and updates the work log (troubleshooting steps**

**performed during the course of action)**

**Also , it can be used to monitor Service Requests / change**

**management ( Change Requests) and problem management.**

**About Wok Log  :  Maximo Work Log will be there.**  
  
**----> Data Base team , Unix team , Application team , Middle ware team**  
  
**-----> Different teams will be involved in project will give their working status in this work log**  
  
**SEVIARITIES ABOUT TICKETS :**  
  
**SERV 1   :  Need to resolve tickets in 0-4 hours**  
 **SERV 2   :  Need to resolve tickets in 0-8 hours**  
 **SERV 3   : Need to resolve tickets in 3 working days.**  
  
**Production Support  : Should be on call support.**  
  
**Situation Manager    : Makes every one to attend on call.**  
  
**Q)  When you are On Call Support when you get Severity 1 ticket , How do you take action ?**  
  
**A)  ----->  Firstly open the ticket**  
 **------> Read the message what the problem is about**  
 **-----> Login to targeted Servers.**  
 **----->  Check Logs depending on Error.**  
 **------>  Propogate first hand information to STAKE HOLDER (DUTY MANAGER)**  
 **------> Sit on Issue , fix it , Close it**