VMS Software

Oracle/VSI Relationship

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This information contains forward looking statements and is provided solely for your convenience. While the information herein is based on our current best estimates, such information is subject to change without notice.

Recent History of Support at Oracle in General

- November 2014: Announcement of Reorganization in Oracle Support
  - Task: Support Centers to be in the USA, Romania and India

- First Quarter of 2016: All support in EMEA transitioned the above Support Centers

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Support at Oracle for Rdb and RDBMS on OpenVMS Now

- A group of experienced support people remain in the USA and Canada

- Oracle Rdb Support also now staffed in India

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My Role

- I am a member of VSI's support team, so I am working on OpenVMS support issues
- But main part of my role is also to fill the gap for supporting Rdb and Oracle on OpenVMS
  - I have access to hardware from VSI that is running the latest versions of the Rdb product family and RDBMS 11g on OpenVMS

How Does That Work?

- Former Rdb support colleagues are contacting me if they need assistance

- Rdb Engineering is contacting me either

- Customers can log a case with VSI if they have a support contract with VSI, if Rdb or Oracle on OpenVMS is involved then the case is coming to me

- The same if they have a support contract only with HPE but running an OpenVMS version >8.4, then HPE is contacting VSI

Restriction

- I have no direct access to MOS, therefore SRs will never assigned directly to me
    - BUT: if I can get the customer CSI and if the customer's administrator for MOS enables me to connect like the customer, this could speed up the problem handling (we did that already)

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Some Examples – No. 1

- Deadlocks not handled properly – EMEA customer

  - Customer upgraded the hardware to i4 servers with 8.4-1H1 (two nodes). Intermittently there happened now deadlocks that were not resolved.
  - Customer opened an SR with Oracle Rdb Support and a case with HPE Support, who logged a call with VSI.
  - No reproducer. There were several con-calls with Rdb Engineering, Rdb Support, customer, customer's software vendor and VSI.
  - One of the ideas was to swap the two nodes because it always happened only on one node. During the attempt to swap the nodes they found a loose network cable.
  - They cancelled the swap and replaced the cables. No incident for nearly three months now. Strange, eh?

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Some Examples – No. 2

- OpenVMS 8.4-1H1 Java 1.6.0-6 - Running out of P0 space – AMER customer

    - The customer contacted HPE because they assumed a bug in Java.
    - Because the customer is running a VSI version of OpenVMS HPE contacted VSI.
    - It was quickly clear to me that this is neither a Java nor an OpenVMS issue.
    - Finally it came out that they used a very old version of RDBTHIN.JAR on their clients, and that caused the memory consumption.

Some Examples – No. 3

- RDBMON73 process crashing – US customer

  - The Rdb monitor crashed on two nodes and wrote a process dump file (no Rdb bugcheck dump file).
  - The customer contacted VSI to examine the process dump file.
  - The stack frame in the process dump file helped me to find out at which line in the Rdb code the problem happened.
  - With that information I contacted directly Rdb Engineering.
  - Unfortunately the cause of this single occurrance could not be determined.

Some Examples – No. 4

- Wrong dates when read using JDBC driver – EMEA customer

    - That was my last case at Oracle. I had to leave it unresolved.
    - I picked it up again at VSI, debated it with the new colleagues. A lot about Timezones and changes of them in ancient decades.
    - With some effort and cooperation with Rdb Engineering (Jim Murray) I was finally able to reproduce the problem.
    - It is fixed in the coming release of JDBC for Rdb.

OpenVMS Cases from Oracle

- OpenVMS V8.4-2 - Symlink failover not working as expected
  - Important for RDBMS 11g RAC. I helped to minimize the reproducer so that VSI engineers could fix the bug.

- Continuously cooperation with Jim Murray leaded to a bunch of OpenVMS issues that were mainly solved with the help of my VSI peers, e.g.:
  - Search for a DCL way to extract the default dir
  - Is there a builtin JAVA method on OpenVMS to load up DCL symbols?
  - In DCL how to convert a process name to a PID?
  - Question about SSH2 and VPN
  - SSL1 question

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Now and Future

- Rdb Remote TCPIP vs. DECnet
  - A big US customer is going to make this transition, using TCPIP instead DECnet.
  - They observed one strange behavior that they want to understand.
  - This leaded to an ongoing discussion inside VSI Engineering, hopefully ending in a good explanation.
- As time allows I am testing the coming version of the Oracle Rdb Connectivity Manager (ORCM).
- More Rdb or Oracle RDBMS on OpenVMS issues will surely (and hopefully) come to VSI.

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