



**PREFEITURA DO MUNICÍPIO DE SÃO PAULO**  
**GABINETE DO PREFEITO**  
**OFÍCIO AO LEGISLATIVO**

**Ofício ATL SEI nº 057130531**

Ref.: Ofício SGP-23 nº 1347/2021

Senhor Presidente

Reportando-me ao ofício acima referenciado, em atenção ao Requerimento RDS nº 1691/2021, de autoria do Vereador Rubinho Nunes, encaminho a essa Presidência cópia das informações prestadas pela Secretaria Municipal da Fazenda e da Empresa de Tecnologia da Informação e Comunicação - PRODAM a respeito do sistema de emissão de nota fiscal da cidade de São Paulo que está fora do ar.

Na oportunidade, renovo a essa Presidência meus protestos de apreço e consideração.

**BRUNA BORGHETTI CAMARA FERREIRA ROSA**

Chefe de Gabinete  
 Casa Civil

Ao

Excelentíssimo Senhor

**MILTON LEITE**

Digníssimo Presidente da Câmara Municipal de São Paulo



Documento assinado eletronicamente por **Bruna Borghetti Camara Ferreira Rosa, Chefe de Gabinete**, em 04/02/2022, às 17:07, conforme art. 49 da Lei Municipal 14.141/2006 e art. 8º, inciso I do Decreto 55.838/2015



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CRC C16FDB8F.

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# PREFEITURA DO MUNICÍPIO DE SÃO PAULO

## SECRETARIA MUNICIPAL DA FAZENDA

### Gabinete do Secretário

Praça do Patriarca, 59, - Bairro Centro - São Paulo/SP - CEP 01002-010

Telefone: +551131139442

**PROCESSO 6010.2021/0004206-6**

**Encaminhamento SF/GAB Nº 056823029**

**Interessada:** Câmara Municipal de São Paulo / Vereador Rubinho Nunes.

**Assunto:** Requerimento RDS nº 1691/2021, solicitando informações a respeito do sistema de emissão de nota fiscal da cidade de São Paulo que está fora do ar.

**PREF/CASA CIVIL ATL II**

**Senhora Assessora,**

Em atenção ao solicitado na cota 056189159, restituímos o presente informando que os esclarecimentos foram prestados por meio do SEI 6010.2021/0004205-8, de mesmo teor.

Atenciosamente.

**Evandro Luis Alpoim Freire**

Chefe de Gabinete

Secretaria Municipal da Fazenda



Documento assinado eletronicamente por **Evandro Luis Alpoim Freire, Chefe de Gabinete**, em 03/01/2022, às 17:51, conforme art. 49 da Lei Municipal 14.141/2006 e art. 8º, inciso I do Decreto 55.838/2015



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**EMPRESA DE TECNOLOGIA DA INFORMAÇÃO E COMUNICAÇÃO DO MUNICÍPIO DE SÃO PAULO**

**Presidência**

Rua Líbero Badaró, 425, - Bairro Centro - São Paulo/SP - CEP 01009-000

Telefone:

**PROCESSO 6010.2021/0004205-8**

**Encaminhamento PRODAM/PRE Nº 057066395**

São Paulo, 04 de janeiro de 2022.

SEI 6010.2021/0004205-8

**À Casa Civil**

**A/C Marília Evangelista Moraes**

Assessora Técnica e Legislativa - Casa Civil / ATL

- : Câmara Municipal de São Paulo / Vereador Rubinho Nunes.
- : Requerimento RDS nº 1690/2021, solicitando ao Poder Executivo informações a respeito de instabilidade no sistema de emissão de nota fiscal da cidade de São Paulo.

Prezada senhora,

Com os nossos cordiais cumprimentos, vimos, escusar-nos pela demora doc. SEI nº 056189069, aproveitar o ensejo para encaminhar nossas considerações relativa aos dois requerimentos Ofício 1346-2021 e de autoria do Vereador Rubinho Nunes (SEI nº 056188630), como se segue abaixo.

Aproveitamos ensejo para protestar a nossa elevada estima e distinta consideração.

Atenciosamente,

Ofício 1345/2021

Ocorreu uma indisponibilidade planejada para migração de versão de banco de dados divulgada a todos os contribuintes com antecedência, iniciada em 13/11 às 18h com previsão de término em 15/11 às 18h

A instabilidade iniciou após a manutenção, ficando instável até 19/11 às 5h.

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3. Qual foi o motivo constatado?

Após a migração da versão de banco de dados, o Sistema Gerenciador do Banco de Dados (SGDB) apresentou falha, causando instabilidade no Sistema da NFS-e. A correção foi feita pelo fabricante (Oracle).

4. Há alguma estimativa de quantos prestadores de serviços foram prejudicados?

Nos termos do artigo 88 do Decreto Nº 53.151, de 17 de maio de 2012, no caso de eventual impedimento da emissão da NFS-e por meio da internet, o prestador de serviços pode utilizar o Recibo Provisório de Serviços (RPS), substituindo-o por NFS-e posteriormente e dentro do prazo legal. Desse modo, os contribuintes podem ter lançado mão deste recurso utilizado o RPS durante a instabilidade, aguardando a normalização do sistema para a conversão destes documentos em NFS-e (emissão retroativa).

Para não haver prejuízos os prestadores de serviços, a Secretaria da Fazenda publicou a portaria Nº 321 DE 18 DE NOVEMBRO DE 2021, que prorrogou este prazo com o intuito de não penalizar os contribuintes que não puderam efetuar a conversão de forma tempestiva em virtude da instabilidade do Sistema da NFS-e, uma vez que há previsão de multa pela não conversão do RPS em NFS-e dentro do prazo legal.

Assim que resolvido o problema, os prestadores de serviços puderam emitir suas notas retroativamente, considerando que os principais canais do Sistema da NFS-e continuaram apresentando volume de emissões, ainda que reduzido que não houve grave prejuízo aos contribuintes no período de 15/11 a 19/11.

5. Requeiro documentos que comprovem as alegações.

Com relação ao item 1, juntamos as seguintes evidências:

Textos incluídos no sistema e no site Nota do Milhão, informando acerca da atualização programada; Tela incluída durante o processo de atualização, indicando a indisponibilidade momentânea do sistema; Tela incluída após constatação do problema de instabilidade do sistema.

Com relação ao item 2, 3 e 4 anexamos os chamados abertos junto ao fabricante para resolução<sup>fls. 11</sup> da instabilidade pós manutenção programada e alguns levantamentos obtidos por meio de consulta à base replicada desta Secretaria Municipal da Fazenda:

Informações acerca da quantidade de emissões de nota, pelos principais canais de emissão, evidenciando que alguns contribuintes continuaram a emitir NFS-e durante o período da instabilidade:

| Data Emissão | Versão Online (desktop) | Envio de arquivo TXT | Webservice |
|--------------|-------------------------|----------------------|------------|
| 10/11/2021   | 170658                  | 465576               | 1093366    |
| 11/11/2021   | 155493                  | 262861               | 1076836    |
| 12/11/2021   | 146135                  | 379324               | 1111668    |
| 13/11/2021   | 21242                   | 15226                | 565113     |
| 14/11/2021   | 15                      | 0                    | 116443     |
| 15/11/2021   | 1002                    | 669                  | 254280     |
| 16/11/2021   | 2749                    | 4125                 | 147824     |
| 17/11/2021   | 1116                    | 5200                 | 420716     |
| 18/11/2021   | 3410                    | 7393                 | 58389      |
| 19/11/2021   | 473401                  | 1661954              | 3220220    |
| 20/11/2021   | 41756                   | 41081                | 821678     |
| 21/11/2021   | 19583                   | 12555                | 308203     |
| 22/11/2021   | 221194                  | 756403               | 1802904    |
| 23/11/2021   | 190569                  | 375610               | 1656358    |
| 24/11/2021   | 175600                  | 268276               | 1953989    |

**Ofício 1347/2021.**

1. A Secretaria e a Prodam têm conhecimento acerca dos fatos acima relatados?

A Prodam e a Secretaria da Fazenda tinham conhecimento da indisponibilidade, assim que ela ocorreu. A origem da indisponibilidade está relacionada a uma atualização que havia sido agendada e que causou problemas após o término do procedimento.

A Prodram durante todo o período manteve contato a Departamento de Defesa de Capitais e Haveres do Município - DECAP e a Divisão de Declarações Fiscais – DIDEF, fornecendo todo o suporte necessário.

Foi elaborado comunicado pelos órgãos da Prefeitura a respeito do ocorrido por meio da assessoria de comunicação (ASCOM), sendo que a mensagem foi divulgada por meio de diversos veículos de imprensa. Insta observar que a manutenção agendada originalmente foi devidamente comunicada por meio de textos incluídos em diversas partes do Sistema da NFS-e, bem como foi elaborado texto incluído em tela informando sobre a instabilidade do sistema.

2. Quando esta instabilidade começou?

Ocorreu uma indisponibilidade planejada para migração de versão de banco de dados divulgada a todos os contribuintes com antecedência, iniciada em 13/11 às 18h com previsão de término em 15/11 às 18h.

A instabilidade iniciou após a manutenção, ficando instável até 19/11 às 5h.

## 3. O site ficou fora do ar até que dia horário?

O sítio eletrônico **ficou instável** até 19/11 às 5h, não fora do ar.

## 4. Qual foi o motivo da instabilidade?

Após a migração da versão de banco de dados, o Sistema Gerenciador do Banco de Dados (SGDB) apresentou falha, causando instabilidade no Sistema da NFS-e. A correção foi feita pelo fabricante (Oracle).

## 5. Requeiro documentos que comprovem as alegações

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| 13/11/2021   | 21242                   | 15226                | 565113     |
| 14/11/2021   | 15                      | 0                    | 116443     |

|            |        |         |         |
|------------|--------|---------|---------|
| 15/11/2021 | 1002   | 669     | 254280  |
| 16/11/2021 | 2749   | 4125    | 147824  |
| 17/11/2021 | 1116   | 5200    | 420716  |
| 18/11/2021 | 3410   | 7393    | 58389   |
| 19/11/2021 | 473401 | 1661954 | 3220220 |
| 20/11/2021 | 41756  | 41081   | 821678  |
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| 22/11/2021 | 221194 | 756403  | 1802904 |
| 23/11/2021 | 190569 | 375610  | 1656358 |
| 24/11/2021 | 175600 | 268276  | 1953989 |



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**SR 3-27668388181 : warning for oracle 12c to 19c database migration**

|                        |                                                                                                                                           |                   |                                  |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------|
| Severity               | 1-Critical                                                                                                                                | Status            | Closed                           |
| Escalation             | De-escalated                                                                                                                              | Opened            | 11-Nov-2021 19:08 (1+ month ago) |
| Status                 |                                                                                                                                           |                   |                                  |
| Last Updated           | 13-Dec-2021 16:16 (7 days ago)                                                                                                            |                   |                                  |
| Bug Reference          | No Related Bugs                                                                                                                           | Attachments       | No Related Attachments           |
| Related Articles       | 2603213.1                                                                                                                                 | Related SRs       | No Related SRs                   |
| Support Identifier     | 22354202                                                                                                                                  |                   |                                  |
| Account Name           | Empresa De Tecnologia Da Informacao E Comunicacao Do Municipio De Sao Paulo Prodam SP SA                                                  | Alternate Contact |                                  |
| Primary Contact        | jose pinho                                                                                                                                | Service           |                                  |
| Service Type           | Gen 1 Exadata Cloud at Customer (Oracle Exadata Database Cloud Machine)                                                                   | Service Version   |                                  |
|                        |                                                                                                                                           | Host              | No Related Hosts                 |
| System Product Version | N/A                                                                                                                                       | OS Version        |                                  |
| Operating System       | warning for oracle 12c to 19c database migration.                                                                                         |                   |                                  |
| Problem                | It's a RAC Database                                                                                                                       |                   |                                  |
| Description            | It is a critical application and there will be no problems in the migration process.<br>We need a dba fto support us during this process. |                   |                                  |

**History**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <b>Escalation</b><br>Escalation Contacts:<br>-----<br><Use the Additional Contacts activity><br>Primary Contact<br>jose pinho<br>55113396-9623<br><br>Reason for Escalation / What Customer needs:<br>-----<br>Customer called asking to have the SR escalated for a better prioritization and response turnaround as this is considered a critical issue.<br><br>Business Justification and Impact / Environment (UAT, Dev, PRODN, etc) / Deadline Issues / No. of users affected:<br>-----<br>Customer called asking to have the SR escalated for a better prioritization and response turnaround as this is considered a critical issue.<br><br>Manager Callback Requested? (Yes/No)<br>-----<br>No<br><br>Additional Comments / Advice given to Escalator:<br>-----<br>----- Escalated SR @ 09:54 MT 11/14/2021.Sunday<br><br>Actions Taken by Oracle DM:<br>1: ESC SR as per customer request<br>2: OSS analyst and OSS Mgr. / Director notified SR has been escalated<br><br>Next Step(s): Awaiting response from Oracle Support to review and respond<br><br>Thank you for being an Oracle customer.<br>David Martin<br>Oracle Duty Manager | <b>Oracle Support-</b> 06-Dec-2021 06:11 (14 days ago)  |
| <b>ODM Proposed Solution(s)</b><br>No fault found                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Oracle Support-</b> 06-Dec-2021 06:05 (14 days ago)  |
| <b>ODM Action Plan</b><br>-----UPDATE ACTION PLAN DETAILS BELOW-----<br>Owner<br>-----<br>jose<br><br>ACTION PLAN<br>-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Oracle Support-</b> 15-Nov-2021 10:16 (1+ month ago) |

We dont see any ORA- error reported , please contact your application team.

Regards,  
Support

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 15-Nov-2021 09:10 (1+ month ago)

Please check with the application vendor if there are any setting changes as the sqlplus connection is going through .

No changers with the application

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 15-Nov-2021 09:06 (1+ month ago)

hi,

You are seeing a timeout after how many minutes ? about 2 minutes

What is the error reported .?

ERROR Source : Oracle Data Provider for .NET, Managed Driver

ERROR Description : A solicitação de conexão sofreu timeout

**ODM Action Plan****Oracle Support-** 15-Nov-2021 08:59 (1+ month ago)

-----UPDATE ACTION PLAN DETAILS BELOW-----

Owner

jose

ACTION PLAN

You are seeing a timeout after how many minutes ? What is the error reported .

Please check with the application vendor if there are any setting changes as the sqlplus connection is going through .

Regards,  
Praful

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 15-Nov-2021 08:51 (1+ month ago)

hi,

4. From application server are you able to connect to database using sqlplus client? YES

when the application is opened to users, many timeout errors are returned

**ODM Action Plan****Oracle Support-** 15-Nov-2021 08:51 (1+ month ago)

-----UPDATE ACTION PLAN DETAILS BELOW-----

Owner

jose

ACTION PLAN

In the uploaded logs we dont see any issue ,kindly clarify the exact issue.

Please share the error log /screenshot.

Regards,  
Praful

**ODM Data Collection****Oracle Support-** 15-Nov-2021 08:50 (1+ month ago)

1. Are you able to drop cluster and add memory to existing cluster successfully? Yes, we added the memory

2. After adding memory, able to startup all Database services ? Yes

provide output -

crsctl status resource -t

[root@clust1001vm02 bin]# ./crsctl status resource -t

Name Target State Server State details

Local Resources

ora.DATAAC2.ACFSVOL01.advm  
ONLINE ONLINE clust1001vm02 STABLE  
ONLINE ONLINE clust1002vm02 STABLE  
ora.DATAAC2.GHCHKPT.advm  
OFFLINE OFFLINE clust1001vm02 STABLE  
OFFLINE OFFLINE clust1002vm02 STABLE  
ora.LISTENER.lsnr  
ONLINE ONLINE clust1001vm02 STABLE  
ONLINE ONLINE clust1002vm02 STABLE  
ora.RECOC2.OBKP1.advm  
ONLINE ONLINE clust1001vm02 STABLE

ONLINE ONLINE clust1002vm02 STABLE  
ora.chad  
ONLINE ONLINE clust1001vm02 STABLE  
ONLINE ONLINE clust1002vm02 STABLE  
ora.datac2.acfsvol01.acfs  
ONLINE ONLINE clust1001vm02 mounted on /acfs01,S  
TABLE  
ONLINE ONLINE clust1002vm02 mounted on /acfs01,S  
TABLE  
ora.datac2.ghchkpt.acfs  
OFFLINE OFFLINE clust1001vm02 STABLE  
OFFLINE OFFLINE clust1002vm02 STABLE  
ora.helper  
OFFLINE OFFLINE clust1001vm02 STABLE  
OFFLINE OFFLINE clust1002vm02 IDLE,STABLE  
ora.net1.network  
ONLINE ONLINE clust1001vm02 STABLE  
ONLINE ONLINE clust1002vm02 STABLE  
ora.ons  
ONLINE ONLINE clust1001vm02 STABLE  
ONLINE ONLINE clust1002vm02 STABLE  
ora.proxy\_advm  
ONLINE ONLINE clust1001vm02 STABLE  
ONLINE ONLINE clust1002vm02 STABLE  
ora.recoc2.obkp1.acfs  
ONLINE ONLINE clust1001vm02 mounted on /obkp1,ST  
ABLE  
ONLINE ONLINE clust1002vm02 mounted on /obkp1,ST  
ABLE

---

Cluster Resources

---

ora.ASMNET1LSNR\_ASM.lsnr(ora.asmgroun  
1 ONLINE ONLINE clust1001vm02 STABLE  
2 ONLINE ONLINE clust1002vm02 STABLE  
ora.DATAC2.dg(ora.asmgroun  
1 ONLINE ONLINE clust1001vm02 STABLE  
2 ONLINE ONLINE clust1002vm02 STABLE  
ora.LISTENER\_SCAN1.lsnr  
1 ONLINE ONLINE clust1002vm02 STABLE  
ora.LISTENER\_SCAN2.lsnr  
1 ONLINE ONLINE clust1001vm02 STABLE  
ora.LISTENER\_SCAN3.lsnr  
1 ONLINE ONLINE clust1001vm02 STABLE  
ora.RECOC2.dg(ora.asmgroun  
1 ONLINE ONLINE clust1001vm02 STABLE  
2 ONLINE ONLINE clust1002vm02 STABLE  
ora.asm(ora.asmgroun  
1 ONLINE ONLINE clust1001vm02 Started,STABLE  
2 ONLINE ONLINE clust1002vm02 Started,STABLE  
ora.asmnet1.asmnetwork(ora.asmgroun  
1 ONLINE ONLINE clust1001vm02 STABLE  
2 ONLINE ONLINE clust1002vm02 STABLE  
ora.clust1001vm02.vip  
1 ONLINE ONLINE clust1001vm02 STABLE  
ora.clust1002vm02.vip  
1 ONLINE ONLINE clust1002vm02 STABLE  
ora.cvu  
1 ONLINE ONLINE clust1001vm02 STABLE  
ora.nfe19c.backup.svc  
1 ONLINE ONLINE clust1001vm02 STABLE  
2 ONLINE ONLINE clust1002vm02 STABLE  
ora.nfe19c.cadin.svc  
1 ONLINE ONLINE clust1001vm02 STABLE  
2 ONLINE ONLINE clust1002vm02 STABLE  
ora.nfe19c.db  
1 ONLINE ONLINE clust1001vm02 Open,HOME=/u02/app/o  
racle/product/19.0.0  
.0/dbhome\_3,STABLE  
2 ONLINE ONLINE clust1002vm02 Open,HOME=/u02/app/o  
racle/product/19.0.0  
.0/dbhome\_3,STABLE  
ora.nfe19c.geo.svc  
1 ONLINE ONLINE clust1001vm02 STABLE  
2 ONLINE ONLINE clust1002vm02 STABLE  
ora.nfe19c.ipu.svc  
1 ONLINE ONLINE clust1001vm02 STABLE  
2 ONLINE ONLINE clust1002vm02 STABLE  
ora.nfe19c.nfe.svc

```
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.nfeapi.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.nfeblu.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.ora015.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.ora0601.svc
1 ONLINE ONLINE clust1001vm02 STABLE
ora.nfe19c.ora0602.svc
1 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.ora060_int.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.pora060_srv.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.ppi.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.sf.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.sf_extr.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.siga.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.sigablu.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.nfe19c.sof.svc
1 ONLINE ONLINE clust1001vm02 STABLE
2 ONLINE ONLINE clust1002vm02 STABLE
ora.qosmsserver
1 ONLINE ONLINE clust1001vm02 STABLE
ora.rhpserver
1 OFFLINE OFFLINE STABLE
ora.scan1.vip
1 ONLINE ONLINE clust1002vm02 STABLE
ora.scan2.vip
1 ONLINE ONLINE clust1001vm02 STABLE
ora.scan3.vip
1 ONLINE ONLINE clust1001vm02 STABLE
```

-----

```
srvctl status database -d db_name
```

```
[oracle@clust1001vm02 ~]$ srvctl status database -d nfe19c
Instance nfe19c1 is running on node clust1001vm02
Instance nfe19c2 is running on node clust1002vm02
```

3. From DB server are you able to connect to Database using sqlplus ?

```
[oracle@clust1001vm02 ~]$ sqlplus sys@ora0601 as sysdba
```

```
SQL*Plus: Release 19.0.0.0.0 - Production on Mon Nov 15 07:19:08 2021
Version 19.3.0.0.0
```

```
Copyright (c) 1982, 2019, Oracle. All rights reserved.
```

```
Enter password:
```

```
Connected to:
Oracle Database 19c EE Extreme Perf Release 19.0.0.0.0 - Production
Version 19.3.0.0.0
```

```
SQL>
```

4. From application server are you able to connect to database using sqlplus client?

sqlplus username/password@tns\_alias

**Notes**

Dear Customer,  
The SR has been transferred to me.  
I will review the notes within and update the SR as soon as possible.

Best Regards,  
Praful

**Oracle Support-** 15-Nov-2021 08:48 (1+ month ago)

**Manager Request**

Contact Information: Primary Contact

**Oracle Support-** 15-Nov-2021 08:43 (1+ month ago)

Reason for Manager Request? customer requested manager attention. SR is already escalated. Production is down.

Call Back Required (Y/N)? No

\*\*\*\* This information to be documented by Manager \*\*\*\*

Contact/Communication details (documented by Manager):

Agreed upon action plan and expectations (documented by Manager):

I have given heads up to SR owner to review on priority.

Thank You  
Shankar  
Senior Manager

**Call - Inbound**

Call - Inbound

**Oracle Support-** 15-Nov-2021 08:28 (1+ month ago)

Customer contact: <Primary Contacts>  
Verify preferred method of contact: PHONE OR My Oracle Support customer portal

Comments for this update: customer requested manager attention. SR is already escalated. Production is down.

**ACTION PLAN**

I will notify the manager.

Thank you.  
Carin  
Oracle Global Customer Support

**Call - Inbound**

**Oracle Support-** 15-Nov-2021 08:25 (1+ month ago)

**Update from Customer**

hi,

**JCPINHO@PRODAM.SP.GOV.BR-** 15-Nov-2021 08:12 (1+ month ago)

the system is critical and tha connection with database gives timeout.  
Now, the application is stopped.

**Update from Customer**

hi,

**JCPINHO@PRODAM.SP.GOV.BR-** 15-Nov-2021 07:24 (1+ month ago)

Please see the attached file with answers for your questions.

Thank you

**Update from Customer**

Upload to TDS successful for the file sr\_oracle.txt.

**JCPINHO@PRODAM.SP.GOV.BR-** 15-Nov-2021 07:24 (1+ month ago)

**ODM Action Plan**

**Oracle Support-** 15-Nov-2021 02:22 (1+ month ago)

----- ACTION PLAN DETAILS BELOW-----

Owner (Who)

jose

Follow-up (When)

## ACTION PLAN (What, Why)

Could you please confirm below -

1. Are you able to drop cluster and add memory to existing cluster successfully?
2. After adding memory, able to startup all Database services ?

provide output -

```
crsctl status resource -t
```

```
srvctl status database -d db_name
```

3. From DB server are you able to connect to Database using sqlplus ?

```
sqlplus username/password@TNS_ALIAS
```

4. From application server are you able to connect to database using sqlplus client?

```
sqlplus username/password@tns_alias
```

Thank you!

Naveen  
Exadata Support  
Oracle Global Customer Services

Working Hours : Mon-Fri 7:00am-3:30pm IST | (GMT+5:30)

If you need assistance during my off-shift hours, please call the Oracle support and request for reassignment of this SR.

Contact number of oracle support : <http://www.oracle.com/support/contact.html>

**ODM Issue Clarification**

Gen1 EXACC

**Oracle Support-** 15-Nov-2021 02:20 (1+ month ago)

Customer deleted a cluster  
Added that memory to another cluster  
After that reported connectivity issue to database

**Notes**

Hi

**Oracle Support-** 15-Nov-2021 02:15 (1+ month ago)

This SR got reassigned to me due to shift change, i will review this SR and update in some time

Thank you!

Naveen  
Exadata Support  
Oracle Global Customer Services

Working Hours : Mon-Fri 7:00am-3:30pm IST | (GMT+5:30)

If you need assistance during my off-shift hours, please call the Oracle support and request for reassignment of this SR.

Contact number of oracle support : <http://www.oracle.com/support/contact.html>

**Update from Customer**

Now the application is stopped, its very critical.

**JCPINHO@PRODAM.SP.GOV.BR-** 15-Nov-2021 01:25 (1+ month ago)

**Update from Customer**

follow the version and ru of Oracle database 19c:

**JCPINHO@PRODAM.SP.GOV.BR-** 15-Nov-2021 01:24 (1+ month ago)

```
[oracle@clust1001vm02 migracao]$ opatch lspatches
29548437;OJVM RELEASE UPDATE: 19.3.0.0.190416 (29548437)
29585399;OCW RELEASE UPDATE 19.3.0.0.0 (29585399)
29517242;Database Release Update : 19.3.0.0.190416 (29517242)
```

**Update from Customer**

Hi,

**JCPINHO@PRODAM.SP.GOV.BR-** 15-Nov-2021 01:23 (1+ month ago)

We removed the memory with sucess and add the memory to new cluster.  
But now we have the issue that application cannot connects to the database oracle 19c.  
The application uses ODP.net, managed driver Version=4.122.19.1.

Follow the two errors returned:  
NFE.Data.DBException: Connection request timeout

and

Mensagem : Thread was being aborted.

ERROR Type : NFE.Data.DBException

ERROR Source : mscorlib

ERROR Description : Thread was being aborted.

Stack Trace:

at System.Threading.Monitor.ObjWait(Boolean exitContext, Int32 millisecondsTimeout, Object obj)

at System.Threading.ManualResetEventSlim.Wait(Int32 millisecondsTimeout, CancellationToken cancellationToken)

at OracleInternal.ConnectionPool.PoolManager`3.CreateNewPR(Int32 reqCount, Boolean bForPoolPopulation, ConnectionString csWithDiffOrNewPwd, OracleConnection connRefForCriteria, String instanceName, List`1 switchFailedInstNames)

at OracleInternal.ConnectionPool.PoolManager`3.GetNew(ConnectionString cs, OracleConnection connRefForCriteria, String instanceName, List`1 switchFailedInstNames)

at OracleInternal.ConnectionPool.PoolManager`3.Get(ConnectionString csWithDiffOrNewPwd, Boolean bGetForApp, OracleConnection connRefForCriteria, String affinityInstanceName, Boolean bForceMatch)

at OracleInternal.ConnectionPool.OraclePoolManager.Get(ConnectionString csWithNewPassword, Boolean bGetForApp, OracleConnection connRefForCriteria, String affinityInstanceName, Boolean bForceMatch)

at OracleInternal.ConnectionPool.OracleConnectionDispenser`3.Get(ConnectionString cs, PM conPM, ConnectionString pmCS, SecureString securedPassword, SecureString securedProxyPassword, OracleConnection connRefForCriteria)

at Oracle.ManagedDataAccess.Client.OracleConnection.Open()

at NFE.Data.DBConnection.Open()

SQL Command:

'SELECT SYSDATE FROM DUAL '

#### Notes

Hi,  
OK - Thanks for the update.

**Oracle Support-** 14-Nov-2021 17:27 (1+ month ago)

#### Update from Customer

according to oracle documentation, it is not possible to reuse memory resources without deleting the environment, so we will follow this guideline

**JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 17:16 (1+ month ago)

#### Update from Customer

we decided to remove the cluster and add memory to the new cluster

**JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 17:14 (1+ month ago)

#### Notes

Hi,  
The change that is referenced in the (Doc ID 2603213.1) is not something that a customer can perform from VM.  
The file the note. -vm.cfg- references is in Dom0.

**Oracle Support-** 14-Nov-2021 16:07 (1+ month ago)

As seen from the documentation, the documented cloud tooling method allows only an increase of memory.  
However, if there is no other option and you absolutely need to decrease the memory, I can engage the backend team to see if they can edit the VM.cfg and change the remaining metadata, etc.

Please note the following :

If we proceed with this option, the following need to be taken care of by the customer on the DomU(s) of the cluster where the memory needs to be changed.

- > Need to adjust SGA
- > Need to reduce the HugePages to make sure it remains lower than the target size[If the huge pages remains larger than memory size, the OS won't boot].
- > This change involves the restart of all involved DomU.

With the above understanding, I can engage the backend team.

Please provide the following details :

- 1.MyServices URL : - I have it already in your last update as " https://myservices-cacct-e237af89e5c74c259b715ebcb82ede9a.console.s7358421.oraclecloudatcustomer.com/
2. NAME of the VM Cluster in which Memory Need to be reduced.
3. NAME of the Nodes in the VM Cluster from which Memory Need to be reduced. (should be all nodes in that cluster)
4. Current value of the Memory allocated to each VM : 320 GB(?)
5. What should be the size to which the Memory Should be reduced? (means currently it is 320G, what should be the new value? ).

Please note, as mentioned above this will go thru a few iterations with you as well to ensure the HugePage is reduced, DomU ready to reboot, Backend team's activities, etc.

[Also this is pending the approval of the backend team to make this change too].

Once the decrease-related activities are completed we can check the options for an increase on other clusters - if unallocated is reflected it can be a console

option at that time.

Thanks  
Pradeep George

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR**- 14-Nov-2021 15:35 (1+ month ago)

hi,

We can follow the note decrease memory allocated to the EXACC VM (Doc ID 2603213.1) to reduce the memory in the cluster in a Exacc Gen 1 ?

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR**- 14-Nov-2021 15:21 (1+ month ago)

Deleting the cluster is not an option for us.

We need to find a way to decrease the memory of the old cluster so that we can add it to the new cluster.

We are not with a outage environment.

But as I cannot release the database with the small memory that I have, then we have the system and database stopped.

Would you have any official note to decrease cluster memory in exacc gen1 ?

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR**- 14-Nov-2021 15:21 (1+ month ago)

There is not much information available in the SR about the system

However, from the screenshot, it looks like this is an ExaCC GEN1 system? Yes, Exac Gen1

If so can you please provide the myservices URL of the system ? <https://myservices-cacct-e237af89e5c74c259b715ebcb82ede9a.console.s7358421.oraclecloudatcustomer.com/mycloud/faces/gServiceDetail?entitlementServiceId=500031351&serviceId=500031329&targetTile=exaVmClusters&instanceId=500033404&instanceName=exadr&rackSize=Quarter%20Rack%20X7%20Infrastructure&ecraIntegralUrl=https%3A%2F%2Fecra-controlplane.mgmt.ocm.s7358421.oraclecloudatcustomer.com%3A443%2Fecra%2Fendpoint&svcType=ExadataCM&nss=y>

What is the current memory allocated to this Cluster ? 320 gb

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR**- 14-Nov-2021 15:18 (1+ month ago)

--> are you able to login to the Exadata VM node ? yes

--> OR CRS is down ? no

--> OR RDBMS is down ? no

**Notes****Oracle Support**- 14-Nov-2021 15:05 (1+ month ago)

Hi,

As noted from the documentation below , on ExaCC Gen1, you can use "Modifying an Existing VM Cluster" to increase the memory:

If you don't need the old cluster anymore and once the deletion is completed, it should release the memory currently allocated to the 'Unallocated', and then you should be able to increase the memory for other clusters.

You can see under " Resource Overview " table , the current "Unallocated" amount of memory.

Thanks  
Pradeep George

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR**- 14-Nov-2021 14:58 (1+ month ago)

If we destroy the old cluster, then can we add this memory to the new cluster ?

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR**- 14-Nov-2021 14:53 (1+ month ago)

Yes, it's a Execc Gen1

**ODM Action Plan****Oracle Support**- 14-Nov-2021 14:52 (1+ month ago)

Assuming this is ExaCC GEN1 {This information is not yet provided}, Documentation says the following about "memory resize":: Basically it says you can only increase !

--->>>>

<https://docs.oracle.com/en/cloud/cloud-at-customer/exadata-cloud-at-customer/exacc/administer-clusters.html#GUID-1E5B6D1E-1F04-41EF-B95A-4F1186D8B5C0>

Memory (GB) per Node — specifies the amount of memory (in GB) that is allocated to each node in the VM cluster. Specify a value greater than the current allocation and up to the amount of remaining unallocated memory.

To process a memory change, the associated compute nodes are rebooted in a rolling manner, one compute node at a time, to minimize impact on the cluster.

Note:You can only use the Modify VM Cluster dialog to increase the memory allocation.

----<<<<

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR**- 14-Nov-2021 14:46 (1+ month ago)

We migrated the database from one cluster to another to support production environment. Right now, to release the database to end users we must reduce the memory from the old cluster and increase in the new. However, we are not able to reduce and it's impacting the new production

**Notes****Oracle Support**- 14-Nov-2021 14:43 (1+ month ago)

Hi

Can you please clarify what is the issue now is :

All I see in the screenshot attached is, attempted to decrease the memory and the system responded, it can't be lowered. - That seems expected per documentation posted below

Apart from that when you say "hi, We had outage ", what exactly is the issue ?

--->>

--> are you able to login to the Exadata VM node ?

--> OR CRS is down ?  
--> OR RDBMS is down ?

---<<

Thanks

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 14:36 (1+ month ago)

hi, We had outage

**Notes****Oracle Support-** 14-Nov-2021 14:33 (1+ month ago)

Hi.  
Still I have not got the information requested

=====

There is not much information available in the SR about the system  
However, from the screenshot, it looks like this is an ExaCC GEN1 system? - Can you please confirm.  
If so can you please provide the myservices URL of the system ?  
What is the current memory allocated to this Cluster ?  
=====

Assuming this is ExaCC GEN1, Documentation says the following about "memory resize":

<https://docs.oracle.com/en/cloud/cloud-at-customer/exadata-cloud-at-customer/exacc/administer-clusters.html#GUID-1E5B6D1E-1F04-41EF-B95A-4F1186D8B5C0>

Memory (GB) per Node — specifies the amount of memory (in GB) that is allocated to each node in the VM cluster. Specify a value greater than the current allocation and up to the amount of remaining unallocated memory.  
To process a memory change, the associated compute nodes are rebooted in a rolling manner, one compute node at a time, to minimize impact on the cluster.  
Note: You can only use the Modify VM Cluster dialog to increase the memory allocation.

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 14:24 (1+ month ago)

hi,

we need to remove the memory in a cluster and add this memory in other cluster.  
Its a production environment and need this memory to add sga to database.

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 14:23 (1+ month ago)

hi,

Can we comment the hugepages and reboot the nodes to see if it solves the issue ?

**Notes****Oracle Support-** 14-Nov-2021 14:15 (1+ month ago)

Please provide the details requested in the last update.  
Also what is the outage ?  
--> are you able to login to the Exadata VM node ?  
--> OR CRS is down ?  
--> OR RDBMS is down ?

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 14:13 (1+ month ago)

hi,

the environment is critical and it is down. We need a zoom session

**Notes****Oracle Support-** 14-Nov-2021 14:12 (1+ month ago)

Hi,  
This SR is now re-assigned.

I see the SR was opened for a DB Migration issue :

-----

warning for oracle 12c to 19c database migration.  
It's a RAC Database  
It is a critical application and there will be no problems in the migration process.  
We need a dba fto to support us during this process.  
-----

However, the issue reported today is

""We need to reduce memory in a cluster exacc, but gives error (file attached).""

Is the migration activity for which this SR was initially opened is completed now?

For routing the SR to the right experts and for better problem documentation, Oracle keeps ONLY one issue per SR.  
if this SR needs to be used for "Memory reduces issues", please let us know we can do the same. For the DB migration, you can open a new SR if needed later then.

There is not much information available in the SR about the system  
However, from the screenshot, it looks like this is an ExaCC GEN1 system? - Can you please confirm.

If so can you please provide the myservices URL of the system ?  
What is the current memory allocated to this Cluster ?

Thanks

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 14:11 (1+ month ago)

hi,

We want a zoom session with support to show the issue.

Thanks

Jose Carlos

**Manager Request****Oracle Support-** 14-Nov-2021 13:54 (1+ month ago)

Contact Information: Primary Contact

Reason for Manager Request?

Customer called asking to have the SR escalated for a better prioritization and response turnaround as this is considered a critical issue.

Call Back Required (Y/N)?

No

\*\*\*\* This information to be documented by Manager \*\*\*\*

Contact/Communication details (documented by Manager):

Agreed upon action plan and expectations (documented by Manager):

----- Reviewing SR @ 09:51 MT 11/14/2021.Sunday

Thank you for being an Oracle customer.

David Martin

Oracle Duty Manager

----- Escalated SR @ 09:54 MT 11/14/2021.Sunday

Actions Taken by Oracle DM:

1: ESC SR as per customer request

2: OSS analyst and OSS Mgr. / Director notified SR has been escalated

Next Step(s): Awaiting response from Oracle Support to review and respond

Thank you for being an Oracle customer.

David Martin

Oracle Duty Manager

**Call - Inbound****Oracle Support-** 14-Nov-2021 13:44 (1+ month ago)

Call - Inbound

Customer contact: <Primary>

Verify preferred method of contact: My Oracle Support customer portal

Comments for this update:

Customer called asking to have the SR escalated for a better prioritization and response turnaround as this is considered a critical issue.

No call back needed.

**ACTION PLAN**

Escalation Request

Thank you.

Robson

Oracle Global Customer Support

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 13:34 (1+ month ago)

Upload to TDS successful for the file erro\_reduce\_memory.PNG.

**Update from Customer****JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 13:33 (1+ month ago)

hi ,

We need to reduce memory in a cluster exacc, but gives error (file attached).

We need too reduce the storage and we are not getting.

Regards

**Severity 1 Activity****JCPINHO@PRODAM.SP.GOV.BR-** 14-Nov-2021 13:29 (1+ month ago)

At the request of jose pinho the SR's Severity has been changed to Severity 1.

If you need to lower the Severity you can use the "Lower Severity" button in the Update region.

#### Customer Severity 1 Details

Work 24x7 option has been selected - Work hours for this Service Request are 24x7.

#### Severity 1 - Manager

Name: Gerson Silva  
Telephone Number: 11-33969560  
E-mail Address: gerson.silva@prodam.sp.gov.br

#### Primary Service Request Contact Information

Name: jose pinho  
Telephone Number: 55113396-9623  
E-mail Address: jcpinho@prodam.sp.gov.br  
Contact Method: Email

#### Severity 1 - Secondary Contact

Name: Claudio Salvador  
Telephone Number: +55-11-3396-9643  
Alternate Telephone Number: 551133969623  
E-mail Address: cfsalvador@prodam.sp.gov.br

#### Customer Problem Description

JCPINHO@PRODAM.SP.GOV.BR- 11-Nov-2021 19:08 (1+ month ago)

##### Customer Problem Description

#### Problem Summary

warning for oracle 12c to 19c database migration

#### Problem Description

warning for oracle 12c to 19c database migration.  
It's a RAC Database  
It is a critical application and there will be no problems in the migration process.  
We need a dba fto support us during this process.

#### Error Codes

#### Problem Category/Subcategory

Database Install, Upgrade & Downgrade, Patching (Single instance Only)/Database Upgrade

#### Uploaded Files

#### Global Problem Definition Details

Question: Select the best option.  
Answer: Plan, Prepare and methods to upgrade database.

Question: Select the best option.  
Answer: Other methods of Upgrade / Platform Migration / Database bit conversion / OS Upgrade.

Question: Select the option based on migration method.  
Answer: Others methods (RMAN, Golden Gate, Data Guard) / minimum downtime method.

Question: Select the best option.  
Answer: RMAN.

Diagnosis: Review the following document to know more about upgrading/migrating using RMAN :

Read Note:2022820.1 Upgrade to 12c database using RMAN Duplicate with NOOPEN clause

If the above solution does not resolve your issue, proceed with the next step and submit the SR.



SR 3-27745866961 : ORA-19032 Expected XML tag , got no content

Severity1-Critical

Escalation StatusDe-escalated

Last Updated01-Dec-2021 22:53 (18 days ago)

Bug Reference9768927, 14251787

Related Articles2823991.1, 2686565.1, 1152786.1, 1486222.1

Support Identifier22354202

Account NameEmpresa De Tecnologia Da Informacao E Comunicacao Do Municipio De Sao Paulo Prodram SP SA

Primary Contactjose pinho

System ProductOracle Database - Enterprise Edition

Product Version19.11.0.0.0

Operating SystemLinux x86-64

StatusClosed

Opened19-Nov-2021 12:04 (1+ month ago)

AttachmentsNo Related Attachments

Related SRsNo Related SRs

Alternate Contact HostNo Related Hosts

Cloud InfrastructureGen 1 Exadata Cloud at Customer (Oracle Exadata Database Cloud Machine)

OS VersionOracle Linux 7

Problem Description

Mensagem : ORA-19032: Esperava-se a tag XML ,, foi obtida no content  
ERROR Type : Oracle.ManagedDataAccess.Client.OracleException  
ERROR Source : Oracle Data Provider for .NET, Managed Driver  
ERROR Description : ORA-19032: Esperava-se a tag XML ,, foi obtida no content Stack Trace:  
at OracleInternal.ServiceObjects.OracleConnectionImpl.VerifyExecution(Int32& cursorId, Boolean bThrowArrayBindRelatedErrors, SqlStatementType sqlStatementType, Int32 arrayBindCount, OracleException& exceptionForArrayBindDML, Boolean& hasMoreRowsInDB, Boolean bFirstIterationDone)  
at OracleInternal.ServiceObjects.OracleCommandImpl.ExecuteNonQuery(String commandText, OracleParameterCollection paramColl, CommandType commandType, OracleConnectionImpl connectionImpl, Int32 longFetchSize, Int64 clientInitialLOBFS, OracleDependencyImpl orclDependencyImpl, Int64[]& scnFromExecution, OracleParameterCollection& bindByPositionParamColl, Boolean& bBindParamPresent, OracleException& exceptionForArrayBindDML, OracleConnection connection, Boolean isFromEF)  
at Oracle.ManagedDataAccess.Client.OracleCommand.ExecuteNonQuery()  
at NFE.Data.DBCommand.ExecuteNonQuery()  
  
SQL Command:  
'INSERT INTO T9285\_REG\_NOTA\_FISC\_MCDR ( COD\_CPF\_CNPJ\_NFM, IND\_CPF\_CNPJ\_NFM, COD\_MODE\_NFM, COD\_SER\_DOC\_NFM, COD\_NRO\_DOC\_NFM , COD\_TIP\_SITU\_NFM, DT\_EMIT\_NFM, VAL\_TOT\_NFM, VAL\_ALCD\_DEDC, COD\_MATR\_OBRA , DT\_INCL\_REG\_NFM, COD\_TIP\_ORIG\_NFM, IND\_CPF\_CNPJ\_ATLZ, COD\_CPF\_CNPJ\_ATLZ, COD\_PESSOA\_NFE , TXT\_CHAV\_NFM, COD\_CFOP, TXT\_SGL\_UF, IND\_VAL\_DCLD, ARQ\_XML\_NFE\_MCDR , COD\_CTBU\_MOBI, COD\_NFE\_MCDR ) VALUES ( :par0, :par1, :par2, :par3, :par4 , :par5, :par6, :par7, :par8, :par9 , SysDate, :par10, :par11, :par12, :par13 , :par14, :par15, :par16, :par17, XMLTYPE(:par18) , :par19, :par20 ) '

History

Escalation

Escalation Contacts:

<Use the Additional Contacts activity>

Reason for Escalation / What Customer needs:

mgmt visibility

Business Justification and Impact / Environment (UAT, Dev, PRODN, etc) / Deadline Issues / No. of users affected:

critical prod

Manager Callback Requested? (Yes/No)

No

Additional Comments / Advice given to Escalator:

Oracle Support- 24-Nov-2021 17:59 (25 days ago)

ODM Knowledge Content

Knowledge Review completed.

Close Requested By Customer

Reason for Closing : Cust Close-customer resolved

Closing Remarks : resolved

Oracle Support- 24-Nov-2021 17:52 (25 days ago)

ODM Solution/Action Plan

INSERT INTO <table> VALUES ( ..., xmlType.createXML(""));

Oracle Support- 24-Nov-2021 17:26 (25 days ago)

JCPINHO@PRODAM.SP.GOV.BR-

ODM Proposed Solution Justif

SQL> select instance\_name, version\_full from v\$instance;

INSTANCE\_NAME VERSION\_FULL

TARSM 19.13.0.0.0

SQL> desc t

Name Null? Type

ID NUMBER

XMLDATA PUBLIC.XMLTYPE STORAGE BINARY

SQL> insert into t values (701,xmltype(""));

insert into t values (701,xmltype(""))

\*

ERROR at line 1:

ORA-19032: Expected XML tag , got no content

SQL> insert into t values (701,xmltype.createxml(""));

1 row created.

Oracle Support- 24-Nov-2021 14:14 (26 days ago)

Oracle Support- 24-Nov-2021 14:13 (26 days ago)

Matéria DOCREC 90/2022. Documento digitalizado e autenticado por OTAVIO DE CARVALHO MOREIRA, juntado ao RDS 1691/2021 por Otávio de Carvalho Moreira. Sua validade pode ser conferida em https://splegisconsulta.saopaulo.sp.leg.br/Home/AbriuDocumento?pID=350377.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <pre>SQL&gt; set null "*** NULL ***" SQL&gt; select * from t;  ID XMLDATA ----- 101 ** NULL ** ... 701 ** NULL **  5 rows selected.</pre>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                         |
| <b>ODM Proposed Solution(s)</b><br>Use xmltype.createxml("") instead.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Oracle Support-</b> 24-Nov-2021 14:13 (26 days ago)  |
| <b>ODM Cause Justification</b><br>A bug in earlier versions allowed the insert of xmltype("") into Non-schema based binary xml (CSX) table, while disallowing the same insert into schema-based CSX table (ORA-19032). Fix for 10085722 disallowed inserting xmltype("") into both schema-based and non-schema based CSX. Fix for 10085722 was included in 12.2 and above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Oracle Support-</b> 24-Nov-2021 14:12 (26 days ago)  |
| <b>ODM Cause Determination</b><br>Bug 10085722 - SB-CSX COLUMN: PL/SQL XMLTYPE() FUNCTION ACCEPTS NULL VALUE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Oracle Support-</b> 24-Nov-2021 14:08 (26 days ago)  |
| <b>ODM Issue Verification</b><br>Verified the issue by reproducing the error in-house:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Oracle Support-</b> 24-Nov-2021 14:07 (26 days ago)  |
| <p>(1) 12.1.0.2</p> <pre>SQL&gt; select instance_name, version from v\$instance;  INSTANCE_NAME VERSION ----- ord12102 12.1.0.2.0  SQL&gt; create table t (id number, xmldata xmltype) xmltype xmldata store as binary xml;  Table created.  SQL&gt; desc t Name Null? Type ----- ID NUMBER XMLDATA SYS.XMLTYPE STORAGE BINARY  SQL&gt; insert into t values (401,xmltype(''));  1 row created.  (2) 12.2.0.1 and 19c  SQL&gt; select instance_name, version from v\$instance;  INSTANCE_NAME VERSION ----- ord12201 12.2.0.1.0  SQL&gt; insert into t values (401,xmltype('')); insert into t values (401,xmltype('')) * ERROR at line 1: ORA-19032: Expected XML tag , got no content  -----  SQL&gt; select version_full from v\$instance;  VERSION_FULL ----- 19.13.0.0.0  1 row selected.  SQL&gt; insert into t values (401,xmltype('')); insert into t values (401,xmltype('')) * ERROR at line 1: ORA-19032: Expected XML tag , got no content</pre> |                                                         |
| <b>ODM Issue Clarification</b><br>Since upgrading from 12c to 19c, INSERT onto an xmlType binary column fails with ORA-19032:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Oracle Support-</b> 19-Nov-2021 18:02 (1+ month ago) |
| <pre>INSERT INTO T9285_REG_NOTA_FISC_MCDR ( COD_CPF_CNPJ_NFM, IND_CPF_CNPJ_NFM, COD_MODE_NFM, COD_SER_DOC_NFM, COD_NRO_DOC_NFM, COD_TIP_SITU_NFM, DT_EMIT_NFM, VAL_TOT_NFM, VAL_ALCD_DEDC, COD_MATR_OBRA , DT_INCL_REG_NFM, COD_TIP_ORIG_NFM, IND_CPF_CNPJ_ATLZ, COD_CPF_CNPJ_ATLZ, COD_PESSOA_NFE , TXT_CHAV_NFM, COD_CFOP, TXT_SGL_UF, IND_VAL_DCLD, ARQ_XML_NFE_MCDR , COD_CTBU_MOBI, COD_NFE_MCDR ) VALUES ( :par0, :par1, :par2, :par3, :par4 , :par5, :par6, :par7, :par8, :par9 , SysDate, :par10, :par11, :par12, :par13 , :par14, :par15, :par16, :par17, XMLTYPE(:par18) , :par19, :par20 )  ORA-19032: Esperava-se a tag XML ,, foi obtida no content</pre>                                                                                                                                                                                                                                                                                       |                                                         |
| <b>ODM Action Plan</b><br>Hello,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Oracle Support-</b> 19-Nov-2021 17:45 (1+ month ago) |
| <p>You can also use xmltype.createxml instead of casting via xmltype, see below:</p> <pre>SQL&gt; select instance_name, version_full from v\$instance;</pre>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                         |

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INSTANCE\_NAME VERSION\_FULL

TARSM 19.13.0.0.0

SQL> desc t  
Name Null? Type

ID NUMBER  
XMLDATA PUBLIC.XMLTYPE STORAGE BINARY

SQL> insert into t values (701,xmltype(''));  
insert into t values (701,xmltype(''))  
\*  
ERROR at line 1:  
ORA-19032: Expected XML tag , got no content

SQL> insert into t values (701,xmltype.createxml(''));

1 row created.

SQL> set null "\*\*\* NULL \*\*"  
SQL> select \* from t;

ID XMLDATA

101 \*\* NULL \*\*  
...  
701 \*\* NULL \*\*

5 rows selected.

Thank you.  
Sue  
Global Customer Services

#### ODM Action Plan

Hello,

Oracle Support- 19-Nov-2021 13:52 (1+ month ago)

Thank you for the update. Yes, inserting NULL into a xmlType column will work:

SQL> desc t  
Name Null? Type

ID NUMBER  
XMLDATA PUBLIC.XMLTYPE STORAGE BINARY

SQL> insert into t values (101,xmltype(null));

1 row created.

To determine the root cause, we will need to know the complete CLOB value passed to xmlType which was generating the ORA-19032.

Thank you.  
Sue  
Global Customer Services

#### Notes

we got a workaround  
Erro a partir da linha : 1 no comando -  
INSERT INTO T9285\_REG\_NOTA\_FISC\_MCDR  
(COD\_SEQ\_DPLC, COD\_CPF\_CNPJ\_NFM, IND\_CPF\_CNPJ\_NFM, COD\_MODE\_NFM, COD\_SER\_DOC\_NFM, COD\_NRO\_DOC\_NFM ,  
COD\_TIP\_SITU\_NFM, DT\_EMIT\_NFM, VAL\_TOT\_NFM, VAL\_ALCD\_DEDC, COD\_MATR\_OBRA , DT\_INCL\_REG\_NFM,  
COD\_TIP\_ORIG\_NFM, IND\_CPF\_CNPJ\_ATLZ, COD\_CPF\_CNPJ\_ATLZ, COD\_PESSOA\_NFE , TXT\_CHAV\_NFM,  
COD\_CFOP, TXT\_SGL\_UF, IND\_VAL\_DCLD, ARQ\_XML\_NFE\_MCDR , COD\_CTBU\_MOBI, COD\_NFE\_MCDR ) VALUES  
( 0, 22666519000146, 2, 55, 000000000, 37030 , 0, to\_date('02/10/2021 00:00:00', 'dd/mm/yyyy hh24:mi:ss'), 5280, '2692,8', 201700065133 ,  
to\_date('19/11/2021', 'dd/mm/yyyy'), 2, 2, 20588062000173, 1134605 ,  
35211022666519000146550000000370301000375629, 1128, 'SP', 0, EMPTY\_CLOB() , 50429590, 41)  
Relatório de erros -  
ORA-00932: tipos de dados inconsistentes: esperava ANYDATA obteve CLOB

workaround:

the clob was replaced by NULL or XMLTYPE(NULL) and the insert works - Right now, the customer will check if is possible to change the application code for this.

#### ODM Action Plan

Hello,

Oracle Support- 19-Nov-2021 13:29 (1+ month ago)

The DML that is generating the error, as you indicated, is:

INSERT INTO T9285\_REG\_NOTA\_FISC\_MCDR  
( COD\_CPF\_CNPJ\_NFM, IND\_CPF\_CNPJ\_NFM, COD\_MODE\_NFM,  
COD\_SER\_DOC\_NFM, COD\_NRO\_DOC\_NFM , COD\_TIP\_SITU\_NFM,  
DT\_EMIT\_NFM, VAL\_TOT\_NFM, VAL\_ALCD\_DEDC, COD\_MATR\_OBRA ,  
DT\_INCL\_REG\_NFM, COD\_TIP\_ORIG\_NFM, IND\_CPF\_CNPJ\_ATLZ,  
COD\_CPF\_CNPJ\_ATLZ, COD\_PESSOA\_NFE , TXT\_CHAV\_NFM, COD\_CFOP,  
TXT\_SGL\_UF, IND\_VAL\_DCLD, ARQ\_XML\_NFE\_MCDR , COD\_CTBU\_MOBI,  
COD\_NFE\_MCDR )  
VALUES ( :par0, :par1, :par2, :par3, :par4 , :par5, :par6,  
:par7, :par8, :par9 , SysDate, :par10, :par11, :par12,  
:par13 , :par14, :par15, :par16, :par17, XMLTYPE(:par18) ,  
:par19, :par20 )

It must be coming from the parsing of the value passed to "XMLTYPE(:par18)", as we are parsing it.

(1) Provide a DESC of T9285\_REG\_NOTA\_FISC\_MCDR.

(2) What do you get from:

```
col owner format a20
col table_name format a35
col column_name format a30
select owner, table_name, column_name, storage_type
from dba_xml_tab_cols
where owner = '<OWNER>'
and table_name = 'T9285_REG_NOTA_FISC_MCDR'
order by 1,2,3,
```

(3) How is this INSERT being initiated? Where is the value being inserted into the xmlType column coming from? As 10046 trace will not be able to capture such value, can you provide us what is being passed here for xml parsing?

(4) Is a dblink involved in generating the value passed to the INSERT?

Thank you.  
Sue  
Global Customer Services

**Notes** **Oracle Support-** 19-Nov-2021 13:10 (1+ month ago)  
Thank you. Reviewing ...

**Notes** **Oracle Support-** 19-Nov-2021 13:06 (1+ month ago)  
Hello team  
as you can see in the lsinventory , the patch 23020668 is already applied with 19.11 RU  
the other bugs reported are about another products.  
regards  
Humberto, CSM

**Update from Customer** **JCPINHO@PRODAM.SP.GOV.BR-** 19-Nov-2021 12:20 (1+ month ago)  
hi,

we did the upload

**Update from Customer** **JCPINHO@PRODAM.SP.GOV.BR-** 19-Nov-2021 12:20 (1+ month ago)  
Upload to TDS successful for the file inventory.txt.

**ODM Action Plan** **Oracle Support-** 19-Nov-2021 12:15 (1+ month ago)

#### ACTION PLAN

Hello Jose,

Please upload a testcase that I can run in-house to reproduce your issue from SQL\*Plus.

Also, please upload your patch inventory listing:  
\$ORACLE\_HOME/OPatch> opatch lsinventory > inventory.txt

Thanks,

Cori Robinson  
Content Management Team  
Work hours: 8:30-5:30 PM EST Mon-Fri

**Update from Customer** **JCPINHO@PRODAM.SP.GOV.BR-** 19-Nov-2021 12:12 (1+ month ago)  
hi ,

the issue is causing a total stopped of the critical system

**Update from Customer** **JCPINHO@PRODAM.SP.GOV.BR-** 19-Nov-2021 12:08 (1+ month ago)  
hi,

the issue is occurring after database migration from 12c to 19c.

Our version is 19.11 and the correction of bug was applied in RU 19.11.0.0.210420 (32545013)

**Update from Customer** **JCPINHO@PRODAM.SP.GOV.BR-** 19-Nov-2021 12:05 (1+ month ago)

```
[oracle@clust1001vm02 ~]$ opatch lspatches
30310195;DBSAT REPORTED DISABLED CONSTRAINTS FOR SHARDING STS_CHUNKS ON GSMADMIN_INTERNAL.SHARD_TS
29780459;INCREASE _LM_RES_HASH_BUCKET AND BACK OUT CHANGES FROM THE BUG 29416368 FIX
32327208;DSTV36 UPDATE - TZDATA2020E - NEED OJVM FIX
32327201;RDBMS - DSTV36 UPDATE - TZDATA2020E
31335037;RDBMS - DSTV35 UPDATE - TZDATA2020A
30432118;MERGE REQUEST ON TOP OF 19.0.0.0.0 FOR BUGS 28852325 29997937
31732095;UPDATE PERL IN 19C DATABASE ORACLE HOME TO V5.32
32490416;JDK BUNDLE PATCH 19.0.0.0.210420
32399816;OJVM RELEASE UPDATE: 19.11.0.0.210420 (32399816)
32579761;OCW RELEASE UPDATE 19.11.0.0.0 (32579761)
32545013;Database Release Update : 19.11.0.0.210420 (32545013)
```

**Customer Problem Description** **JCPINHO@PRODAM.SP.GOV.BR-** 19-Nov-2021 12:04 (1+ month ago)  
Customer Severity 1 Details

Work 24x7 option has been selected - Work hours for this Service Request are 24x7.

#### Severity 1 Contact Information

\*\* Customer's Management contact name: Gerson Silva  
\*\* Customer's Management contact number: 11-33969560  
\*\* Customer's Management E-mail Address: gerson.silva@prodam.sp.gov.br

\*\* Primary Customer contact name: jose pinho  
\*\* Primary Customer contact number: 55113396-9623  
\*\* Primary Customer E-mail Address: jcpinho@prodam.sp.gov.br  
\*\* Primary Customer Contact Method: Email

\*\* Secondary Customer contact name: Claudio Salvador  
\*\* Secondary Customer contact number: +55-11-3396-9643  
\*\* Alternate Contact Number: 1133969160

\*\* Secondary Customer E-mail Address: cfsalvador@prodam.sp.gov.br

Customer Problem Description

-----

Problem Summary

-----

ORA-19032 Expected XML tag , got no content

Problem Description

-----

Mensagem : ORA-19032: Esperava-se a tag XML ,, foi obtida no content  
ERROR Type : Oracle.ManagedDataAccess.Client.OracleException  
ERROR Source : Oracle Data Provider for .NET, Managed Driver  
ERROR Description : ORA-19032: Esperava-se a tag XML ,, foi obtida no content Stack Trace:  
at OracleInternal.ServiceObjects.OracleConnectionImpl.VerifyExecution(Int32& cursorId, Boolean bThrowArrayBindRelatedErrors, SqlStatementType sqlStatementType, Int32 arrayBindCount, OracleException& exceptionForArrayBindDML, Boolean& hasMoreRowsInDB, Boolean bFirstIterationDone)  
at OracleInternal.ServiceObjects.OracleCommandImpl.ExecuteNonQuery(String commandText, OracleParameterCollection paramColl, CommandType commandType, OracleConnectionImpl connectionImpl, Int32 longFetchSize, Int64 clientInitialLOBFS, OracleDependencyImpl orclDependencyImpl, Int64[]& scnFromExecution, OracleParameterCollection& bindByPositionParamColl, Boolean& bBindParamPresent, OracleException& exceptionForArrayBindDML, OracleConnection connection, Boolean isFromEF)  
at Oracle.ManagedDataAccess.Client.OracleCommand.ExecuteNonQuery()  
at NFE.Data.DBCommand.ExecuteNonQuery()

SQL Command:  
'INSERT INTO T9285\_REG\_NOTA\_FISC\_MCDR ( COD\_CPF\_CNPJ\_NFM, IND\_CPF\_CNPJ\_NFM, COD\_MODE\_NFM, COD\_SER\_DOC\_NFM, COD\_NRO\_DOC\_NFM , COD\_TIP\_SITU\_NFM, DT\_EMIT\_NFM, VAL\_TOT\_NFM, VAL\_ALCD\_DEDC, COD\_MATR\_OBRA , DT\_INCL\_REG\_NFM, COD\_TIP\_ORIG\_NFM, IND\_CPF\_CNPJ\_ATLZ, COD\_CPF\_CNPJ\_ATLZ, COD\_PESSOA\_NFE , TXT\_CHAV\_NFM, COD\_CFOP, TXT\_SGL\_UF, IND\_VAL\_DCLD, ARQ\_XML\_NFE\_MCDR , COD\_CTBU\_MOBI, COD\_NFE\_MCDR ) VALUES ( :par0, :par1, :par2, :par3, :par4 , :par5, :par6, :par7, :par8, :par9 , SysDate, :par10, :par11, :par12, :par13 , :par14, :par15, :par16, :par17, XMLTYPE(:par18) , :par19, :par20 ) '

Error Codes

-----

ORA-19032

Problem Category/Subcategory

-----

Application Development (SQL, Wrong Query Results, PLSQL, XML Database, JSON, XDK, JVM, Pro\*C, OCI, OCCI, XA)/XDB: XML generation or querying XML

Uploaded Files

-----

Global Problem Definition Details

-----

Question: Select the closest problem area.  
Answer: XML generation

Question: Select the area.  
Answer: None of the above

Diagnosis: Because we are unable to give you a solution based on this answer, follow the steps detailed in the document below:

Read Note:1681547.1 SRDC - Data Collection for XML Generation Issues

We recommend saving this session as a draft Service Request (SR). Once data collection is complete, proceed with the next step to upload requested data and submit SR.

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## SR 3-27740965902 : PDB Database not starting up because of ENCRYPTION Errors in PDB\_PLUG\_IN\_VIOLATIONS

|                    |                                                                                                                                                                                                        |                   |                                  |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------|
| Severity           | 1-Critical                                                                                                                                                                                             | Status            | Close Initiated                  |
| Escalation Status  | Never Escalated                                                                                                                                                                                        | Opened            | 19-Nov-2021 03:31 (1+ month ago) |
| Last Updated       | 03-Dec-2021 06:40 (17 days ago)                                                                                                                                                                        |                   |                                  |
| Bug Reference      | No Related Bugs                                                                                                                                                                                        | Attachments       | No Related Attachments           |
| Related Articles   | No Related Articles                                                                                                                                                                                    | Related SRs       | No Related SRs                   |
| Support Identifier | 22354202                                                                                                                                                                                               |                   |                                  |
| Account Name       | Empresa De Tecnologia Da Informacao E Comunicacao Do Municipio De Sao Paulo ProdAm SP SA                                                                                                               |                   |                                  |
| Primary Contact    | Ricardo Rangel                                                                                                                                                                                         | Alternate Contact | Walace Freitas                   |
| System             |                                                                                                                                                                                                        | Host              | No Related Hosts                 |
| Product            | Advanced Networking Option                                                                                                                                                                             |                   |                                  |
| Product Version    | 19.13.0.0.0                                                                                                                                                                                            |                   |                                  |
| Operating System   | Linux x86-64                                                                                                                                                                                           | OS Version        | Oracle Linux 7                   |
| Description        | customer changed the service_names and remove one of the parameters.. and after database restart the database did not came up. The error is related with PDB_PLUG_IN_VIOLATIONS, related to ENCRYPTION |                   |                                  |

## History

## Notes

Hello Ricardo -

**Oracle Support-** 19-Nov-2021 04:10 (1+ month ago)

As we observed during the Zoom session, the RESTRICTED mode for the PDBs was actually caused by a FAILED Datapatch apply (on 17th Nov). Since the DB was not restarted after applying the datapatch hence they didn't face this issue earlier.

Since the issue raised in this SR is no more there am putting it in the "Solution Offered" mode. Please feel free to update it if any further assistance is needed from my end.

Regards,  
Vivek  
Oracle Exadata Support

## Call - Outbound

Call - Outbound

**Oracle Support-** 19-Nov-2021 03:41 (1+ month ago)

Already joined the on-going Zoom call

## ODM Issue Verification

==== ODM Issue Verification ====

**Oracle Support-** 19-Nov-2021 03:41 (1+ month ago)

Issue verified over the Zoom call

## ODM Issue Clarification

==== ODM Issue Clarification ====

**Oracle Support-** 19-Nov-2021 03:40 (1+ month ago)

For an ongoing connectivity issue with the PDB, the customer had created a new service\_name and set it in the inti parameter file. After shutting down the DB, it's not coming up and reporting WARNING related to Un-encrypted Tablespaces in the Cloud.

## Notes

Hello Ricardo -

**Oracle Support-** 19-Nov-2021 03:35 (1+ month ago)

Am already on the on-going Zoom call for the issue. So, will directly troubleshoot there itself.

Regards,  
Vivek  
Oracle Exadata Support





**EMPRESA DE TECNOLOGIA DA INFORMAÇÃO E COMUNICAÇÃO DO MUNICÍPIO DE SÃO PAULO**

**Presidência**

Rua Líbero Badaró, 425, - Bairro Centro - São Paulo/SP - CEP 01009-000

Telefone:

**PROCESSO 6010.2021/0004206-6**

**Encaminhamento PRODAM/PRE Nº 057097179**

SEI 6010.2021/0004206- 6

**À Casa Civil**

**A/C Marcela Miranda Lopes de Almeida**

Assessora Técnica e Legislativa Chefe - Casa Civil / ATL

Procuradora do Município

**Interessada:** Câmara Municipal de São Paulo / Vereador Rubinho Nunes.

**Assunto:** Requerimento RDS nº 1691/2021, solicitando informações a respeito do sistema de emissão de nota fiscal da cidade de São Paulo que está fora do ar.

Prezada senhora

Com os nossos cordiais cumprimentos, vimos escusar-nos pela demora e aproveitar o ensejo para encaminhar nossas considerações relativa aos dois requerimentos Ofícios n.º 1345/2021 e 1345/2021 de autoria do Vereador Rubinho Nunes (SEI nº 056188630 e 056188648), as quais foram juntadas no processo SEI 6010.2021/0004206-6 (056188648), sendo que para facilitar encartamos cópia neste processo também 057098397.

Aproveitamos ensejo para protestar a nossa elevada estima e distinta consideração.

Atenciosamente,

Carolina Magnani Hiromoto

Assessora da Presidência



Documento assinado eletronicamente por **Carolina Magnani Hiromoto, Assessor(a)**, em fls. 39  
05/01/2022, às 14:49, conforme art. 49 da Lei Municipal 14.141/2006 e art. 8º, inciso I do Decreto  
55.838/2015



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