

Troubleshooting Why EM Express is not Working (Doc ID 1604062.1)

In this Document

[Purpose](#)

[Troubleshooting Steps](#)

[1- Review the Basic EM Express Configuration](#)

[2- Make Sure the XML Database option is installed and valid](#)

[3- Make Sure that the Listener Register the XML DB :](#)

[4- Try Different Browsers \(IE,Chrome,FireFox\) and/or Try To Disable all Browser Addons](#)

[5- Check if Flash Plugin is Enabled](#)

[Web browsers Requirements](#)

[From Firefox](#)

[From Google Chrome](#)

[6- Check The Alert Log file and Listener Log file for errors logged around the time of launching the URL for EM Express](#)

[7- Known errors which can affect EM Express :](#)

[ORA-00600: internal error code, arguments: \[kziaulst: lid\], \[1821\]](#)

[ORA-00600: internal error code, arguments: \[kziaulst: lid\], \[1818\]](#)

[Bug 16527374 : CDB:ORA-07445:EM EXPRESS HOME GOT IO ERROR](#)

[Connection Fail : Connection with database failed. Database instance might be down. Try again once it is up](#)

[Detail : \[IOErrorEvent type='ioError' bubbles=false cancelable=false eventPhase=2 text='Error #2032'\]](#)

[ORA-07445: exception encountered: core dump \[gervwRowProcedure\(\)+\] \[SIGSEGV\] \[ADDR:0x5\] \[PC:0xB5C0C21\] \[Address not mapped to object\]](#)

[ORA-07445: exception encountered: core dump \[gervwFetch\(\)+\] \[ACCESS VIOLATION\] \[ADDR:0x8\] \[PC:0x1464D2038\] \[UNABLE TO READ\] \[\]](#)

[after successfully login to EM Express the chart of \[Resources\] & \[SQL Monitor\] Charts can not be loaded , and stays loading forever](#)

[Bug 16102371 : EM EXPRESS URL DOES NOT WORK](#)

[Bug 16219867 : EM Express URL displayed by the DBCA summary may not work](#)

[References](#)

APPLIES TO:

Oracle Database - Enterprise Edition - Version 12.1.0.1 to 12.1.0.1 [Release 12.1]

Information in this document applies to any platform.

PURPOSE

This Note is Created to Troubleshoot why the EM Express is not working .

TROUBLESHOOTING STEPS

1- Review the Basic EM Express Configuration

Users can configure EM Express both at the root and the PDB containers, with each container using a different HTTP/HTTPS port. When connected to the root container, the information displayed is for the entire database including all PDBs. When connected to a PDB, the information displayed is restricted to data for the PDB. Simply login to the container and set the HTTPS/HTTP port.

By default, DBCA picks a free port from the 5500 to 5599 range to use as the EM Express port.

If you want a particular port to be used as the EM Express port, specify that port using the `DBEXPRESS_HTTPS_PORT` operating system environment variable prior to starting OUI or DBCA.

To start EM Express, use the EM Express URL provided by DBCA when DBCA configured your database, use the following query while connected to CDB or PDB to generate the URL :

For HTTPS :

```
SQL> SELECT
'https://'||SYS_CONTEXT('USERENV','SERVER_HOST')||'.'||SYS_CONTEXT('USERENV','DB_DOMAIN')
from dual;

SQL> SELECT
'https://'||SYS_CONTEXT('USERENV','SERVER_HOST')||':'||dbms_xdb_config.gethttpsport()||'/'
from dual;
```

For HTTP :

```
SQL> SELECT
'http://'||SYS_CONTEXT('USERENV','SERVER_HOST')||'.'||SYS_CONTEXT('USERENV','DB_DOMAIN')
from dual;

SQL> SELECT
'http://'||SYS_CONTEXT('USERENV','SERVER_HOST')||':'||dbms_xdb_config.gethttpport()||'/'
from dual;
```

When EM Express prompts you for your username and password, log in as a user with DBA privilege (such as SYS).

Note: The first time you enter the URL for EM Express in your web browser, your browser may display warning messages.

EM Express is a servlet built on top of Oracle XML DB. The Oracle XML DB default wallet has a self-signed certificate, and some existing browsers consider self-signed certificates as untrusted because they are not signed by a trusted CA (certificate authority). However, the self-signed certificate is still secure, as it ensures that the traffic is encrypted between the Oracle XML DB server and the client (browser).

Therefore, enter a security exception for the EM Express URL in your web browser.

To manually configure the HTTP/HTTPS port for EM Express:

1- If the listener is running on a nonstandard port (for example, not 1521), then the init.ora file for the database you want to manage using EM Express must contain a local_listener entry so that the HTTP/HTTPS port can register with the correct listener. The local_listener entry references a TNSNAMES entry that points to the correct listener. For example:

```
local_listener=inst1
```

where inst1 is a TNSNAMES entry defined in tnsnames.ora that points to the listener. For example:

```
inst1= (ADDRESS = (PROTOCOL = TCP)(HOST = HOSTNAME_OR_IP )(PORT = 1522))
```

2- Enable the TCP dispatcher by adding the following entry to the init.ora file for the database you want to manage using EM Express:

```
dispatchers="(PROTOCOL=TCP)(SERVICE=<sid>XDB)"
```

For example, if the database SID is ORCL :

```
SQL> alter system set dispatchers="(PROTOCOL=TCP) (SERVICE=ORCLXDB) ";
```

3- Use the PL/SQL procedure DBMS_XDB_CONFIG.SETHTTPS_PORT to set the HTTPS port for EM Express. This will update the HTTPS port in the xdbconfig.xml file in the Oracle XML DB Repository. You must connect as SYS / AS SYSDBA to run the procedure. For example:

```
SQL> connect sys/<password>@<container> as sysdba
SQL> exec DBMS_XDB_CONFIG.SETHTTPS_PORT(5500);
```

or Use the PL/SQL procedure DBMS_XDB_CONFIG.SETHTTP_PORT to set the HTTP port for EM Express. This will update the HTTPS port in the xdbconfig.xml file in the Oracle XML DB Repository.

You must connect as SYS / AS SYSDBA to run the procedure. For example:

```
SQL> connect sys/<password>@<container> as sysdba
SQL> exec DBMS_XDB_CONFIG.SETHTTP_PORT(2200);
```

2- Make Sure the XML Database option is installed and valid

EM Express is a servlet built on top of Oracle XML DB .

Make Sure That the XML Database option is installed and valid :

```
col comp_name for a20
col version for a15

SQL> -- Check status of XDB
```

```
SQL> select comp_name, version, status
      from dba_registry
      where comp_id = 'XDB';

SQL> -- Check for invalid objects
SQL> select owner, object_name, object_type, status
      from dba_objects
      where status = 'INVALID'
      and owner in ('SYS', 'XDB');
```

You should also see the following in the alert log file upon startup :

```
XDB installed.
XDB initialized.
```

3- Make Sure that the Listener Register the XML DB :

The Listener Log Will show the following after startup :

```
Started with pid=n
...
Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=tcps) (HOST=xxx.us.oracle.com)
(PORT=5500)) (Security=
(my_wallet_directory=$ORACLE_BASE\admin\${ORACLE_SID}\xdb_wallet)) (Presentation=HTTP)
(Session=RAW)) --> this is For HTTPS

Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=xxx.us.oracle.com)
(PORT=8080)) (Presentation=HTTP) (Session=RAW)) --> this is For HTTP
```

or From Isnrctl utility :

```
lsnrctl status | grep HTTP

(DESCRIPTION=(ADDRESS=(PROTOCOL=tcps) (HOST=xxx.us.oracle.com) (PORT=5500)) (Security=
(my_wallet_directory=$ORACLE_BASE\admin\${ORACLE_SID}\xdb_wallet)) (Presentation=HTTP)
(Session=RAW)) --> this is For HTTPS

(DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=xxx.us.oracle.com) (PORT=8080))
(Presentation=HTTP) (Session=RAW)) --> this is For HTTP
```

which would appear under "Listening Endpoints Summary" from Isnrctl stat command .

4- Try Different Browsers (IE,Chrome,FireFox) and/or Try To Disable all Browser Addons

Some Browser addons blocks Flash like [Flashblock](#) and [Plugins Toggler](#) , ...

which also blocks EM Express , Try To Disable such Browser Addons and re-try to open EM Express .

5- Check if Flash Plugin is Enabled

Web browsers Requirements

Web browsers must support Java Script, and the HTML 4.0 and CSS 1.0 standards and Flash. For a list of browsers that meet these requirements see the Enterprise Manager certification matrix on My Oracle Support:

<https://support.oracle.com>

See Also: [Oracle Enterprise Manager Cloud Control Basic Installation Guide](#) for steps on how to access the Enterprise Manager certification matrix

From Firefox

From Add-ons Menu , Make sure that Shockwave Flash is Always Activate

To Make sure its Activated , Type **about:plugins** in the address bar to open the Plug-ins page.

Make Sure that Shockwave Flash , Adobe Flash plugins are enabled

From Google Chrome

Type **chrome:plugins** in the address bar to open the Plug-ins page.

On the Plug-ins page that appears, find the "Flash" listing.

To enable Adobe Flash Player, click the Enable link under its name.

Check Always allowed

6- Check The Alert Log file and Listener Log file for errors logged around the time of launching the URL for EM Express

Normally you should see about 20 entries similar to the following in the listener.log file for successfully EM Express login If Using HTTPS:

```
<Time_Stamp> * http * (ADDRESS=(PROTOCOL=tcps)(HOST=<IP_ADDRESS>)(PORT=n)) * handoff * http * 0
```

And about 7 entries similar to the following in the listener.log file for successfully EM Express login If Using HTTP:

```
<Time_Stamp> * http * (ADDRESS=(PROTOCOL=tcp)(HOST=<IP_ADDRESS>)(PORT=n)) * handoff * http * 0
```

7- Known errors which can affect EM Express :

ORA-00600: internal error code, arguments: [kziaulst: lid], [1821]

The "1821" refers to: ORA-01821: date format not recognized , which means that NLS_TIMESTAMP_FORMAT and/or NLS_DATE_FORMAT parameters values are incorrect .

for example : NLS_TIMESTAMP_FORMAT = 'YYYY-MM-DD HH24:MIS.FF'

Please change NLS_TIMESTAMP_FORMAT and/or NLS_DATE_FORMAT to a valid value , for example :

```
SQL> alter system set NLS_TIMESTAMP_FORMAT = 'YYYY-MM-DD HH:MI:SS.FF' scope=spfile;
SQL> alter system set NLS_DATE_FORMAT = 'MM/DD/YYYY' scope=spfile;
```

You may need also to set this parameter as OS Environmental variable in the user profile starting the database .

then restart the database and the listener and re-try to open EM Express .

ORA-00600: internal error code, arguments: [kziaulst: lid], [1818]

The "1818" refers to: ORA-01818: HH24' precludes use of meridian

which means that NLS_TIMESTAMP_FORMAT and/or NLS_DATE_FORMAT parameters values ,

reference a date value using both the 24 hour indicator (hh24) and the meridian indicator (AM or PM).

for example : NLS_TIMESTAMP_FORMAT = 'DD/MON/YY HH24:MI:SSXFF AM'

lease change NLS_TIMESTAMP_FORMAT and/or NLS_DATE_FORMAT to a valid value , for example : SQL> alter system set NLS_TIMESTAMP_FORMAT = 'YYYY-MM-DD HH:MI:SS.FF' scope=spfile;

```
SQL> alter system set NLS_DATE_FORMAT = 'MM/DD/YYYY' scope=spfile;
```

You may need also to set this parameter as OS Environmental variable in the user profile starting the database . then restart the database and the listener and re-try the EM Express .

Bug 16527374 : CDB:ORA-07445:EM EXPRESS HOME GOT IO ERROR

In Container Database environment, after login with EM Express to the Root , No such issue in Non-cdb environment.

The Bug Symptoms can be any of the following :

Connection Fail : Connection with database failed. Database instance might be down. Try again once it is up

Detail : [IOException type='ioError' bubbles=false cancelable=false eventPhase=2 text='Error #2032']



✖ Critical Error

Failure to parse data returned by server

Detail ▾

TypeError: Error #1009
Message:
<report></report>

Memory Log:
0 : ApplicationContext(): params=null, bootStrap: true
21 : ApplicationContext(): params=[object Object], bootStrap: false
21 : ApplicationContext(): _accessibleMode=false
34 : ApplicationContext(): no active report(Object)#0
accessibility = "false"
em_express = "true"

OK

Connection Fail

Connection with database failed. Database instance might be down. Try again once it is up.

Detail ▾

[IOErrorEvent type='ioError' bubbles=false cancelable=false eventPhase=2 text='Error #2032']



ORA-07445: exception encountered: core dump [qervwRowProcedure()+] [SIGSEGV] [ADDR:0x5] [PC:0xB5C0C21] [Address not mapped to object]

*ORA-07445: exception encountered: core dump [qervwFetch()+] [ACCESS_VIOLATION] [ADDR:0x8] [PC:0x1464D2038] [UNABLE_TO_READ] []
after successfully login to EM Express the chart of [Resources] & [SQL Monitor] Charts can not be loaded , and stays loading forever*

The screenshot shows the Oracle Enterprise Manager interface for Database Express 12c. The top navigation bar includes 'ORACLE Enterprise Manager Database Express 12c', 'Help', 'SYS', and 'Log'. The main content area is divided into several sections:

- Database Home:** Shows status information for instance 'ord12', including 'Up Time: 2 hours, 12 minutes, 35 seconds', 'Type: Single instance (ord12)', 'Version: 12.1.0.1.0 Enterprise Edition', and 'Platform Name: Microsoft Windows x86 64-bit'.
- Performance:** A chart titled 'Activity Class' showing 'Wait', 'User I/O', and 'CPU' activity over time. The chart shows a red line at the top, indicating high wait activity.
- Resources:** A section that is currently displaying a 'Loading...' message.
- SQL Monitor - Last Hour (20 max):** Another section displaying a 'Loading...' message.
- Incidents - Last 24 Hours:** A table with columns 'Instance', 'Time', 'Incident', 'Problem', and 'Error'. It currently shows 'No Incidents'.
- Running Jobs:** A table with columns 'Instance', 'Container No...', 'Owner', 'Name', 'Elapsed', and 'Started'. It currently shows 'No Running Jobs'.

All the other sections on the main page are displayed correctly , The other tabs such as configuration, storage, security, performance, etc., are also displayed properly.

This is Caused By Unpublished [Bug 16527374 : \[12100-LIN64-130318\]CDB:ORA-07445:EM EXPRESS HOME GOT IO ERROR](#)

Please Apply [Patch 16527374](#)

on Windows Platforms , The Fix for this Bug is Included in 12.1.0.1 Bundle [Patch 3](#) and upwards Bundle Patches

Bug 16102371 : EM EXPRESS URL DOES NOT WORK

The Oracle Enterprise Manager Database Express (EM Express) URL may not work on an Oracle RAC node.

Workaround: This bug may be encountered during Oracle RAC installation. If the EM Express URL does not work on an Oracle RAC node, restart the Node Listener on that machine.

Bug 16219867 : EM Express URL displayed by the DBCA summary may not work

When an Oracle RAC policy-managed database is created by the Database Configuration Assistant (DBCA), the EM Express URL displayed by the DBCA summary may not work. This can happen if the local node is not part of the server pool hosting the database. This issue happens only for policy-managed Oracle RAC databases.

EM Express is configured and accessible from nodes where database instances are running. It can also be accessed using the scan name.

Workaround: Use the scan name for the host name in the EM Express URL. For example, consider the following EM Express URL (where racnode1 is the node name):

<https://racnode1.oracle.com:5500/em>

You can specify the following (where scan1 is the scan name of the cluster):

<https://scan1.oracle.com:5500/em>

REFERENCES

[BUG:17837856](#) - ORA-600 [KZIAULSLT: LID], [1821]

[NOTE:1601454.1](#) - EM Express 12c Database Administration Page FAQ