Oracle® Audit Vault

Release Notes

Release 10.3

E23572-09

November 2012

These *Release Notes* contain important information that was not included in the Oracle Audit Vault Release 10.3 documentation.

This document contains these topics:

1 Downloading the Latest Version of This Document

You can download the most current version of this document from the following website:

`http://www.oracle.com/technetwork/database/audit-vault/documentation/index.html`

2 Upgrading from Oracle Audit Vault 10.2.3.2.*x* to 10.3.*x*

This section contains the following topics:

2.1 Preparing to Upgrade the Audit Vault Server

Before you begin the upgrade process, you must ensure that you are using Bundle Patch 7 or later of Audit Vault Release 10.2.3.2. You cannot upgrade from Oracle Audit Vault Release 10.2.3.2.6 or earlier to Release 10.3.

To check the bundle patch that you currently have installed on the Audit Vault Server:

1. Open a shell or command prompt and go to the Audit Vault Server home directory.
2. Set the Oracle Audit Vault Server environment variables.

   See the following section in *Oracle Audit Vault Administrator's Guide* for more information:

   http://docs.oracle.com/cd/E14472_01/doc.102/e14459/avadm_mng_config.htm#CEGHHIBD

3. Run the following command to find the current version of the Audit Vault Server:

   ```
   $ avctl show_av_status
   ```

4. If the version is Release 10.2.3.2.6 or earlier, then complete the remaining steps to upgrade to the latest bundle patch.
5. Log into My Oracle Support.

   https://support.oracle.com

6. Select the **Patches and Updates** tab.
7. Search for patch ID 13087259 to find the Oracle Audit Vault Release 10.2.3.2.7 bundle patch.
8. Select **Download** to download bundle patch 13087259.
9. Select **Read Me** and then follow the instructions to install bundle patch 13087259.
10. Upgrade Oracle Audit Vault Release 10.2.3.2.7 to the latest bundle patch.
    - For single instance installations, go to Section 2.2.
    - For Oracle RAC environments, go to Section 2.3.

2.2 Upgrading an Oracle Audit Vault Server Single Instance

After you have installed the bundle patch on your Oracle Audit Vault Server installation as described in Section 2.1, you are ready to complete the procedures in this section.

> **Note:** You must complete each step in these processes successfully before proceeding to the next step. Inspect all output and log files for failures, and take necessary corrective action to determine the recovery procedure if a failure occurs, referring to the appropriate Oracle documentation for the tool that has failed. If in doubt, contact Oracle Support.

Follow these steps:

- Step 1: Prepare Oracle Audit Vault for the Upgrade
- Step 2: Install Oracle Audit Vault Server Release 10.3 in Software Only Mode
- Step 3: Download and Install the Latest Oracle Audit Vault Bundle Patch

2.2.1 Step 1: Prepare Oracle Audit Vault for the Upgrade

1. Set the environment variables for the Oracle Audit Vault Server.

   See "Checking and Setting Environment Variables" in Chapter 2 of *Oracle Audit Vault Administrator's Guide*:

   http://docs.oracle.com/cd/E14472_01/doc.102/e14459/avadm_mng_config.htm#CEGJBIBF

2. Back up the Oracle Audit Vault database.

   To use Oracle Recovery Manager (RMAN) to back up the database:

   a. Start RMAN:

      ```
      $ rman target /
      ```

   b. Issue the following RMAN commands. In the following example, the tag is named `before_upgrade`.

      ```
      BACKUP DATABASE FORMAT 'backup_directory%U' TAG before_upgrade;
      BACKUP CURRENT CONTROLFILE FORMAT 'save_controlfile_location';
      ```

   See *Oracle Database Backup and Recovery Basics* for more information about backing up a database. See the Oracle Database Release 11.2 documentation library for more information:

   http://www.oracle.com/pls/db112/homepage

3. Back up the Audit Vault Server home directory.

   Back up or copy these files to another directory until after you have tested the upgrade.

   See *Oracle Database Backup and Recovery User's Guide* for information about backing up a home directory.

4. Stop the Audit Vault Server.

   ```
   avctl stop_av
   ```

5. Disable Oracle Database Vault in the Oracle Audit Vault Server installation.

   See Appendix B, "Disabling and Enabling Oracle Database Vault," in *Oracle Database Vault Administrator's Guide* for Release 10.2.0.5:

   http://docs.oracle.com/cd/B19306_01/server.102/b25166/dvdisabl.htm

6. Ensure that `SYS/passwd@SID AS SYSDBA` is in a password file, by running the `orapwd` utility.

   ```
   cd $ORACLE_HOME/dbs
   orapwd file=orapw$ORACLE_SID
   password=password nosysdba=n force=y
   ```

7. Drop the Oracle Enterprise Manager Database Control repository.

   ```
   emca -deconfig dbcontrol db -repos drop
   ```

   Enter the following information:

   ```
   Database SID: database_SID
   Listener port number: port_number
   Password for SYS user:  SYS_password
   Password for SYSMAN user: SYSMAN_password
   ```

8. Shut down Oracle Database.

```
SQL> SHUTDOWN IMMEDIATE
```

9. Stop the listener.

```
lsnrctl stop
```

2.2.2 Step 2: Install Oracle Audit Vault Server Release 10.3 in Software Only Mode

1. Select an empty directory for the new `$ORACLE_HOME` directory. Do not reuse the existing Audit Vault `$ORACLE_HOME` directory.
2. Go to the directory where you downloaded and unzipped Audit Vault Server 10.3.0.0.0.
3. Unset the `TZ` environment variable.
   - In CSH:

     ```
     unsetenv TZ
     ```

   - In KSH:

     ```
     export TZ=
     ```

   - In Bash:

     ```
     unset TZ
     ```

4. Invoke the installer as follows:

   ```
   ./av/Disk1/runInstaller oracle_install_db_SID=SID
   ```

   SID is the SID of the Audit Vault 10.2.3.2.7 Server database that you are upgrading from.

2.2.3 Step 3: Download and Install the Latest Oracle Audit Vault Bundle Patch

1. Download OPatch version 11.2.0.3.0 or later from My Oracle Support (patch ID 6880880).
2. Unzip this downloaded zip file into the Release 10.3.0.0.0 Audit Vault Server home directory.
3. Download the latest Oracle Audit Vault Release 10.3 bundle patch from My Oracle Support.

   https://support.oracle.com

4. Unzip the downloaded the patch into a directory outside the Audit Vault Server home directory.

   A new directory named after the patch release number (for example, `12345678`) is created.

5. Set the environment variables for the new Oracle Audit Vault Server home directory as follows:
   - Set the `ORACLE_SID` environment variable to the SID used by Oracle Database Release 10.2.3.
   - Set the remaining environment variables to the new Audit Vault Server environment.

See "Checking and Setting Environment Variables" in Chapter 2 of *Oracle Audit Vault Administrator's Guide*:

http://docs.oracle.com/cd/E23574_01/admin.103/e23571/avadm_mng_config.htm#CEGJBIBF

6. Apply the latest Audit Vault Release 10.3 bundle patch by using the `opatch apply` command from the directory in which you unzipped the patch.

   For example:

   ```
   $ORACLE_HOME/OPatch/opatch apply patch_number
   ```

   Ensure that you do *not* run the `avca apply_patch` command, even though the patch README instructs you to do so. (The README applies to upgrades from Release 10.3.0.0.0 to the latest bundle patch, not from Release 10.2.3.2.7.)

7. Set the `ORACLE_UNQNAME` environment variable to match the `ORACLE_SID` value.

   - For single instance installations, set `ORACLE_UNQNAME` to match the `ORACLE_SID` value.
   - For Oracle RAC installations, set `ORACLE_UNQNAME` to match the database name (that is, not the node-specific SID).

   For example, if your shell is CSH and you are using a single-instance installation:

   ```
   setenv ORACLE_UNQNAME oracle_sid
   ```

8. Run Net Configuration Assistant (NetCA) interactively.

   When the NetCA graphical interface appears, follow the instructions. Use a listener name `LISTENER_Oracle_SID`, where *`sid`* the value of the `ORACLE_UNQNAME` variable that you set in Step 7. Use the same listener port as in the Release 10.2.3.2.7 installation. You can find these values in the `$ORACLE_HOME/network/admin/listener.ora` file for the Release 10.2.3.2 installation.

9. In the Audit Vault Server home directory, disable Oracle Database Vault.

   The Audit Vault Server uses Oracle Database Release 11.2. See the following instructions for disabling Database Vault on this server:

   http://docs.oracle.com/cd/E11882_01/server.112/e23090/dvdisabl.htm

10. Run Database Upgrade Assistant (DBUA) manually by using the same SID as your Audit Vault Release 10.2.3.2.7 installation.

    ```
    dbua -silent -sid SID -oracleHome previous_Oracle_home_directory
    -disableArchiveLogMode -recompile_invalid_objects true -degree_of_parallelism 2
    -upgradeTimezone -emConfiguration LOCAL -dbsnmpPassword password
    -sysmanPassword password
    ```

    Check the upgrade logs for any errors in the location pointed by Database Upgrade Assistant before you proceed to the next step.

11. In SQL*Plus, log in as `SYS` with the `SYSDBA` privilege and then set the `COMPATIBLE` initialization parameter to reflect the Release 11.2.0.3 upgrade.

    ```
    sqlplus sys as sysdba
    Enter password: password

    SQL> ALTER SYSTEM SET COMPATIBLE='11.2.0.3.0' SCOPE=SPFILE;
    ```

12. Restart Oracle Database.

```
SQL> SHUTDOWN IMMEDIATE
SQL> STARTUP
```

13. Run the AVCA upgrade script to upgrade Audit Vault, as follows:

    ```
    avca upgrade -old_oh Oracle_home
    ```

    Ensure that you specify the old Audit Vault Server Release 10.2.3.2.7 home directory in this step.

    When this script completes, the Audit Vault Server 10.3 upgrade is successful and Oracle Database Vault is automatically enabled.

14. After the upgrade script completes successfully, run the following AVCTL command and check that the result shows the latest bundle patch release number:

    ```
    avctl show_av_status
    ```

15. Ensure that listener_*Oracle_SID* is running with TCPS with HTTP.

    ```
    listener status listener_Oracle_SID
    ```

2.3 Upgrading an Oracle Audit Vault Server Oracle RAC Instance

After you have installed the bundle patch (BP7) on your Oracle Audit Vault Server installation as described in Section 2.1, you are ready to complete the procedures in this section.

> **Note:** You must complete each step in these processes successfully before proceeding to the next step. Inspect all output and log files for failures, and take necessary corrective action to determine the recovery procedure if a failure occurs, referring to the appropriate Oracle documentation for the tool that has failed. If in doubt, contact Oracle Support.

- Step 1: Prepare Oracle Audit Vault for the Upgrade
- Step 2: Install Oracle Audit Vault Server Release 10.3 in Software Only Mode
- Step 3: Download and Install the Latest Oracle Audit Vault Bundle Patch

2.3.1 Step 1: Prepare Oracle Audit Vault for the Upgrade

1. Check the Oracle RAC Cluster Ready Services (CRS) Version.

   Ensure that the CRS version is Release 11.2.0.3 or later. If the CRS version is not Release 11.2.0.3 or later, then you must first patch CRS to Release 11.2.0.3 before continuing with this upgrade.

2. Set the environment variables for the Oracle Audit Vault Server.

   See "Checking and Setting Environment Variables" in Chapter 2 of *Oracle Audit Vault Administrator's Guide*:

   http://docs.oracle.com/cd/E14472_01/doc.102/e14459/avadm_mng_config.htm#CEGJBIBF

3. Back up the Oracle Audit Vault database.

   To use Oracle Recovery Manager (RMAN) to back up the database:

   a. Start RMAN:

      ```
      $ rman target /
      ```

   b. Issue the following RMAN commands. In the following example, the tag is named `before_upgrade`.

      ```
      BACKUP DATABASE FORMAT 'backup_directory%U' TAG before_upgrade;
      BACKUP CURRENT CONTROLFILE FORMAT 'save_controlfile_location';
      ```

   See *Oracle Database Backup and Recovery Basics* for more information about backing up a database. See the Oracle Database Release 11.2 documentation library for more information:

   http://www.oracle.com/pls/db112/homepage

4. Back up the Audit Vault Server home directory.

   Back up or copy these files to another directory until after you have tested the upgrade.

   See *Oracle Database Backup and Recovery User's Guide* for information about backing up a home directory.

5. Shut down Oracle Database.

   ```
   SQL> SHUTDOWN IMMEDIATE
   ```

6. Do the following in all nodes:

   a. Disable Oracle Database Vault in the Oracle Audit Vault Server installation.

      See Appendix B, "Disabling and Enabling Oracle Database Vault," in *Oracle Database Vault Administrator's Guide* for Release 10.2.0.5:

      http://docs.oracle.com/cd/B19306_01/server.102/b25166/dvdisabl.htm

   b. Ensure that `SYS/passwd@SID AS SYSDBA` is in a password file, by running the `orapwd` utility.

      ```
      cd $ORACLE_HOME/dbs
      orapwd file=orapw$ORACLE_SID password=password nosysdba=n force=y
      ```

7. In the primary node, drop the Oracle Enterprise Manager Database Control repository.

   ```
   emca -deconfig dbcontrol db -repos drop
   ```

   Enter the following information:

   ```
   Database SID: database_SID
   Listener port number: port_number
   Password for SYS user:  SYS_password
   Password for SYSMAN user: SYSMAN_password
   ```

8. Stop the Audit Vault Server.

   ```
   avctl stop_av
   ```

9. Stop the listener.

```
srvctl stop listener
```

2.3.2 Step 2: Install Oracle Audit Vault Server Release 10.3 in Software Only Mode

1. Select an empty directory for the new `$ORACLE_HOME` directory. Do not reuse the existing Audit Vault `$ORACLE_HOME` directory.
2. Go to the directory where you downloaded and unzipped Audit Vault Server 10.3.0.0.0.
3. Unset the `TZ` environment variable.
   - In CSH:

     ```
     unsetenv TZ
     ```

   - In KSH:

     ```
     export TZ=
     ```

   - In Bash:

     ```
     unset TZ
     ```

4. Invoke the installer as follows:

   ```
   ./av/Disk1/runInstaller oracle_install_db_SID=SID
   ```

   SID is the SID of the Audit Vault 10.2.3.2.7 Server database that you are upgrading from.

   In an Oracle RAC environment, the database unique name differs from the database SID. The SID is node-specific, whereas the database unique name is not. Therefore, ensure that you use the SID, not the database unique name when you invoke the installer.

2.3.3 Step 3: Download and Install the Latest Oracle Audit Vault Bundle Patch

1. Download OPatch version 11.2.0.3.0 or later from My Oracle Support (patch ID 6880880).
2. Unzip this downloaded zip file into the Release 10.3.0.0.0 Audit Vault Server home directory.
3. Download the latest Oracle Audit Vault Release 10.3 bundle patch from My Oracle Support.

   https://support.oracle.com

4. Unzip the downloaded the patch into a directory outside the Audit Vault Server home directory.

   A new directory named after the patch number (for example, `12345678`) is created.

5. Set the environment variables for the new Oracle Audit Vault Server home directory as follows:
   - Set the `ORACLE_SID` environment variable to the SID used by Oracle Database Release 10.2.3.
   - Set the remaining environment variables to the new Audit Vault Server environment.

See "Checking and Setting Environment Variables" in Chapter 2 of *Oracle Audit Vault Administrator's Guide*:

http://docs.oracle.com/cd/E23574_01/admin.103/e23571/avadm_mng_config.htm#CEGJBIBF

6. Apply the latest Oracle Audit Vault Release 10.3 bundle patch by using the `opatch apply` command from the directory in which you unzipped the patch.

   For example:

   ```
   $ORACLE_HOME/OPatch/opatch apply patch_number
   ```

   Ensure that you do *not* run the `avca apply_patch` command, even though the patch README instructs you to do so. (The README applies to upgrades from 10.3.0.0.0 to the latest bundle patch, not from 10.2.3.2.7.)

7. Set the `ORACLE_UNQNAME` environment variable as follows:

   - For single instance installations, set `ORACLE_UNQNAME` to match the `ORACLE_SID` value.
   - For Oracle RAC installations, set `ORACLE_UNQNAME` to match the database name (that is, not the node-specific SID).

   For example, if your shell is CSH and you are using a single-instance installation:

   ```
   setenv ORACLE_UNQNAME oracle_sid
   ```

8. Run Net Configuration Assistant (NetCA) interactively and accept all the defaults. Ensure that the port that you specify is not in use.

   ```
   dbua
   ```

9. Run Database Upgrade Assistant (DBUA) manually by using the same SID as your 10.3.2.6 or 10.2.3.2.7 installation.

   ```
   dbua -silent -sid SID -oracleHome 10.2.3.2.x_Server_Oracle_home_directory
   -disableArchiveLogMode -recompile_invalid_objects true -degree_of_parallelism 2
   -upgradeTimezone -emConfiguration LOCAL -dbsnmpPassword password
   -sysmanPassword password
   ```

10. In SQL*Plus, log in as `SYS` with the `SYSDBA` privilege and then set the `COMPATIBLE` initialization parameter to reflect the Release 11.2.0.3 upgrade.

    ```
    sqlplus sys as sysdba
    Enter password: password

    SQL> ALTER SYSTEM SET COMPATIBLE='11.2.0.3.0' SCOPE=SPFILE;
    ```

11. Restart Oracle Database.

    ```
    SQL> SHUTDOWN IMMEDIATE
    SQL> STARTUP
    ```

12. Run the `AVCA` upgrade script to upgrade Audit Vault, as follows:

    ```
    avca upgrade -old_oh Oracle_home -rac Y -racnode node_1,node_2, node_n
    ```

    Ensure that you specify the old Audit Vault Server Release 10.2.3.2.7 home directory in this step.

When this script completes, the Audit Vault Server 10.3 upgrade is successful and Oracle Database Vault is automatically enabled.

13. Enable Oracle Database Vault manually on all the other nodes.

    See Appendix B, "Disabling and Enabling Oracle Database Vault," in *Oracle Database Vault Administrator's Guide* for Release 11.2:

    `http://docs.oracle.com/cd/E11882_01/server.112/e23090/dvdisabl.htm`

14. After the upgrade script completes successfully, then run the following `AVCTL` command and check that the result shows the release number for the latest Oracle Audit Vault bundle patch:

    ```
    avctl show_av_status
    ```

2.4 Upgrading the Oracle Audit Vault Agent

This section contains:

- Information Required to Upgrade the Audit Vault Agent to the Latest Bundle Patch
- Preparing to Upgrade the Oracle Audit Vault Agent
- Upgrading the Audit Vault Agent to Release 10.3.0.0.0
- Applying the Latest Audit Vault Agent Bundle Patch

2.4.1 Information Required to Upgrade the Audit Vault Agent to the Latest Bundle Patch

You must have the name of the agent, the agent user name, and the agent password that were provided during the initial installation of the Audit Vault Agent. For example, if the Release 10.2.3.2.7 agent name is `myagent` and it is configured to use the user name `myagentuser`, then you must use the same agent name/user name for the Release 10.3.0.0.0 agent as well, because it is an upgrade.

If you do not remember the name of the agent or the agent user name, then you can find them by logging into the Audit Vault Console, and clicking on the **Agents** tab. You may need to view or edit the agent to obtain the user name.

If you cannot remember the agent password, follow the instructions in Chapter 5, Section 5.4.4, "Changing the AV_AGENT Password," in the *Oracle Audit Vault Administrator's Guide*.

2.4.2 Preparing to Upgrade the Oracle Audit Vault Agent

Before upgrading an Oracle Audit Vault Agent to the latest bundle patch, ensure that you have already upgraded the Oracle Audit Vault Server to the latest bundle patch. An Audit Vault Server can only manage agents with version numbers less than or equal to its own.

You can upgrade to the Release 10.3 version of Oracle Audit Vault if your agent version is 10.2.3.2.6 or later.

To check the bundle patch that you currently have installed for the Audit Vault agent:

1. Go to the computer on which you have installed Audit Vault agent home.
2. Set the Audit Vault agent environment variables.

See the following section in *Oracle Audit Vault Administrator's Guide* for more information:

http://docs.oracle.com/cd/E14472_01/doc.102/e14459/avadm_mng_config.htm#CEGHHIBD

3. Run the following command to find the current version of the Audit Vault agent:

```
$ cat $ORACLE_
HOME/oc4j/j2ee/home/applications/AVAgent/AVAgent/WEB-INF/classes/av.properties
```

Output similar to the following appears. Look for the line that begins with `av.release.version` to find the currently installed version.

```
#Thu Mar 01 13:17:48 PST 2012
av.agent.name=Local
av.dn=
av.log.level=INFO
url=jdbc\:oracle\:oci\:@AV
av.agent=true
av.release.version=10.2.3.2.6
```

4. If the version is Oracle Audit Vault Release10.2.3.2.5 or earlier, then complete the remaining steps in this procedure to upgrade to Release 10.2.3.2.7.
5. Log into My Oracle Support.

   https://support.oracle.com
6. Select the **Patches and Updates** tab.
7. Search for patch ID 13087259 to find the Oracle Audit Vault Release 10.2.3.2.7 bundle patch.
8. Select **Download** to download bundle patch 13087259.
9. Select **Read Me** and then follow the instructions to install bundle patch 13087259.
10. Stop all collectors that are running in the agent, and then stop the agent, as follows:
    a. Set the environment variables as described in the following section of *Oracle Audit Vault Administrator's Guide*:

       http://docs.oracle.com/cd/E14472_01/doc.102/e14459/avadm_mng_config.htm#CEGHHIBD

    b. From the Audit Vault Server, stop the collectors.

       ```
       avctl stop_collector -collname collector_name -srcname source_name
       ```

    c. From the Audit Vault collection agent, stop the agent.

       ```
       avctl stop_agent
       ```

2.4.3 Upgrading the Audit Vault Agent to Release 10.3.0.0.0

1. Unset the `ORACLE_HOME`, `ORACLE_BASE`, `TWO_TASK`, and `TNS_ADMIN` environment variables.

   For example:

   ```
   unset ORACLE_HOME
   unset ORACLE_BASE
   unset TWO_TASK
   ```

```
unset TNS_ADMIN
```

2. Install Audit Vault Agent 10.3.0.0.0.

   When prompted, specify the same agent name, agent user name, and password that you used in the previous release. See Section 2.4.1 for more information.

   See *Oracle Audit Vault Agent Installation Guide*:

   http://docs.oracle.com/cd/E23574_01/install.103/e23588/toc.htm

3. After the installation completes successfully, set the environment variables to match the directory in which you installed the Audit Vault Release 10.3 agent.

   See the following section in *Oracle Database Vault Administrator's Guide*, Release 10.3, Chapter 2, "Registering Source Databases and Collectors."

   http://docs.oracle.com/cd/E23574_01/admin.103/e23571/avadm_mng_config.htm#CEGJBIBF

4. Run the `AVCA` upgrade script:

   ```
   avca upgrade -old_oh 10.2.3.2.x_Agent_Oracle_home
   ```

   The script should complete almost immediately. When this script completes, the Audit Vault Agent 10.3 upgrade is successful. It does not produce any output for a successful upgrade. If there are errors, then check the `$ORACLE_HOME/av/log/avca.log` file.

5. Uninstall the Audit Vault 10.2.3 agent.

   a. Open a new terminal window.

   b. In the previous Oracle home directory, run the `$ORACLE_HOME/oui/bin/runInstaller` to start Oracle Universal installer.

   c. In Oracle Universal Installer, choose **Deinstall Products**.

2.4.4 Applying the Latest Audit Vault Agent Bundle Patch

The latest Oracle Audit Vault Release 10.3 is available on My Oracle Support.

3 Postinstallation Tasks

After you install Oracle Audit Vault, check if there is a patch set or critical patch update (CPU) available. Before applying any Oracle Audit Vault patch sets, back up your Oracle Audit Vault database, the Oracle Audit Vault Server home, and the Oracle Audit Vault collection agent home. See Section 3.1 for more information.

This section describes the following postinstallation tasks if you need to update this patch:

- Back Up and Recovery of Oracle Audit Vault
- Critical Patch Update (CPU)

3.1 Back Up and Recovery of Oracle Audit Vault

Back up the files before you begin a critical patch upgrade and keep these files until you have tested the upgrade.

3.2 Critical Patch Update (CPU)

A CPU is a collection of patches for security vulnerabilities. It also includes non-security fixes required (because of interdependencies) by those security patches. CPUs are cumulative, and they are provided quarterly on the Oracle Technology Network (OTN). As a best practice, apply the latest CPUs to the Oracle Audit Vault Server.

For information about critical patch updates and security alerts, see:

http://www.oracle.com/technetwork/topics/security/alerts-086861.html

4 General Installation: All Platforms

This section describes known issues and workarounds for single instance and Oracle installations on all platforms.

This section contains:

4.1 Errors in avca.log After a Server Upgrade

When you upgrade the Audit Vault Server from a previous release, error messages appear in the `$ORACLE_HOME/av/log/avca.log` file. This problem does not affect the Audit Vault agent installation.

These error messages are as follows:

```
ORA-00001: unique constraint (DVSYS.*) violated
ORA-00955: name is already used by an existing object
ORA-02260: table can have only one primary key
ORA-02261: such unique or primary key already exists in the table
ORA-02275: such a referential constraint already exists in the table
ORA-02303: cannot drop or replace a type with type or table dependents
ORA-04042: procedure, function, package, or package body does not exist
ORA-01920: user name '*' conflicts with another user or role name
ORA-01921: role name '*' conflicts with another user or role name
ORA-01951: ROLE 'AV_*' not granted to 'SYS'
ORA-01952: system privileges not granted to 'DBA'
ORA-24145: evaluation context DVSYS.* already exists
```

Workaround: You can ignore these error messages.

Oracle Bug: 8489866

4.2 Invalid Objects Appear After Upgrade of Single Instance Database from Audit Vault 10.2.3.2.6 to 10.3

After you upgrade from Audit Vault Release 10.2.3.2.*x* to Release 10.3, invalid objects may appear.

For example:

```
SQL> SELECT OBJECT_NAME, OBJECT_ID, OWNER FROM ALL_OBJECTS WHERE STATUS='INVALID';

OBJECT_NAME                    OBJECT_ID OWNER
------------------------------ ---------- ------------------------------
DV$3                                71282 DVSYS
DV$4                                71283 DVSYS

2 rows selected.
```

Workaround: Run the `UTL_RECOMP.RECOMP_SERIAL` PL/SQL procedure to recompile the invalid objects.

```
exec utl_recomp.recomp_serial('DVSYS');
```

Oracle Bug: 13389960

4.3 Audit Vault Agent Deinstallation Error

When deinstalling Audit Vault Agent from home, you may see the following error.

```
AVAGENT DEINSTALL FROM HOME EXISTING WITH THE FOLLOWING ERROR
--------------------------------------------------------------------------

## [START] Oracle install clean ##

ERROR: null
Exited from program.


############## ORACLE DEINSTALL & DECONFIG TOOL END #############
--------------------------------------------------------------------------
```

Workaround: You can ignore this message. The prompt returns following the displayed message.

Oracle Bug: 13400226

4.4 Errors When Running DBUA During Upgrade for Oracle RAC

During the Audit Vault Server upgrade process from Audit Vault Release 10.2.3.6 to 10.3 for Oracle RAC installations, the following errors appear when the upgrade process reaches the Enterprise Manager repository stage while running Database Upgrade Assistant (DBUA):

- `ORA-01403: no data found`
- `ORA-01704: string literal too long`

Workaround: You can ignore these messages. The upgrade process will complete successfully.

Oracle Bug: 13458418

4.5 Oracle RAC Remote Databases Down on IBM AIX on Power Systems After Installation

On Oracle RAC systems on the IBM AIX on Power platform, after the Oracle Audit Vault Server RAC installation has completed, the remote database instances may be down.

Workaround: Use the following command to start each remote database instance from the primary node:

```
$ORACLE_HOME/bin/srvctl start instance -d database_SID -i instance_SID
```

Oracle Bug: 13387318

4.6 Installation Failures on IBM AIX 6.1 TL7 SP1 Systems

On IBM AIX 6.1 TL7 SP1 systems, the Oracle Audit Vault installation fails with a relinking error or with an `ORA-12547 TNS:lost contact` error.

Workaround: Upgrade to IBM AIX 6.1 TL7 SP2 so that you can obtain the APAR IV09580 and other IBM bug fixes, and then try the installation again.

Oracle Bug: 13626936

4.7 SQL Exception Error During 10.2.3.2.7 to redact_partial_cc Upgrade

An error similar to the following error appears in the `av-client.log` file during an Audit Vault Release 10.2.3.2.7 to the latest bundle patch upgrade:

```
SEVERE: ReportGenerator:
SQLException after connect: ORA-00904: "APEX_PROTOCOL": invalid identifier

/May 17, 2012 9:48:55 AM Thread-12 SEVERE: oracle.jms.AQjmsException:
JMS-120: Dequeue failed
oracle.jms.AQjmsException: JMS-120: Dequeue failed
```

Workaround: You can disregard this error. It does not affect the upgrade process.

Oracle Bug: 14093979

5 General Administration and Configuration Issues

This section contains:

- Accessing Audit Vault Console on Oracle as Auditor Fails
- OSAUD Collector Crashing When Reading syslog.conf File
- Agent OC4J Agent Core Dumps When the JAVA_COMPILER Environment Variable Is Set
- Logging into Enterprise Manager Database Console Throws ORA-12505 Error in Oracle RAC
- Audit Vault Collectors Fail to Start on Windows 2008 R2 Systems
- On AIX the Start Collector Fails with an HTTP Communication Error
- NLS Issue: Unable to Read Some Strings Defined in Properties File

5.1 Accessing Audit Vault Console on Oracle as Auditor Fails

After you install the Audit Vault Server on an Oracle cluster, accessing the Audit Vault console using the `AV_AUDITOR` role fails on some versions of Internet Explorer (IE). After you log in as `AV_AUDITOR`, there may be an error.

Workaround: If you log in as `AV_AUDITOR`, and see an error right after logging in, click on the **Diagnose Network Problem** button. You should then be able to log in.

Oracle Bug: 13369982

5.2 OSAUD Collector Crashing When Reading syslog.conf File

When used to collect syslog data, the OSAUD collector can crash continuously and without recovery if the `syslog.conf` file was not created with the proper syntax.

Workaround: Ensure that you created the `syslog.conf` file using the correct syntax. Refer to the operating system documentation for information about editing the `syslog.conf` file and the proper syntax to use. If an invalid `syslog.conf` syntax is causing the collector crash, then fix the `syslog.conf` file. After you restart the OSAUD collector, then the collector activities should resume. To restart the collector, run the `avctl stop_collector` and `avctl start_collector` commands using the following syntax:

```
avctl stop_collector -collname collector_name -srcname source_name
avctl start_collector -collname collector_name -srcname source_name
```

Oracle Bug: 13498703

5.3 Agent OC4J Agent Core Dumps When the JAVA_COMPILER Environment Variable Is Set

On the IBM AIX on POWER Systems (64-Bit) system, if the `JAVA_COMPILER` environment variable is set, then the agent OC4J may dump core when you try to run the `avctl start_collector` command.

Workaround: Follow these steps:

1. Unset the `JAVA_COMPILER` environment variable.

   For example:

   ```
   unset JAVA_COMPILER
   ```

2. Restart the agent.

   ```
   avctl stop_agent
   avctl start_agent
   ```

Oracle Bug: 13567520

5.4 Logging into Enterprise Manager Database Console Throws ORA-12505 Error in Oracle RAC

When logging into the Oracle Enterprise database console after you have installed Oracle Audit Vault in an Oracle RAC environment, you may see the following error:

```
java.lang.Exception: ORA-12505: TNS:listener does not currently know of SID given
in connect descriptor
```

Workaround: See the articles 1312904.1 and 975457.1 in My Oracle Support, which is available from the following website:

https://support.oracle.com

Oracle Bug: 13387385

5.5 Audit Vault Collectors Fail to Start on Windows 2008 R2 Systems

On Microsoft Windows 2008 R2 systems, the Audit Vault collectors fail to start successfully. This is because the Oracle Audit Vault Agent service is installed under the Local System account, which is the account under which the service is installed by default.

Workaround: To start the collectors successfully without errors, follow these steps:

1. From the Windows **Start** menu, select **Control Panel**, then **Administrative Tools**, then **Services**.
2. Under Name, select the agent service for your name.

   Typically, this name is **Oracle Audit Vault Agent** ***agent_name***.
3. Right-click the name of the agent service and from the menu, select **Properties**.
4. In the Properties dialog box, select the **Log On** tab.
5. Select the **This Account** option.
6. In the **This account** and **Password** fields, enter the user name and password of Windows OS user account that was used to install the Oracle Audit Vault agent software (that is, the Oracle Audit Vault Agent Software Owner).

   A message saying `This user has been granted Log on as Service rights` appears.
7. Click **OK**.
8. Click **OK**.
9. To start the service, in the Service control panel, right-click the **Oracle Audit Vault Agent** ***agent_name***. service and from the menu, select **Start**.

Oracle Bug: 13651797

5.6 On AIX the Start Collector Fails with an HTTP Communication Error

On IBM AIX on POWER Systems (64-bit) systems, sometimes the `avctl start_collector` command fails with the following error message:

```
Http Communication error : Connection refused
```

Check if the agent OC4J process dumped core. You can find a core dump in the directory from where the agent was started.

Workaround: Start the agent and then re-issue the `avctl start_collector` command.

For example, assuming the collector is `DBAUD_Collector` and the source name is `hr_db`:

```
avctl start_agent

avctl start_collector -collname DBAUD_Collector -srcname hr_db
```

Oracle Bug: 13642701

5.7 NLS Issue: Unable to Read Some Strings Defined in Properties File

Some strings that are defined in the NLS properties files are unable to be read. As a result, in the Oracle Enterprise Manager Cloud Control pages, the key for the string appears and not the string itself. An example of this problem appears in Chapter 6, "Using Oracle Audit Vault in Enterprise Manager Cloud Control," in Section 6.7.1. In Figure 6-5, "Audit Vault Agents Home Page," the Incidents and Problems area shows **incidents_and_problems_escala...**. It should show the corresponding string, **Escalated**, instead.

Workaround: None

Oracle Bug: 13621348

6 Source Database Configuration Issues

There are no known source database configuration issues for Oracle Audit Vault.

7 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

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