

Resolving Oracle ORA-00494 Errors

ORA-00494: enqueue [CF] held for too long (more than 900 seconds) by 'inst 1, osid 10840'

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Environment Configuration

Operating System	Windows Server 2012 R2
Cloud Environment	Azure
Oracle Database Version	Standard Edition 2 Release 19.0.0.0.0 19.3.0.0.0

Background

In our customer's environment, this error was logged in the alert log when we encountered a crash of the database.

A call was logged with Oracle Support where they recommended the solution below to resolve the error.

The database environment has been stable since implementing the hidden parameters.

Solution

Steps to resolve the ORA-00494 error:

- Ensure sufficient resources available on the server
- Ensure there is no I/O contention
- Ensure the log switches are at least 20 minutes apart

Temporary Workaround

As a workaround, you can restart the database.

Resolution

To avoid the kill of the blocker (background or non-background process), set the following hidden parameter:

```
_kill_controlfile_enqueue_blocker=false
```

To prevent a background blocker from being killed, you set the following hidden parameter parameter to 1 (Default is 3 for 10g and 2 for 11g):

```
_kill_enqueue_blocker=1
```

References

Troubleshooting ORA-494 Errors (Doc ID 1915481.1)

Disclaimer: It is always recommended to log a support request with Oracle Support for any Oracle error you may encounter in your environment.

