

**To:** Singh Jim [redacted] **GRO**  
**Cc:** Allen Graham (BRA01) [redacted] **GRO**  
**From:** Richard Watt [redacted] **GRO**  
**Sent:** Tue 6/1/2010 8:33:40 AM (UTC)  
**Subject:** RE: Updated Report.

Hi Jim,

Thanks for the feedback, it would be good to discuss on the 4pm call. I'll forward this to our technical team so they can review it.

Will talk further on the 11am conference call this morning.

Regards

Richard.

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**From:** Singh Jim [mailto:[redacted]] **GRO**  
**Sent:** 01 June 2010 09:29  
**To:** Richard Watt  
**Cc:** Allen Graham (BRA01)  
**Subject:** RE: Updated Report.

Richard,

Fujitsu use of ddl to partition databases is a valid design principle. However, in the light of operational issues we agreed with Oracle to make changes to remove the use of ddl to partition to reduce the fragmentation currently being observed in the shared pool. We do not accept that this can be a root cause of the LCK issue because:-

1. It is our understanding that the LCK issue is triggered after a substantial amount of shared pool has been taken up through fragmentation. We believe it is some combination of the amount of shared pool being taken up and the degree of fragmentation that creates the conditions in which the LCK issue can occur.

2. It is our understanding that the way our application currently works means that we cause shared pool to become fragmented more quickly than will be the case when we implement improvements. Once we implement the changes to our application the shared pool will still be taken up by fragmentation over a longer period of time; the conditions in which the LCK issue can be triggered will still arise, albeit less frequently.

Our view is that the root cause of the LCK issue is either

- a. a problem in the LCK process itself which means that it cannot clear up the fragmentation quickly enough, or
- b. an architectural problem within Oracle which means that the LCK process is called at the wrong time (i.e. too late), meaning that it has no chance of clearing up the fragmentation without causing the system to hang.

Rgds, Jim Singh

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**From:** Richard Watt [redacted] **GRO**  
**Sent:** 26 May 2010 16:59  
**To:** Singh Jim  
**Subject:** Updated Report.

Hi Jim,

Revised as suggested, let me know if you've any questions. I couldn't see an issue with the contents page, I'm using MS Word 2007. I'll also follow-up on the 10.2.0.4.4 issue (3-1782093091).

Regards

Richard.



Richard Watt | Principle Critical Accounts Manager

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