

Oracle Native RDBMS Connection Not Open Error

Problem

Connecting to an Oracle native RDBMS database after installation returns a Connection Not Open (ORA-06413) error.

Cause

The Helix ALM, Helix ALM License Server, or Surround SCM directory name contains parentheses (). There are known issues installing older versions of the Oracle OCI interface library in a directory path that includes parentheses.

This issue always occurs when 32-bit Helix ALM products are installed on 64-bit Windows because applications are installed in the Program Files (x86) directory by default.

Paths similar to the following cause the error:

- Windows—C:\Program Files (x86)\Perforce\Helix ALM
- Unix—/var/lib/surroundscm (2013)/

Solution

[Download](#) the current Oracle OCI installer and run it.

- or -

Reinstall the applications in a directory that does not include parentheses and retry the Oracle database setup.

Paths similar to the following are valid:

- Windows—C:\Program Files\Perforce\Helix ALM
- Unix—/var/lib/surroundscm/

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