

New Connections Intermittently Rejected with TNS-12525 [ID 566886.1]

Applies to:

Oracle Net Services - Version: 10.2.0.1 to 11.1.0.7 - Release: 10.2 to 11.1

Information in this document applies to any platform.

Checked for relevance at 02-OCT-2011.

Symptoms

At regular intervals (every three hours), you see new connections rejected with TNS-12525 "listener has not received client's request in time allowed".

The listener log shows the following error stack :

```
10-APR-2008 17:39:15 * <unknown connect data> *
(ADDRESS=(PROTOCOL=tcp) (HOST=10.221.50.31) (PORT=4184)) * establish * <unknown
sid> * 12525
  TNS-12525: TNS:listener has not received client's request in time allowed
    TNS-12535: TNS:operation timed out
      TNS-12606: TNS: Application timeout occurred
```

At the same time the firewall log reports :

```
"TCP packet out of state: First packet isn't SYN; tcp_flags: PUSH-ACK"
```

Wireshark (Ethereal) traces show the TCP 3-way handshake never completes for those connections.

Changes

Value of idle timer was recently changed at firewall level.

Cause

Firewall closes ports not allowing the 3-way handshake to complete at TCP level.

Solution

Increase the firewall's idle timeout interval.