Exalate isn't Loading After an Update

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Problem

In some cases, Exalate won't load when updated to a newer version.
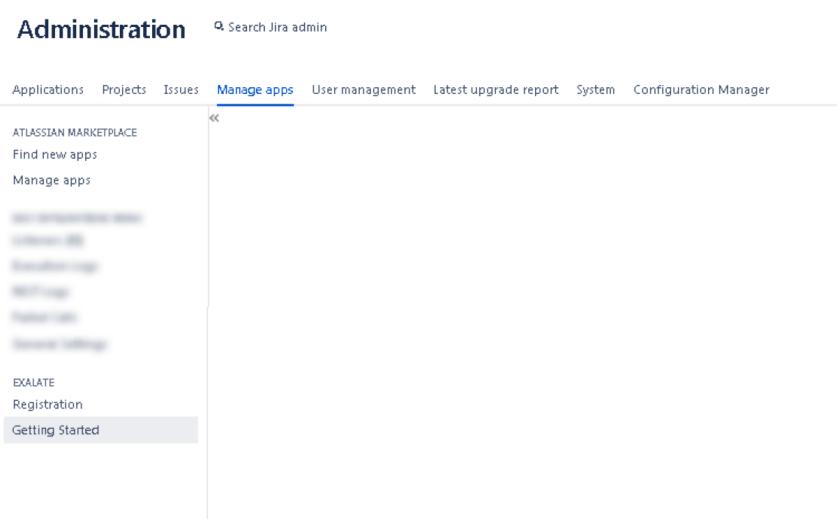
Cause

One of the reasons for this problem is the lack of tablespace in the database. If the **net.java.ao** package is in **DEBUG** level, after re-enabling Exalate, you will see the following message in the logs:

> ORA-01658: unable to create INITIAL extent for segment in tablespace JIRA_DATA

To identify this problem:

1. Navigate to ⚙ **Administration** > **System** > **Logging and profiling**.
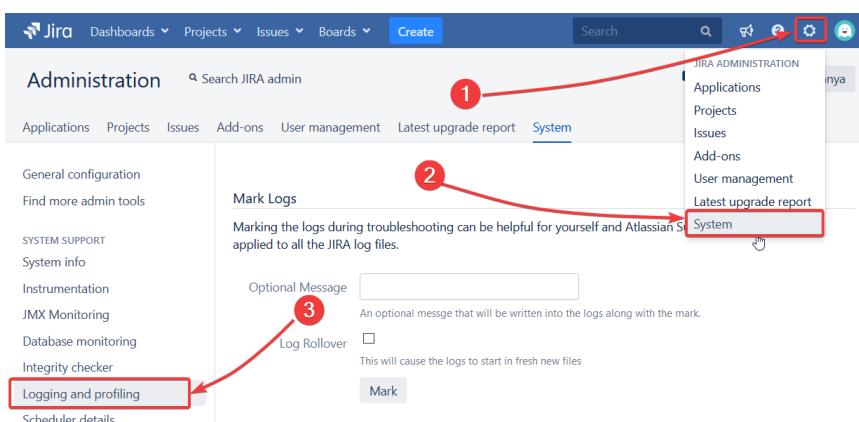
2. Enable the **DEBUG** level for **net.java.ao** package.
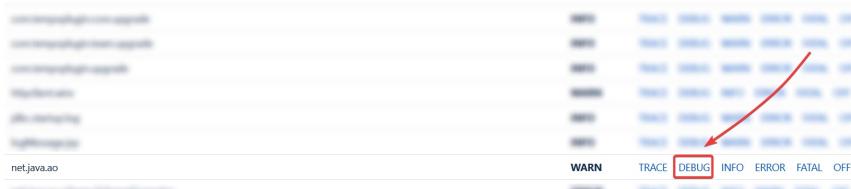
3. Navigate to ⚙ **Administration** -> **Add-ons** -> **Manage apps**.
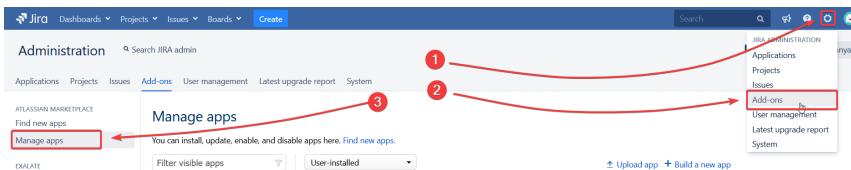
4. Click **Exalate**.

5. Click **Disable**.
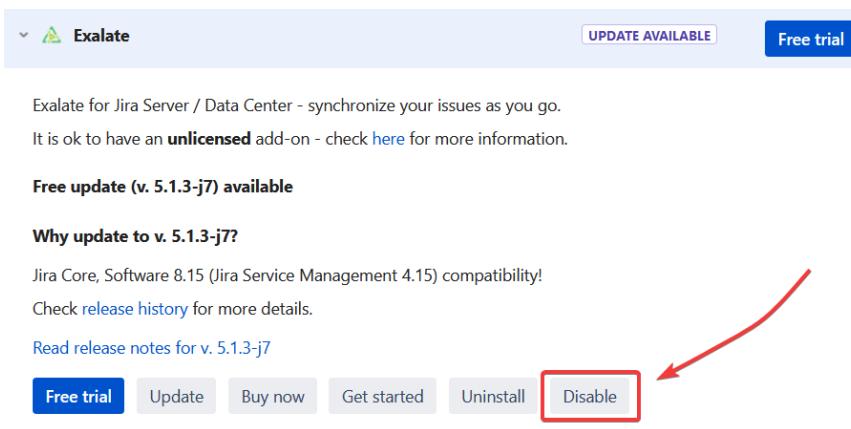
6. Click **Enable**.
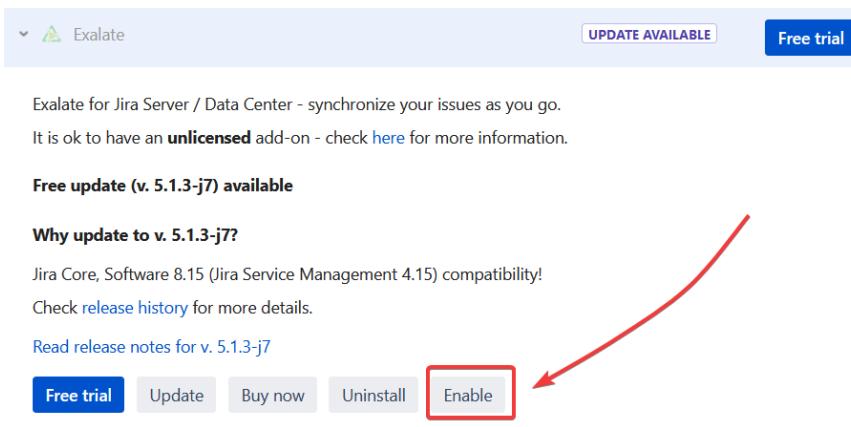
Solution

You can resolve the issue by extending tablespace in the database with one of these queries:

- Enlarge one of the existing data files:

```
ALTER DATABASE
DATAFILE 'C:\ORACLEXE\APP\ORACLE\ORADATA\XE\JIRA_DATA.DBF'
RESIZE 3000M;
```

- Add a second data file to the tablespace:

```
ALTER TABLESPACE ts_data
ADD DATAFILE 'C:\ORACLEXE\APP\ORACLE\ORADATA\XE\JIRA_DATA2.DBF'
SIZE 1000M;
```

- Allow the datafile to auto-extend:

```
ALTER DATABASE
DATAFILE 'C:\ORACLEXE\APP\ORACLE\ORADATA\XE\JIRA_DATA2.DBF'
AUTOEXTEND ON
MAXSIZE UNLIMITED; -- Or some reasonable cap
```