

Global Technical Support User Manual

01 GTS Overview

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04 Using AI Features

01 GTS Overview

01 GTS Overview

What is Tibero GTS (Global Technical Support)?

An integrated technical support platform that brings everything into one place—from viewing product technical documents to registering Service Requests (SR) and managing their history.

<https://support.tibero.com/hc/en-us>



Technical Documents

- Technical Documents
 - Troubleshooting
 - Patch Information
- AI Q&A powered by Knowledge DB



Service Request

- Request technical support (register SRs for failure, inquiries, patches, etc.)
 - Real-time monitoring of SR status
 - Unified management of all SR history

01 GTS Core Values

We provide support built around three core values: Speed, Transparency, and Collaboration.



Fast Resolution

A dedicated 24/365 support team plus AI recommendations dramatically reduce resolution time.



Transparency

Track SR status in real time (New, Working, R&D Assigned, Closed) to stay on top of progress.



Easy Collaboration

Share SR records across the whole company to maximize knowledge sharing.

01 GTS Overview

All technical support requests are unified into GTS.

AS-IS

- Email inquiry
- Phone inquiry
- Sales rep inquiry

TO-BE

- **Unified on the GTS platform**
- Use the SR (Service Request) registration feature
- Request technical support directly

- ※ New SRs cannot be registered more than 3 months after the MA contract expires.
- ※ For non-technical issues, please contact your sales representative as before.

02 GTS Account Management

02 TSI Number Guide

Registering a TSI (Tibero Support Identifier) number is required to use GTS.

What is a TSI number?

A unique company identifier required to use GTS.

How to Register

- New customers: register at website sign-up
- Existing customers: register on My Page

Key Policies & Permissions

- Admin rights: auto-granted to the first registrant (changeable)
- Permissions: admins can manage & remove all employees' access
- Multiple admins: one TSI can have several registrants (see p11)
- Social account: TSI registration restricted; ask your sales rep
- Technical docs: viewable without a TSI number

02 GTS Sign-Up

Register your TSI number when signing up on the website (formerly Technet).

The screenshot displays the Tibero Support Center website interface. The main header includes the Tibero and OwlDB logos. Below the header, there is a search bar with the text "Welcome to Tibero Support!" and a search button labeled "검색".

The page is divided into two main sections. The left section, titled "Tibero Knowledge Base", contains three cards: "기술 정보" (Technical Information), "장애 해결" (Troubleshooting), and "패치 정보" (Patch Information). The right section, titled "Additional Information (Optional)", contains a form with the following fields:

- Recovery Email: A text input field.
- Company Phone Number: A dropdown menu labeled "Select" followed by three input fields for the phone number.
- Use GTS: A radio button labeled "Use" (selected) and a radio button labeled "Do Not Use".
- TSI Number: A text input field.

Four red circles with numbers 1 through 4 are overlaid on the image, indicating the steps for registration:

1. Click the "로그인" (Login) button in the top right corner.
2. Click the "다음으로 계속: 고객 로그인" (Continue with Customer Login) button.
3. Click the "Sign Up" button.
4. Fill in the "Additional Information (Optional)" form fields.

※ Please contact your sales representative for your TSI number.

02 GTS Sign-Up

Existing website (formerly Technet) customers: register your TSI number under My Page > Edit Profile.

The image shows a screenshot of the Tibero website. The top navigation bar includes the Tibero logo, links for PRODUCTS, DOWNLOAD, SUPPORT, and ABOUT US, and user options for Logout, My Page, and ENG. A red circle with the number '1' highlights the 'Edit Profile' option in the 'My Page' dropdown menu. To the right, a red circle with the number '2' highlights the 'Additional Information (Optional)' form. This form contains fields for Recovery Email, Company Phone Number, Use GTS (with radio buttons for 'Use' and 'Do Not Use'), and TSI Number.

Tibero PRODUCTS DOWNLOAD SUPPORT ABOUT US Logout My Page ENG

Edit Profile

- 1:1 Inquiry History
- Training Applications
- Trial License
- GTS Account Management
- Contract Information
- S/R Registration

Additional Information (Optional)

Recovery Email	
Company Phone Number	Select - -
Use GTS <i>i</i>	☒ Use ☐ Do Not Use
TSI Number <i>i</i>	

QUICK

↑

※ If you need to register a TSI number for a social account, please contact your sales representative.

02 Adding a TSI Number

If you need to manage multiple companies, register additional TSI numbers under My Page > GTS Account Management.

The screenshot shows the Tibero website's 'My Page > GTS Account Management' section. The sidebar menu has 'GTS Account Management' highlighted with a red box and the number 1. The main content area shows a table with user information. The first row has a red box labeled 2 around the 'register' button in the 'Assigned Company' column.

No.	Name	ID(Email)	Phone Number	Company	Position	Assigned Company	TSI Number	Membership Level
1	홍길* (Me)	hong***@company.com	010-1111-2222	AA Company	Manager	register	#####	Customer (Member)
2	홍길* (Me)	hong***@company.com	010-1111-2222	AA Company	Manager	register	#####	Customer (Member)

The 'Assign Company' modal form has a red box labeled 3 around the 'TSI Number' input field and the 'Search' button. Below the input field is a table with columns: TSI Number, Company Name, Company Code, and Select. The table body contains the text 'Please search for a TSI number.'

TSI Number	Company Name	Company Code	Select
Please search for a TSI number.			

※ ① GTS Account Management is available only to users who have registered a TSI number.

02 Adding a TSI Number

Select the target company for the ticket when registering an SR.

The image displays three screenshots from the Tibero support portal, illustrating the process of adding a TSI number. Red circles and boxes highlight key elements:

- 1**: The "Service Request" button in the top right corner of the "Welcome to Tibero Support!" page.
- 2**: The "New SR" button in the top right corner of the "My requests" page.
- 3**: The "Organization" field in the "Submit a request" form, which is required and includes a dropdown menu for selecting a company.

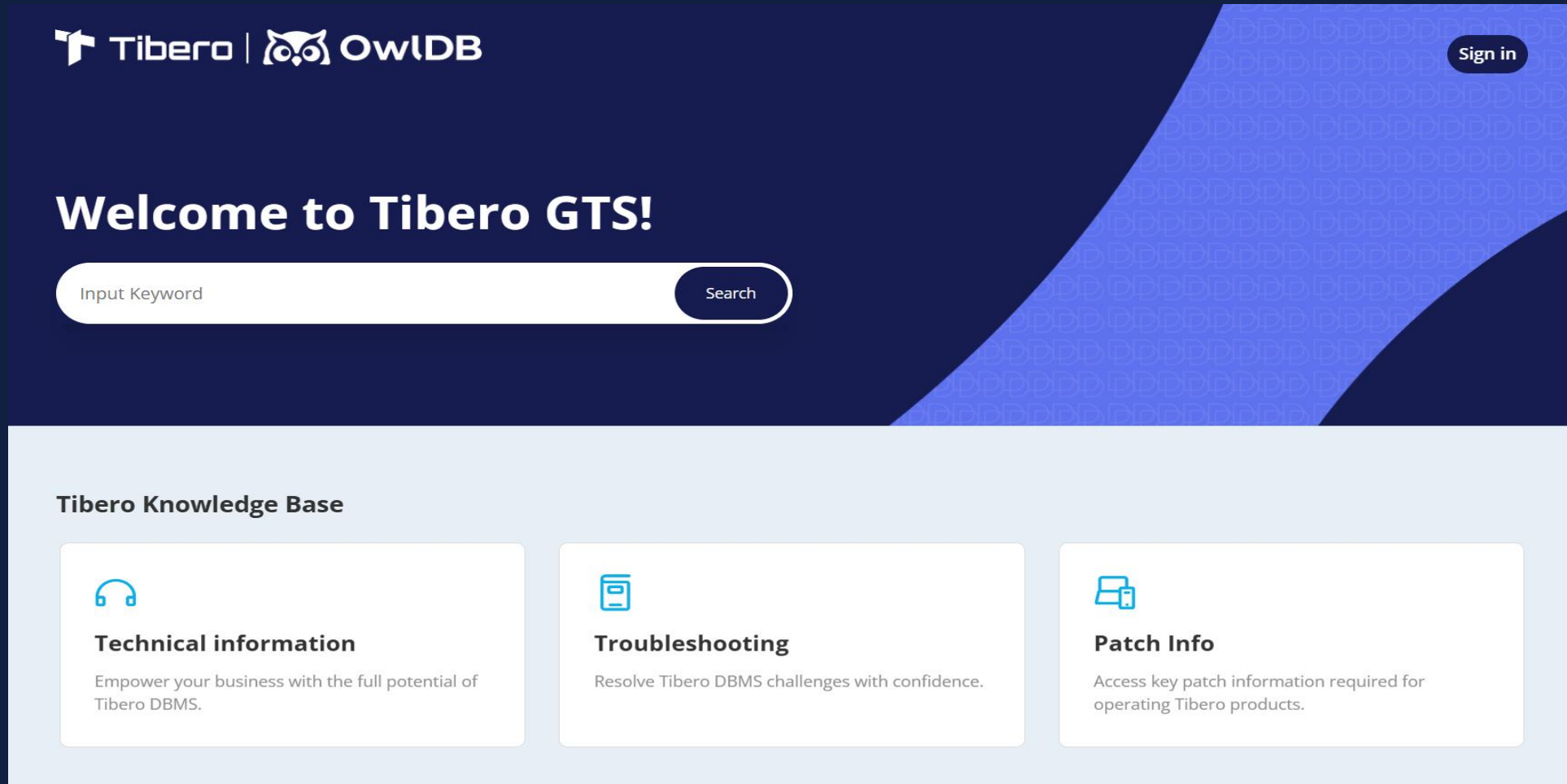
The "Submit a request" form also includes fields for "SR 요약 (SR Summary) *" and "SR 설명 (SR Details) *", with a rich text editor for the details.

※ For company-specific SR history management, see p23.

03 GTS Features

03 GTS Features

View technical information, troubleshooting guides, and patch details, and register and handle customer SRs.



03 GTS Features

1) Technical Information

Provides a range of Tibero technical information: installation, tuning, patches/upgrades, migration, integration, and more.

Installation

- How to Configure ACFS
- How to Check NCPU Information for License Issuance
- Building a Non-Stop Synchronization Environment Using ProSync Bidirectional CM FailOver (2/4)
- Prosync TAC to TAC One-Way Synchronization CM Failover Setup-2
- TSC + Observer Configuration Guide (2/2)
- TSC + Observer Configuration Guide (1/2)

[See all 49 articles](#) ➔

Tuning

- Checking Execution Plan Changes According to Hints
- How to Replace UNDO TABLESPACE
- INDEX Hint Usage Examples
- How to Identify Nodes with Long Execution Time in Execution Plan Statistics
- RESULT_CACHE Option Usage Guide
- Correlation between HighWaterMark and Table Fullscan

[See all 36 articles](#) ➔

Patch/Upgrade

- Speed Improvement Measures for Table Modify
- Password Encryption Method (MD5<math>\&\gt;SHA256) Change Patch Application Task
- Tibero Upgrade Guide
- Tibero Patch Guide

03 GTS Features

2) Troubleshooting

Provides guides for a range of issues: administration/configuration, backup/recovery, utilities, and more.

Administration

- 📖 Symptoms When maxuproc Parameter Is Insufficient in AIX Environment
- 📖 Internal error 'false' Error Occurrence
- 📖 Error TBR-8103: Circular synonym detected occurs when querying DBA_PROFILES
- 📖 FD Overuse Phenomenon of tbepa Process in AIX Environment
- 📖 TBR-12050 Connection error. Connect to a different server. Troubleshooting Guide for the Issue
- 📖 Explanation of ERROR_READ_MSG_TIMEOUT(-12099) Error

[See all 84 articles ➔](#)

Backup/Recovery

- 📖 Partial Zeroing Issue in Archive Logs Created on Veritas Infoscale (Vxfs)
- 📖 Precautions When Integrating tbrmgr with NetBackup (SVR Error: -24106)
- 📖 Recovery Failure Due to TBR-1027 Error When Performing Media Recovery
- 📖 Crash Recovery Delay Issue During tbboot Failover
- 📖 Data File Copy Failure When Running Backup Script in Windows Tibero Environment
- 📖 Internal Error Occurs When Recovering Data from hotbackup Copy

[See all 13 articles ➔](#)

Utility

- 📖 Error TBR-90612 Occurs When Handling LOB Data During tbexport/Import Migration
- 📖 Error (-17004) occurs in slog when performing SQLTrace function without permission in Tiberostudio
- 📖 system tablespace full phenomenon (after index online rebuild)
- 📖 tbExp Execution and Backup Not Possible When Creating Temporary Files
- 📖 Issue of Inaccessible TAS When Using Analysis Tools such as tblogdump
- 📖 tbrmgr Backup Recovery Failure

[See all 11 articles ➔](#)

03 GTS Features

3) Patch Information

Provides patch information by feature and issue type.

Critical Patch

- Remove CF-DD Correction After Completing Online Media Recovery
- Issue Resolution for Breaking Buffer Cache Hash Bucket Chain
- Fix for temp read/write used in parallel execution not appearing in xplan
- windows Build Error Fix
- Failure of iparam_desc_gen.sql Execution Due to Special Characters in USE_ZETA English Description During Rolling Patch Task
- Fix for UAF Issue Occurring in Buffer Cache Removed bh Cleanup Logic

[See all 48 articles ↗](#)

Application-Impact Patch

- Fix Missing FK Check Bound to Index When _ENABLE_TDI_MI=N
- Fix for Error Where Blocking Does Not Occur in PE When Hash Join Is a Bush Join
- Error Correction in Subquery Setting Used as UPDATE Value
- SIGSEGV Occurs When Comparing Identical Expressions During aggr_to_anal Conversion Step
- Enhancement of Parallel Execution Feature
- Fix for TEMP read/write used in parallel execution not appearing in XPLAN

[See all 47 articles ↗](#)

Security Patch

- Unable to Generate Call Stack Dump in Environments Where Kernel Parameter ptrace_scope Is Not Set to 0

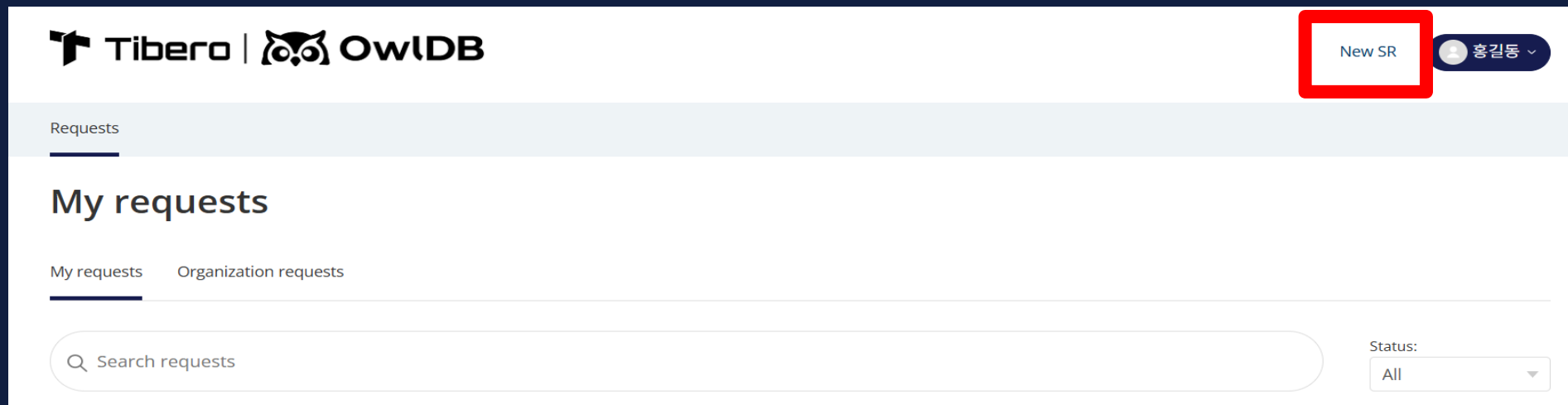
03 GTS Features - Registering a Service Request

Service Request Types

Request Type (SR Category)	Description
Technical Inquiry	Support for simple technical questions
Failure Support	Support for incidents such as DB Down, Hang, and Engine Error
On-Site Support	On-site support such as regular inspections, tuning, and monitoring
Remote Support	Remote support such as product installation, stabilization, and incident response
Binary Request	Requests to issue new binaries and patches

03 GTS Features - Registering a Service Request

Registering a New Service Request (New SR)



03 GTS Features - Registering a Service Request

Registering a New Service Request (New SR)

Submit a request

Fields marked with an asterisk (*) are required.

Organization *
Please tell us which Organization you would like this request associated with. You can change this later.

(주)티백스티베로

요청 구분 (SR Category) *
기술 문의 (Technical Inquiry)

제품 유형 (Product) *
Tibero

Tibero Version *
7

SR 요약 (SR Summary) *
When attempting to query after creating an MSSQL link, error TBR-2131: Generic I/O error occurs.

Suggested articles

[MSSQL DBLINK Error Cases](#)

[Gateway Execution Process \(Tibero to Oracle DBLink\)](#)

Paragraph B I [Icons]

When attempting to query after creating an MSSQL link in Tibero, the following error occurs:
TBR-2131: Generic I/O error. Symptom

[Gateway Log]

```
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
2024-11-14 10:00:00 [Error] [TBR-2131] MSSQL DBLINK Gateway connection error: generic i/o error
```

Attachments

Choose a file or drag and drop here

Submit

Documents are automatically recommended based on your input.

MSSQL DBLINK Error Cases

MSSQL DBLINK 에러케이스_v1.1.pdf

1 MB · Download

Applicable Product Version | 7FS02PS04

Document Number | TADT1191

Overview

This document is a technical guide summarizing major error cases, causes, and solutions that may occur during MSSQL ↔ Tibero DBLINK integration.

Various errors can occur depending on MSSQL settings, ODBC settings, Gateway settings, Tibero parameter settings, etc., when configuring DBLINK. The causes and solutions for each error type are summarized below.

목차 Contents

- Overview
- Methods
 - 1. [CASE1] XACT_ABORT Setting
 - A. Symptom
 - B. Cause
 - C. Action
 - 2. [CASE2] Missing Provider String Setting
 - A. Symptom
 - B. Cause
 - C. Action
 - 3. [CASE3] RPC Setting Not Configured
 - A. Symptom
 - B. Cause
 - C. Action
 - 4. [CASE4] ODBC Version/Patch Issues
 - A. Symptom
 - B. Cause
 - C. Action
 - D. Compatibility Criteria
 - 5. [CASE5] DBLINK_CONN_TIMEOUT Setting
 - A. Symptom
 - B. Cause
 - C. Action
 - 6. [CASE6] Gateway Service Start Failure
 - A. Symptom
 - B. Cause

03 GTS Features - Registering a Service Request

Status Monitoring



New SR

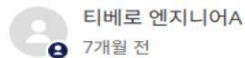
홍길동 ▾

Requests

Tibero GTS > Requests

Check SR communication history
& details

When attempting to query after creating an MSSQL link, error TBR-2131: Generic I/O error occurs.



티베로 엔지니어A

7개월 전

Hello. This is Tibero.

It appears the response time has exceeded the value set for DBLINK_CONN_TIMEOUT. The default value for the DBLINK_CONN_TIMEOUT parameter varies by Tibero version. (Tibero 6: 10, Tibero 7: 100)

Please execute the command below using the sys account and apply the changes to the tip file.

```
SQL> alter system set DBLINK_CONN_TIMEOUT=time to change (seconds sec);
$ vi $TB_HOME/config/$TB_SID.tip
DBLINK_CONN_TIMEOUT= time to change (seconds sec)
*** Translated with www.DeepL.com/Translator (free version) ***
```



홍길동

8개월 전

When attempting to query after creating an MSSQL link in Tibero, the following error occurs:
TBR-2131: Generic I/O error. Symptom [Gateway Log]

```
10157151.761 16059 [SeemThr-11] INFO com.tmax.tibero.gateway.com.Gateway - processing request
10157151.762 16060 [SeemThr-11] INFO com.tmax.tibero.gateway.com.TCCom - read req...
10157151.775 16073 [SeemThr-11] INFO com.tmax.tibero.gateway.com.TCCom - send ready reply
10157151.776 16074 [SeemThr-11] INFO com.tmax.tibero.gateway.com.TCCom - read req...
10157151.786 16084 [SeemThr-11] INFO com.tmax.tibero.gateway.com.SQServerCom - SubReqWithVer called.
10158146.579 72876 [SeemThr-11] ERROR com.tmax.tibero.gateway.com.Gateway - SQLException ERROR STACK TRACE:
com.microsoft.sqlserver.jdbc.SQLServerException: HAN *2024.09.01 09:00:00, ClientConnectionID:10158146511-4d76-43f0-8430-830b0a0450
```

요청자	홍길동
생성됨	2026.09.01
마지막 활동	2026.09.01
배정 대상:	티베로 엔지니어A
ID	#11000
조직	(주)티맥스티베로
상태	Working
요청 구분 (SR Category)	Technical Inquiry
제품 유형 (Product)	Tibero
Tibero Version	7

03 GTS Features - Registering a Service Request

History Management

 **Tibero** |  **OwlDB**

New SR  홍길동 ▾

Requests

My Requests

My requests Organization requests

Check the full list & status of SRs you registered

Status ▾
All ▾

Subject	ID	Created	Last activity ▾	Status
Request for Analysis of the cause of the DB down	#11700	4days ago	1days ago	assigned R&D
Tibero 6 Upgrade	#11613	10days ago	3days ago	working
Patch Procedures and Guidelines	#11773	1month ago	4days ago	waiting for Customer
Binary Request	#11529	2month ago	2month ago	closed
Request for Routine Inspection	#11330	3month ago	2month ago	closed

03 GTS Features - Registering a Service Request

History Management

 Tibero |  OwlDB

New SR  홍길동

Requests

Check the list & status of SRs registered by other employees in your company

My Requests

My requests **Organization requests**

Organization
(주) AA Company

follow

Status
All

Subject	ID	Requester	Last activity ▼	Status
Request for Analysis of the cause of the DB down	#11700	홍길동	1days ago	assigned R&D
Request to resize Vachar	#11637	김철수	2days ago	on site support
Tibero 6 Upgrade	#11613	홍길동	3days ago	working
Inquiry Regarding DB connection delays	#11541	김영희	1month ago	working
Request for Upgrade and Migration	#11435	김영희	2month ago	closed

03 GTS Features - SR Status

SR Status

Status	Description
New	New SR registered
Working	An engineer has been assigned and is working on it
On-Site Support	On-site support
Assigned R&D	R&D is analyzing & resolving the issue
Further Review	An engineer is performing further analysis & review
Waiting for Customer	Answered; waiting for the customer to confirm & respond
Closed	SR completed

04 Using AI Features

04 Using AI Features

When you search by keyword, AI provides answers based on the Knowledge DB.

The screenshot shows the Tibero GTS search interface. At the top, there's a header with the Tibero and OwIDB logos, a 'Service Request' link, and a user profile '홍길동'. Below the header, a large 'Welcome to Tibero GTS!' message is displayed. A search bar contains the text 'TBR-12050 Connection error' and a 'Search' button. The search results page shows a breadcrumb 'Tibero GTS > Search results'. On the left, a 'Source' sidebar lists 'All sources (353)', 'Tibero GTS (275)', 'Tibero_Manual(KR) (76)', and 'TmaxOpensql_Manual(KR) (2)'. The main content area, highlighted with a red border, shows a 'Quick answer' section. It explains that 'TBR-12050' occurs in 'Mount mode' when the 'tbdsn.tbr alias' has 'two or more instance entries'. It provides two solutions: a 'Fix' to configure only one instance per alias, and an 'Alternative' to modify the alias or use a different one. Below this, it mentions 'AI suggestion based on' and lists two links: 'TBR-12050 Connection error. Connect to a different server. Troubleshooting Guide for the Issue' and 'TBR-12050 Connection error Issue Resolution'. At the bottom of the red box are thumbs up and thumbs down icons.

Tibero | OwIDB

Service Request 홍길동

Welcome to Tibero GTS!

TBR-12050 Connection error Search

Tibero GTS > Search results

Source

- All sources (353)
- Tibero GTS (275)
- Tibero_Manual(KR) (76)
- TmaxOpensql_Manual(KR) (2)

★ Quick answer

TBR-12050 occurs in **Mount mode** when the **tbdsn.tbr alias** (e.g., tbdsn.tbr) has **two or more instance entries**. This message is normal to avoid ambiguity about which instance to connect to.

- **Fix:** In tbdsn.tbr, configure **only one instance per alias** (remove duplicated INSTANCE entries).
- **Alternative:** **Modify the alias** or connect using a **different alias**.

AI suggestion based on

- 📄 [TBR-12050 Connection error. Connect to a different server. Troubleshooting Guide for the Issue](#)
- 📄 [TBR-12050 Connection error Issue Resolution](#)

👍 👎

Thank You