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Vicken Khachadourian
PO Box 5160
Pasadena, CA 91117

Obvious Questions and Answers about My Discovery

Question:

You claim that you solved 400 of the toughest production outage or highly escalated cases at Oracle, how did that happen? What evidence is there to support that claim? Oracle has a lot of smart people who can solve problems too. What makes you so unique?

Answer:

My story is unique because I made very a unusual career choice in Silicon Valley. I don't know of anybody else who's made the choices similar to mine, that's why my story came out as it did. This is a long note, but it has to be, because it explains how Oracle made such a horrible, \$1 trillion decision and has been covering it up to this day.

Here is what happened:

I started working at Oracle in 1987 as a Database Support Rep. It was then called the Kernel Group. v5 was the production release. By 1992 I had held successful positions as a salesrep and the manager of sales consulting. I left Oracle and worked for a company called GAIN Technologies, where Tom Siebel was the CEO. I was building his personal demos and the job paid well. Tom used to be my VP at Oracle. He sold GAIN to Sybase and used the money to start Siebel Systems, which Oracle eventually acquired.

At the age of 33 I was financially comfortable and walked away from Silicon Valley's career pursuit. I was very respected at Oracle and I returned to Oracle Support in February 1992, working as a Database Support Rep, which is a very high stress position. I negotiated flexible hours, telling them that I also wanted to produce running races on weekends.

Oracle reluctantly agreed, but my proposal had merit. Oracle's disastrous v6 release was being phased out, and v7 ended up killing Sybase, Informix and the RDB database of DEC (Digital Equipment Corporation). Between 1987 – 92, I had accurately predicted how the v6 release was going to be a disaster, and my rescue plan had made me a hero. Oracle emerged as the de facto relational database leader. Larry Ellison pushed one mission critical application after another to run on Oracle, 24 x 7. eBay, Amazon and many other important systems in the world were going to run on Oracle. I knew that when those systems failed, the effort was going to need flexible, intense resource allocation, overnight work, weekend work to make sure those systems stayed up.

By 1995 – 96 I was so successful in my cases, and I was spending so much time in late night hours at home, that Oracle spent \$5,000 on a dedicated T1 line, wiring my house, and eliminated my cubicle in

the HQ. This happened years before broadband / DSL lines became cheap. If you visited the Oracle data center, you would see modems that said Denver Office, Chicago Office and also vkhachad, for my home connection.

My proven success encouraged management to create a third level support position, where I no longer worked on my cases. The front line engineers brought their tough cases to me, and my job was to help them. In that position I maintained a 100% success rate. If I could make the front line engineer successful, then I guided them and followed up to make sure they succeeded. If I thought that the risk was high, and that they may fail, then I took over the case until the risky portion was over, then handed the case back them to 100 success again.

My success created competitors. By 1996 – 97, dozens of employees wanted to be in third level support, many managers started presenting plans on how they were better than me, and I was sidelined. I was an individual contributor with no ambition to be in management again. I had fired Silicon Valley, I was producing running races and did not have the management structure inside Oracle to deal with their jealousy. I let them pursue their career goals.

It was in this third level support position that I discovered that data without context misleads all computing structures, including developers, support reps and automated computer systems. Engineers were contacting me, pointing to some line from an Oracle diagnostic trace file, telling me what they thought the problem was, and I had serious doubts on whether what they were looking at had any relevance to the problem.

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18 22. At Oracle's request, Plaintiff explained to other support engineers that trace files had
19 become so large that some reports, usually those pertaining to the most difficult problem, would
20 take more than 5 hours to run and generate up to 350,000 pages of data and that because they
21 were so massive, error would likely be worked out of context and become meaningless, and that
22 they should begin with a technical story pertaining to the context within which the technical
23 problem arose and that by parsing the stories a certain way it was possible to resolve problem,
24 despite the massive amount of trace output files.

The third level support group that emerged as the victorious one was called BDE, Bug Diagnostics and Escalations. At some point I was in BDE and after I successfully and impressively solved 4 highly escalated cases, the technical details of which I cannot disclose, because Oracle will come after me for giving away trade secrets, the manager of BDE kicked me out. In all of those 4 cases, the role on context made all the difference.

Here is evidence of the existence of the BDE group:

http://www.enoughtrace.com/enough_trace_dot_com_data/no_clicks/Oracle_BDE_evidence.jpg

I went over his head. Presented my context discovery to our VP, who was alarmed by how dangerous Oracle's out-of-context trace file studies were becoming, and immediately took action to protect me and my discovery.

I was sent to front line Support, but kept my flex hours. The BDE manager was ordered to keep me in his group, but my job was to work with the front line engineers.

At the front line, the managers never gave me front line work. They placed me as an engineer to "help" front line engineers. So, I immediately became an "Undocumented" third level engineer. This back and forth from front line to third level back and forth happened 4 times from 1996 to 2009, when Oracle fired me.

In all of those years, no matter what my title was and what group I was in, I was the "undocumented" third level engineer, and my job was to "help" front line engineers.

When front line engineers contacted me to present or dump cases on me, they gave me the cases in which they were having an impossible time with both BDE and development. Why would an engineer give me a case in which they are having an easy time? So, they gave me their toughest cases. Oracle maintaining me as an unofficial third level, "undocumented" third level employee, by default, placed me in that position.

In 1999, I started sending weekly emails to all the front line engineers and managers who brought me cases. My track record got documented from 10 years in those emails, and it establishes my claim that I worked 400 of the toughest cases with 100% success.

By placing me this way, the small group of Oracle managers saved their careers, made millions by selling themselves as innovators and Oracle missed out on my discovery until 2007. By then the damages to Oracle customers from fighting my discovery was already in hundreds of millions.

On many cases, front line engineers would bring me these toughest cases. Oracle's customer anger watchdogs would monitor my progress. If my work was going to expose Oracle to liability, showing bad decisions by other engineers, then after I got the case to a good milestone, they would immediately take the case from me, initiate conference calls with the customer, fudge the report on what was wrong and broken, and hit the customer with more Support charges. By that time customers would be desperate not to suffer an outage again, so they would spend the money.

In all those years when they treated me like this, I never put any dirty laundry in front of any customer. I kept working with a few upper managers, hoping that they will stop the insanity.

The fact that I worked 400 of the toughest cases at Oracle with 100% success is well documented, and nobody has matched my record to this day.

Question:

Why can't Oracle, TESLA, GM or Boeing fix the problem you identified and fixed?

Answer:

The problem is very sneaky. It does not raise errors. It gives the observer, whether it's human or automated, the illusion that they are on the right track. It's like the HIV virus. You get infected, don't feel anything bad, but months or years later, you'll pay for it very dearly.

There was no warning or error message explaining how the system architect relied on out-of-context assumptions. When diagnostic data came into Support or Development, if they saw a suspect that looked good, they would go after it, and many times fixing a bug would do nothing to eliminate the failure at the customer site.

In Oracle's case the data that came out-of-context was diagnostic data. In a TESLA, it is driving data, and in a Boeing flight control system it is flight data. As long as the data is out-of-context, you're gonna have failure. In the case of Oracle Support, the resolution of cases took forever. In a TESLA, unfortunately people die.

Oracle, TESLA and Elon Musk have a lot of resources to flood the market with misleading, contradictory content, and in the case of TESLA, people are thinking they are advancing computer science by making light of TESLA driving failures, are ignoring the resulting fatalities.

Elon Musk has labeled fatalities as necessary events to make progress. My 100% success proves him wrong. The majority of TESLA fatalities are preventable, but Mr. Musk has to be truthful about the fact what the technology can and cannot do right now. He needs to truthfully disclose all relevant discoveries on the evaluation table, including my success record. Oracle's Larry Ellison was on a TESLA board for many years, and he's said that he's a close friend with Elon Musk.

When you're developing an Oracle based system, sometimes, just the installation takes months. It's not like downloading an APP on your cell phone. When you're implementing the application software, you have to make sure that your code and the complex Oracle Database Engine are going to get along. If you build any parts of your system on false assumptions, you'll pay a very dear price later. The out-of-context assumptions do not raise errors.

If you study the analogy by Dr. Donald Kennedy, the Previous President of Stanford University on my website: www.enoughtace.com, you'll see that if the Martians mistake a baseball game where the main event is about hotdogs, then they are going to focus on hotdogs and lose the baseball game.

In this video, Elon Musk says that he wore a T-shirt with a STOP sign on it. Then, with his T-shirt he fooled a TESLA to stop. The crowd laughs, as if that's funny. Then Mr. Musk says that it's an easy fix. It is not an easy fix, and I am ahead of anybody I know in the world in this. I've reviewed the curricula of Computer Science schools, and they are way behind.

<https://www.youtube.com/shorts/hs5zNMnf-r0>

<https://www.youtube.com/shorts/01Wlyrlaers>

https://www.youtube.com/results?search_query=elon+musk+tesla+tshirt+stop+sign

Neither Elon Musk, nor Ellison have a fix to this problem. In March 2023, Mr. Musk got more than 500 signatories to sign an open letter to halt AI research, stating that it's dangerous. If so, then why has he been promising Full Self Driving TESLAs since 2016? Why did he promise it again in 2022?

When I worked at Oracle, they attacked me so viciously that I only succeeded on my individual cases and moved on to the next one. I gave Oracle all that I had, and have developed a lot since they fired me, but Oracle bet against me. So far they do not have a solution.

As for the other companies' failures, including Boeing, TESLA and GM, Oracle was one of the first companies that had a business need to develop AI systems. In 1996, Amazon was trying to sell books and did not start AWS until 2004. TESLA was just a small company in a garage or a warehouse, if it even existed, so the other companies do not have the production pressure that I was put under.

In many ways, one of the worst experiences of my life, where Oracle Support dumped the toughest cases on me, and fudged the reports and exploited me, turned out giving me a unique advantage that nobody else has.

This is difficult to believe, but I have all the phone bills to prove it. Between 1996 – 2008, I worked at least 300 nights at Oracle, 24 x 7, and I never lost a case. I worked all day, all night and the next day, without sleep, and my judgment stayed sharp. I have made copies of all my phone bills, and kept them safe. Oracle did not pay me even \$1 overtime, because the business plan of the managers said that between the front lines and BDE, they were covering for their business model. My manager gave me good performance appraisals, and that was that. I also worked at least 75 weekends, when they would dump an escalated case on me on a Friday afternoon, and go about enjoying their weekends.

Question:

Does Oracle know about the problem, and is it trying to fix it?

Answer:

As a whistleblower I'm entitled to keep my evidence from Oracle's internal records, but my understanding is that I can disclose that evidence only to government parties or lawyers. In this document I can only disclose publicly available content. Of course, my internal records prove about Oracle's knowledge about this problem.

1. Oracle's patent history proves that they know

Oracle knew about the problem, because in 2005 I called a high level VP called Dave Hare, who was 2 levels below Larry Ellison, and blew the whistle. Oracle conducted a 2.5 year investigation, and concluded that my discovery had merit. Oracle made me the first patent candidate for the role of context.

Oracle was founded in 1977. From 1977 to 2007, Oracle's legal department applied for thousands of patents, but they never applied for even one patent about diagnostics and context. After 2007, Oracle applied for over 200 patents in that area.

This is the first piece of evidence that Oracle knew, in a very serious way.

http://www.enoughtrace.com/enough_trace_dot_com_data/no_clicks/Patent_list_Oracle_context_Aug_2020_all.pdf

2. In 2017 Larry Ellison officially agreed to put diagnostics in context

In October 2013, the Cover Oregon \$300 million project became a total loss for the state. The entire State Leadership team focused on it. I contacted the Attorney General's office, and have proof that they received my 80 page report. The Oregon AG immediately took action, and eventually sued Oracle for criminal fraud, which settled with Oracle paying \$100 million. Right at the time when that lawsuit was announced, Larry Ellison resigned as CEO of Oracle. After the Enron failure and after the Sarbanes-Oxley law, it became a criminal offense for any CEO to sign quarterly earnings statements that misled investors.

Oracle ended up with 1 co-CEO's In September 2016. Safra Catz and Mark Hurd. Mark Hurd died years later, and Larry Ellison has not signed an Oracle earnings reports since 2014. If this story breaks, Mark Hurd can easily be blamed for Oracle's failures.

One of my measures in dealing with out-of-context diagnostics was that I insisted on going over the technical story of cases, from the metal to the user interface. In 2017, during the Wall Street earnings call and in his keynote speech at Oracle Openworld, Larry Ellison said the following:

"...and we are in the Cloud infrastructure business looking at network logs and operating system logs, and storage hardware logs, we are also looking at database logs, we are looking at people trying to log on to application systems and the passwords they are reducing..."

He finally agreed to place diag data in context of tech stack layers. Now he needs to help his friend Elon Musk stop killing people in his TESLAs, and stop making promises that Oracle's top executives knew as early as 2007 that are not achievable.

3. The \$300 million Cover Oregon Failure proves Oracle knew

Oracle went after the then Governor of Oregon, John Kitzhaber. At some point a state IT employee released all of Governor Kitzhaber's emails to the public. Unbelievable! The next Governor with close ties to Oracle, Kate Brown released all redacted copies of the emails. I downloaded those emails and studied them. It had evidence that the Governor was discussing the Cover Oregon failure with both Safra Catz and Larry Ellison.

4. Union Bank gave me 3 hours to sign a new agreement giving up the right to have an attorney

My last IT position ended in January 2017. It was with Database Security at Union Bank, using Imperva's Secure Sphere.

On October 26, 2016, I returned from lunch and Union Bank had a new "Employment /

Contractor Agreement” in my inbox. I was asked to sign it by the end of the day, or they said I will get fired. The agreement threatens me with prison, and I by signing it agreed to give up the right to an attorney if I had any intellectual property dispute with Union Bank.

Here is a copy:

http://www.enoughtrace.com/enough_trace_dot_com_data/no_clicks/Union_Bank_Oct26_2016_redacted.pdf

At Union Bank I was doing useless work. Asking someone to give up the right to an attorney is a pretty drastic measure, and giving them only 3 hours to sign it only adds to the severity of the action. I signed it. I’ve been attacked when it comes to employment in many ways, because Oracle has resources to find out where I’m working and puts pressure to fire me.

When I signed it, I told myself Oracle is desperate.

Question:

Why can’t you find employment in high tech?

Answer:

I’m trying, but when I was an UBER driver I had a passenger who worked in HR. I told her my story, and she told me that if my candidacy came to her, she would find 100 legal ways to stop me from getting the position. People label me as a trouble maker, and they are afraid of Oracle or Elon Musk retaliating against them for hiring me.

Being out of Oracle based employment for 6 years also made me fall behind on some of the latest jargon they use during interviews, but I don’t even get interviews any more, even though I produced at least \$1 billion worth of value if you study all the catastrophic Oracle production systems I resurrected.

There have been many scientists who have been destroyed through centuries for being correct. Nikola Tesla is one of them. It’s ironic and a company called TESLA is killing people with their car software, but fighting my 100% successful discovery.

Another reason is that I refused to take hush money and let Oracle bet against me and continue the failures. They have reason to see me destroyed. If I get a position in an Oracle shop, I will expose Oracle’s wrongdoing, and that’s the last thing Oracle will want to see happen, so they trash my name on the internet.

Question:

You and your story are old. How is this story relevant today? Technology moves and evolves. Why should we today spend time on this issue?

Answer:

My story is more relevant today than ever. What used to be a small problem in a group level in 1996 at Oracle, has become painful and mainstream today, with failures grabbing attention from 3 Presidents of the USA, Representatives, Senators and officials in federal and state governments. In 1996, diagnostic data was sending engineers off course. Today, a TESLA does not recognize a STOP sign the way a human does. It analyzes the picture pixel by pixel, and the role of context is central to how it makes automated conclusions. Today, TESLA drivers are getting killed for the same root cause, so I have even more reason to make sure this problem gets fixed. In 1996, my discovery of context was dismissed as “Common sense”, and I have emails from high level VP’s at Oracle, who verified my 100% success rate, but attributed it to “Common sense”. They chose to make no changes to how they operate, and Oracle’s revenues have been flat since 2013.

If we’re gonna succeed with computers taking over human operational activity, like taking over pilots to fly planes, then my discovery is the best example in this area. It threatens Oracle, that’s why I came under attack.

The reason why I’ve failed is because there is fortune and glory to anyone who succeeds in this space. Keeping me penniless, trying to keep a roof over my head gives Elon Musk and Larry Ellison the chance to solve the problem and take the all the credit.

So far they are failing. That’s why Elon Musk wants AI Research to come to a halt.

http://www.enoughtrace.com/enough_trace_dot_com_data/no_clicks/Elon_Musk_Steve_Wozniak_pause_AI_research.pdf

Question:

Oracle stock is going up and they are showing revenue growth, maybe your accusations are not relevant any more.

Answer:

Oracle is growing revenues and profits not by technology solutions, but by using their influence with governments, and their monopoly position. For example, the popular Chinese APP TikTok used to give Google \$800 million a year for storage, but Oracle, with Jared Kushner’s help got President Trump to declare TikTok as a national security threat, and gave the business to Oracle. President Trump could have easily told Google to make sure the data is safe on U.S. storage.

In March 2023, the USA government in both the executive and legislative branch has been threatening to ban TikTok from the USA market, and the only solution they are putting in front of TikTok is that it sells its algorithms to Oracle or another Oracle ally. These are not gains from Oracle solving the technology problem that left its revenues flat for 10 years.

I am writing this in April 2023, and am bullish on Oracle stock. I have not lost objectivity. I’m predicting that Oracle will succeed with its influence on government entities. There is more important data that

runs on Oracle databases today than on any other platform. That's why the technical problem has to be fixed.

What looks risky to me is the fact that what was a small problem at a support group level in 1996, has made it to the highest corridors of power in the world today, with fatalities on the agenda.

Another example is the Oracle – Cerner Veteran's Administration failure. After spending \$16 billion on the project, the VA not only lost the entire \$16 billion, but many veterans died. Oracle blamed Cerner and bought it for \$28 billion. That's 75% of Oracle's annual revenues. Spent on one acquisition. Now Oracle is promising to fix healthcare for everyone. Just the VA portion is being presented as a \$51 billion project, which, by itself more than doubles Oracle's annual revenues. That's not because Oracle proved to succeed technologically, but it's managing failure by buying elected and appointed officials. According to this story, President Trump's son in law, Jared Kushner replaced the entire VA leadership team with Oracle friendly parties.

At some point, the past Assistant Attorney General of the USA, Jamie Gorelick was representing both Jared Kushner and Oracle, which was a conflict of interest. She eventually stayed with Oracle and let Mr. Kushner be represented by another attorney. When President Trump got elected, Oracle's CEO Safra Catz stayed as Oracle's CEO and at the same time she was on President Trump's transition team. A serious violation of U.S. law, because when President Trump kept attacking Google, Amazon and Jeff Bezos personally, they had no representation in the White House.

Oracle is the world's most powerful monopoly, that's why this problem has to get fixed, and that's why I never took hush money.

http://www.enoughtrace.com/enough_trace_dot_com_data/no_clicks/VA_Jared_Kushner_Oracle_Ken_Glueck_Cerner_simplified.pdf

Sincerely,
Vicken Khachadourian

415 699-6462

www.enoughtrace.com