

SRDC - Collect Physical Standby Database Information (Doc ID 1910064.1)

- ** checked for relevance '23-Nov-2015' **

Applies To

- All Operating Systems
- Oracle Database 10.2.0 and higher

What is being collected and why?

This document is tagged as a Service Request Data Collection (SRDC) document; this means that it has been specially designed to provide the reader with the necessary instructions to:

- Collect required Information to diagnose Data Guard Physical Standby and Log Transport Issues

Action Plan

1. Describe your Issue in Details (including Error-Codes):
2. Is this a new Setup or has it worked before ?
3. Collect and compress (in .zip or .tar.gz format) the following Information

Primary Database (from all Instances if RAC is used)

- ALERT.LOG covering at least the Time since the last Instance Startup and the Problem
- Output from [Note: 1577401.1](#) - Script to Collect Data Guard Primary Site Diagnostic Information for Version 10g and above (Including RAC).
- TNSNAMES.ORA

Standby Database (from all Instances if RAC is used)

- ALERT.LOG covering at least the Time since the last Instance Startup and the Problem
- Output from [Note: 1577406.1](#) - Script to Collect Data Guard Physical and Active Standby Diagnostic Information for Version 10g and above (Including RAC)
- TNSNAMES.ORA, LISTENER.ORA

4. Try to gather a RDA-Output at least from the Primary Database - You can find the latest RDA here

[Note: 314422.1](#) - Remote Diagnostic Agent (RDA) - Getting Started

Please ensure you are using the latest RDA Version available for your Platform and include the Oracle Net to the RDA Collection or use the 'Maa_Assessment'-Profile as this will include all necessary Information. In this Case run the RDA with this Command while you have set your ORACLE_HOME and ORACLE_SID correctly for this Session

```
% rda.pl -np Maa_Assessment
```

or if perl is not installed

```
% rda.sh -np Maa_Assessment
```

5. Upload (zip) all Outputs as well as Text Information (from Text into a Textfile from 1. and 2.) to the SR

Didn't find what you are looking for?