

Issue: Standalone agent was missing while trying to execute the task

Service Request Details

Accounts

support.oracle.com/support/7SR=4-0000920973&page=sptemplate&sptemplate=sr-activities

Account (5) Balasubramanian Kandasamy

Parent page

1-Critical

ODI 14c Dataserve Connectivity and...

4-0000920973

Last Updated Jul 30, 2025 2:21 PM

BK Primary Contact
Balasubramanian Kandasamy

Status

Solution Offered

Issue type
Critical Outage

Service
Oracle Data Integrator on Marketplace

Activity

Details

Close Service Request

Cancel Save

Issue Description

We have new ODI instance on Autonomous Linux, and we are currently facing the following issues that need to be addressed via an SR:

Issue 1: Standalone Agent Not Available in ODI 14c

- In ODI 14c, the Oracle Data Integrator (ODI) Standalone Agent does not seem to be available.
- In the existing ODI 12c environment, the agent was there to successfully connect to Databricks.
- However, in ODI 14c, we are unable to establish a connection to Databricks due to the absence of the standalone agent.

Issue 2: ODI 14c Not Connecting to Databricks

We followed the same steps that worked in ODI 12c to establish connectivity to Databricks from the ODI server:

- Placed the Databricks JDBC driver in the following paths:
 - /u01/oracle/mwh/odi/sdk/lib
 - /u01/oracle/mwh/odi/agent/lib
 - /u01/oracle/mwh/odi/agent/lib/
- Updated the manageOdiApps.py file with the jar file name and path. (Refer MULTI_APP_CLASSPATH in Screenshot below)
- Restarted the ODI Agent.

Conclusion:

Severity
1-Critical

Escalation Status
Never escalated

Account
Kpmg Lower Gulf Limited



Message from Oracle

Jul 30, 2025 10:32 AM

Called SR contact and discussed on the issue.

They are using ODI 14c. They couldn't see agent listed in the dropdown in order to execute ODI jobs.



Message from Oracle - Issue Clarification

Jul 30, 2025 10:35 AM

ODI agent is not listed in the drop down for selection in order to execute ODI job. Only Local (no agent) is listed.



bkandasamy1@kpmg.com

Jul 30, 2025 11:18 AM

Hi,

1. Please check the status of ODI agent

python manageOdiApps.py status

Ans: It's running

2. If agent is running then test agent connectivity from ODI studio

Ans: Test Connection is Successful

Thanks,

Jothiprasath

**Message from Oracle - Action Plan**

Jul 30, 2025 11:30 AM

Hi,

1. Close ODI studio
2. Clear ODI studio cache by following the steps given in below KM document [How to Clear The Cache For ODI Studio](#)
3. Open ODI studio
4. Run ODI Job and check if agent is listed in the drop down for selection.

Regards,
Ganesh

Hi,

1. Close ODI studio
2. Clear ODI studio cache by following the steps given in below KM document [How to Clear The Cache For ODI Studio](#)
3. Open ODI studio
4. Run ODI Job and check if agent is listed in the drop down for selection.

Followed the above the steps and ended with the same issue. I have attached the screenshots.. Please check.

Thanks,
Jothiprasath

**Message from Oracle**

Jul 30, 2025 12:08 PM

Hi,

I've tested the behavior internally on my test env and I could see the agent listed in the drop down for selection while executing ODI jobs.

I couldn't reproduce the issue.

Please update us with the status of the issue after clearing ODI studio cache.

Regards,
Ganesh

**Message from Oracle**

Jul 30, 2025 2:06 PM

Connected and seen the issue.

Stopped agent. backed up the modified manageOdiApps.py and restored original file.

Stopped Studio. Cleared studio cache

Started agent and studio

Issue still persist.

Noticed that logical agent definition is not there under Logical Architecture.

Created a new logical agent definition for the corresponding physical agent and assigned a context.

Now agent is listed under drop down for selection while executing ODI packages.

Stopped agent.

Backed up original manageOdiApps.py and restored their modified file.

Started agent.

Executed a package. Agent is listed in the drop down for selection.

Agreed to close the SR

**Message from Oracle - Solution**

Jul 30, 2025 2:12 PM

Create logical agent definition for the corresponding physical agent along with a context under logical architecture.

Save the changes.

Run ODI job to see the agent in the drop down for selection

**Message from Oracle - Issue Cause**

Jul 30, 2025 2:11 PM

logical agent definition is missing under Logical Architecture

Solution : Agent was missing under the Agents in Logical Architecture in Topology. Created a logical agent and assigned it the Physical agent. Once done, the issue got resolved.