|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | **Oracle Clusterware 10gR2/ 11gR1/ 11gR2/ 12cR1 Diagnostic Collection Guide (Doc ID 330358.1)** | [To Bottom](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131)  [To Bottom](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131) |  |        |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **In this Document**   |  |  | | --- | --- | |  | [Goal](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#GOAL) | |  | [Solution](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#FIX) | |  |  |  | | --- | --- | |  | [Linux/UNIX 11gR2/12cR1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#aref_section21) | |  | [Linux/UNIX 10gR2/11gR1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#aref_section22) | |  |  |  | | --- | --- | |  | [Windows 11gR2/12cR1:](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#aref_section23) | |  | [Windows 10gR2/11gR1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#aref_section24) | |  |  |  | | --- | --- | |  | [CVU](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#aref_section25) | |  | [diagcollection options](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#aref_section26) | |  |  |  |  | | --- | --- | --- | |  | [Scalability RAC Community](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#aref_section27) | | |  | [References](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-12974007931&id=330358.1&_adf.ctrl-state=6s9g2cfvj_301&_afrLoop=441962267975131#REF) |     **Applies to:**  Oracle Database - Enterprise Edition - Version 10.2.0.1 and later  Information in this document applies to any platform.  Oracle Clusterware  **Goal**    To document the logs that should be uploaded for diagnosing Oracle Clusterware issue.  For more information about diagcollection, check out "diagcollection.sh -help"    This note will be obsolete in the future, it's strongly recommended to use TFA to prune and collect files from all nodes:  Reference: [Note 1513912.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=330358.1&id=1513912.1) TFA Collector - Tool for Enhanced Diagnostic Gathering  TFA Collector is installed in the GI HOME and comes with 11.2.0.4 GI and higher.  For GI 11.2.0.3 or lower, install the TFA Collector by referring to [Note 1513912.1> for instruction on downloading and installing TFA collector.](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=330358.1&id=%3c/span)    **$GI\_HOME/tfa/bin/tfactl diagcollect -from "MMM/dd/yyyy hh:mm:ss" -to "MMM/dd/yyyy hh:mm:ss"**  Format example: "Jul/1/2014 21:00:00" Specify the "from time" to be 4 hours before and the "to time" to be 4 hours after the time of error.      **Solution**  **Linux/UNIX 11gR2/12cR1**  1. Execute the following as root user:  # script /tmp/diag.log  # id  # env  # cd <temp-directory-with-plenty-free-space>  # $GRID\_HOME/bin/diagcollection.sh  # exit     The following .gz files will be generated in the current directory and need to be uploaded along with /tmp/diag.log:      crsData\_<hostname>.tar.gz,  ocrData\_<hostname>.tar.gz,  oraData\_<hostname>.tar.gz,  coreData\_<hostname>.tar.gz (only --core option specified)  os\_<hostname>.tar.gz  Please ensure all above information are provided from all the nodes.  **Linux/UNIX 10gR2/11gR1**  1. Execute the following as root user:  # script /tmp/diag.log  # id  # env  # cd <temp-directory-with-plenty-free-space>  # export OCH=<CRS\_HOME>  # export ORACLE\_HOME=<DB\_HOME>  # export HOSTNAME=<host>  # $OCH/bin/diagcollection.pl -crshome=$OCH --collect  # exit  The following .gz files will be generated in the current directory and need to be uploaded along with /tmp/diag.log:     crsData\_<hostname>.tar.gz,  ocrData\_<hostname>.tar.gz,  oraData\_<hostname>.tar.gz,  coreData\_<hostname>.tar.gz (only --core option specified)  2. For 10gR2 and 11gR1, if getting an error while running root.sh, please collect /tmp/crsctl.\*  Please ensure all above information are provided from all the nodes.  **Windows 11gR2/12cR1:**  set ORACLE\_HOME=<GRID\_HOME>    for example: set ORACLE\_HOME=D:\app\11.2.0\grid  set PATH=%PATH%;%ORACLE\_HOME%\perl\bin  perl %ORACLE\_HOME%\bin\diagcollection.pl --collect --crshome %ORACLE\_HOME%  The following .zip files will be generated in the current directory and need to be uploaded:     crsData\_<timestamp>.zip,  ocrData\_<timestamp>.zip,  oraData\_<timestamp>.zip,  coreData\_<timestamp>.zip (only --core option specified)  For chmosdata\*:  perl %ORACLE\_HOME%\bin\diagcollection.pl --collect --crshome %ORACLE\_HOME%  **Windows 10gR2/11gR1**  set ORACLE\_HOME=<DB\_HOME>  set OCH=<CRS\_HOME>  set ORACLE\_BASE=<oracle-base>  $OCH%\perl\bin\perl %OCH%\bin\diagcollection.pl --collect    **CVU**  Depend on whether CRS/GI is configured or not, run either one of the following as clusterware user:  (a) GI/CRS has been installed  $ script /tmp/cluvfy.log     $ $GRID\_HOME/bin/cluvfy stage -pre crsinst -n <node1, node2...> -verbose    $ $GRID\_HOME/bin/cluvfy stage -post crsinst -n all -verbose  $ exit  (b) GI/CRS has not been installed  run runcluvfy.sh from the installation media or download from OTN [**http://www.oracle.com/technetwork/database/options/clustering/downloads/index.html**](http://www.oracle.com/technetwork/database/options/clustering/downloads/index.html)  set the environment variables CV\_HOME to point to the cvu home, CV\_JDKHOME to point to the JDK home and an optional CV\_DESTLOC pointing to a writeable area on all nodes (e.g /tmp/cluvfy)   $ cd $CV\_HOME/bin  $ script cluvfy.log  $ cluvfy stage -pre crsinst -n <node1, node2...>  $ exit  For more information about CVU, refer to [note 986822.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=330358.1&id=986822.1) and [note 316817.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=330358.1&id=316817.1)    **diagcollection options**  o From 11.2.0.2 onwards, Cluster Health Monitor(CHM/OS) [note 1328466.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=DOCUMENT&sourceId=330358.1&id=1328466.1) data can also be collected, i.e.:  # $GRID\_HOME/bin/diagcollection.sh --chmos --incidenttime 02/18/201205:00:00 --incidentduration 05:00  This command will collect data from 2012-02-18 05:00 to 10:00 for 5 hours. incidenttime is specified as MM/DD/YYYY24HH:MM:SS, incidentduration is specified as HH:MM.        **Scalability RAC Community**  To discuss this topic further with Oracle experts and industry peers, we encourage you to review, join or start a discussion in the [My Oracle Support Scalability RAC Community](https://community.oracle.com/community/support/oracle_database/database_-_rac_scalability).  **References** | | |