Event Handling Procedure in Event Console - DB Domain

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**List of Changes**

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| 1.0a | 09/17/2013 | Events handling procedure – DB Domain | Amit Kamath |
| 1.0 | 08/21/2014 | Updated Event Table | Amit Kamath` |
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| 2.2 | 09/24/2021 | Updated housekeeping steps for FRA utilisation and Archive Free event console alerts | More Shailesh |
| 2.3 | 02/07/2022 | Updated tablespace utilization, DB2 log space utilization alerts handling | More Shailesh |
| 2.4 | 10/11/2022 | Updated db filesystems utilization alerts handling steps | More Shailesh |

**1 Objective:**

The event console document is prepared to let the team be aware of the scope & process of handling alerts in the event console for Database team, also to make the team aware in which scenarios are the incidents tickets required to be raised for investigation & to create ticket if EID is required to investigate

**2 Guidelines:**

|  |  |  |
| --- | --- | --- |
| **Item #** | **Description** | **Action** |
| 1 | Events – which require investigation  i.e.   * Bufferpool * Lock waits/timeouts/escalation * Package/catalog utilization * Pattern matching | * Create only 1 ticket * Remaining ticket will be acknowledged in event console * If action is required from PSS, repost the ticket to PSS remedy bin |
| 2 | Capacity (i.e. tablespace, file system) | * Create only 1 ticket * Remaining ticket will be acknowledged in event console * Get the list of tablespaces in all instances running in the server that is breaching or near the threshold. |
| 3 | Events not in DB Netgain sheet in reference to GMS v2.7 and server not managed by IN DBA | * Inform GEMS Team of the event for remediation .For servers not managed by IN DBA loop SG DBA. |
| 4 | **MSSQL:**  1 Deadlock or blocking sessions  2. I/O errors  3. SQL Error log  4. Failed jobs  5. Database Suspect  6. SQL services down  7. DB disks utilization | * Create a ticket * Repost to PSS remedy bin   **Note**: refer to note #4  1.Ask PSS to raise a change to enable deadlock trace which will log details in errorlog and same can be used by PSS to fine-tune the queries creating deadlock. Get the confirmation from PSS team and kill all the blocking sessions executing select queries.  **2. I/O errors**   * Check I/O errors logged in error log. Frequent error need to address by distributing the mdf/ndf/ldf file across the drives .   **3. SQL Errorlog**   * User defined Error code generated due to application job failure need to address to from PSS end by fixing the SQL jobs. * Other sql server related error need to verify and propose solutions to PSS.   **4. Failed jobs**   * User defined Error code generated due to application job failure need to address to from PSS end by fixing the SQL jobs. Work with NSM team to change routing remedy group to PSS team * DB related Job alerts need to be fixed from DBA end and job has to be re-triggered based on impact analysis   **5. Database Suspect or Recovery**   * Database in suspect or recovery need to be highlighted to PSS on urgent basis and raise U4/I5 incident for fixing the issue immediately in 1hr of time * Database will require restoring from Backup. This task can be done on SEV2 or CS incident only.   **6. SQL Services down**  **-** Inform ATOS and SCB IM to raise U4/I5 incident  **-** Fix the issues and start up SQL db services  **-** Inform PSS team to restart application services  **7**.**DB Disks Utilization**  - For 80% utilization alerts, please do house keeping of transaction logs and backup filesystems. For db file systems, assign problem ticket to PSS for raising RFS to add disk space. Also send email to PSS team with alert details and problem ticket along with SDM  - For 90% utilization alerts, raise U4/I5 incident with ATOS and SCB IM in 1 Hr if the utilization is very fast reaching 100%. Raise U4/I5 incident within 1 day if the utilization is not reaching 100% and have enough space - -- Get storage team in the call to add more space  --- inform PSS team to raise RFS for the disk space addition  --- Do not perform housekeeping or delete database files physically |
| 5 | **SYBASE**  1. Deadlocks  2. Disk I/O errors  3. Database space utilisation  4. Sybase log  5. Sybase Config file  6. Sybase connection  7. Sybase Home and DB file system utilization  8. Sybase Services down | **1. Deadlocks**   * Ask PSS to raise a change to Print deadlock information in error log and If it’s already enabled, shared query details to PSS to fine-tune the queries creating deadlock.   **2. Disk I/O errors**   * Check the details of error. Ask PSS off business hour to run DBCC checks on DB. Depending on error reported in DBCC check a further suggestion can be given to PSS to fix the issue. * Ask OS team to further performed Healthcheck on SAN drives containing DB devices.   **3. Database space utilisation**   * DB space utilisation need to monitored and highlight to PSS to work on adding space to drive. * Tempdb space utilisation can be checked and advise PSS on queries filling up the Tempdb and same can be fixed.   **4. Sybase log**   * Sybase server related error need to verify and propose solutions to PSS.   **5. Sybase config file**   * Sybase server related error need to verify and propose solutions to PSS.   **6. Sybase connections**   * Number of user connections need to monitor and check for Blockings exhausting the connections. Share details to PSS for blocking queries and if required same can be killed on “Service request”. If user connections normal usage is above 80% ,We can suggest   **7**. **Sybase Home and DB file system Utilization**  - For 80% utilization alerts, please do house keeping of transaction logs and backup filesystems. For db file systems, assign problem ticket to PSS for raising RFS to ads disk space. Also send email to PSS team with alert details and problem ticket along with SDM  - For 90% utilization alerts, raise U4/I5 with ATOS and SCB IM in 1 Hr if the utilization is very fast reaching 100%. Raise U4/I5 within 1 day if the utilization is not reaching 100% and have enough space -- Get storage team in the call to add more space  -- Inform PSS team to raise RFS for the disk space addition  -- Do not perform housekeeping or delete database files physically  **8**. **Sybase Services Down**  **-** Inform ATOS and SCB IM to raise U4/I5 Incident  **-** Fix the issues and start up SQL db services  **-** Inform PSS team to restart application services |
| 6 | **Oracle**  1.Tablespace alerts  2. DB Filesystem alerts  3. ORA - 600/7445 alerts  4. Oracle Broken Jobs  5. Oracle Failed Jobs  6. Archive Filesystem Alerts  7. Transaction Lag (Standby Sync Lag)  8. ASM Disk Group Alerts  9. DB and Listener Services Down  10. DB Backup Job Failure  11. Slow Response or Performance issue  12 FRA utilization alert  13. Archive Free Space alert | **1. Tablespace alerts**   * Get the lists of tablespaces in all instances running on the server that is breaching or near the threshold. * Send the list to PSS, with space to add to bring down usage below threshold. Incase mail already sent by team, send a reminder. * Repost the ticket to PSS to raise change/RFS * If enough space available in db filesystem or ASM disk group, then perform the following steps.  1. **Add more datafiles with autoextend on with maxsize unlimited for reported tablespaces in the alerts** 2. **Check the tablespace utilization aging using the below query and ensure tablespace utilization was reduced to below 70%**   **Important Note:** use rundeck job for adding datafiles to tablespace to prevent human error. In case of rundeck job failure, DBA shift Lead need to verify the db alert log file once shift DBA performed datafile addition using manual method as maker and checker process so that any human error could be rectified.  **Query:**  set linesize 180 pagesize 1000 trim on trimspool on feedback off  col TS\_NAME format A30 heading "Tablespace"  col SIZE\_MB format 999,999,990 heading "Allocated Size|(Mb)"  col USEDE\_MB format 999,999,990 heading "Used|(Mb)"  col FREE\_MB format 999,999,990 heading "Free Size|(Mb)"  col MAXSIZE\_MB format 999,999,990 heading "Max Size|(Mb)"  col PCT\_USED format 999,999,990 heading "Max Used|%"  col TS\_TYPE format A9 heading "Tablespace|Type"  col FILES format 9999  col AUTOEXTEND format a6 heading "Auto|Extend"  col TBS\_STATUS format a10 heading "Tablespace|Status"  col EXT\_MGMT format a10 heading "Extent|Management"  col SEG\_SPACE\_MGMT format a13 heading "Segment Space|Management"  col FILES format 9,999 heading "Files|Count"  col status format a6 heading "Status"  TITLE left \_date center Tablespace Space Utilization Status Report skip 2  BREAK ON REPORT  COMPUTE SUM LABEL "Total SUM:" OF files SIZE\_MB FREE\_MB USED\_MB MAXSIZE\_MB ON REPORT  spool ${LOGLOC}/${ORACLE\_SID}\_db\_hc.log append;  SELECT  /\*+ first\_rows \*/  D.TABLESPACE\_NAME "TS\_NAME",  A.AUTOEXT "AUTOEXTEND",  D.STATUS "TBS\_STATUS",  D.CONTENTS "TS\_TYPE",  D.EXTENT\_MANAGEMENT "EXT\_MGMT",  D.SEGMENT\_SPACE\_MANAGEMENT "SEG\_SPACE\_MGMT",  A.COUNT "FILES",  NVL(A.BYTES / 1024 / 1024, 0) "SIZE\_MB",  NVL(F.BYTES, 0) / 1024 / 1024 "FREE\_MB",  NVL(A.BYTES - NVL(F.BYTES, 0), 0)/1024/1024 "USED\_MB",  NVL(A.MAXBYTES / 1024 / 1024, 0) "MAXSIZE\_MB",  (CASE WHEN A.MAXBYTES = 0 THEN round((NVL(A.BYTES-NVL(F.BYTES,0),0)/1024/1024)/(NVL(A.BYTES/1024/1024,0))\*100,2)  ELSE round((NVL(A.BYTES-NVL(F.BYTES,0),0)/1024/1024)/(NVL(A.MAXBYTES/1024/1024,0))\*100,2)  END) "PCT\_USED",  (CASE WHEN A.MAXBYTES = 0 THEN (CASE WHEN round((NVL(A.BYTES-NVL(F.BYTES,0),0)/1024/1024)/(NVL(A.BYTES/1024/1024,0))\*100,2) > 80 THEN 'NOT OK' ELSE 'OK' END)  ELSE (CASE WHEN round((NVL(A.BYTES-NVL(F.BYTES,0),0)/1024/1024)/(NVL(A.MAXBYTES/1024/1024,0))\*100,2) > 80 THEN 'NOT OK' ELSE 'OK' END)  END) STATUS  FROM SYS.DBA\_TABLESPACES D,  (SELECT TABLESPACE\_NAME,SUM(BYTES) BYTES,SUM(DECODE(AUTOEXTENSIBLE,'NO',BYTES,MAXBYTES)) MAXBYTES, COUNT(FILE\_ID) COUNT, DECODE(SUM(DECODE(AUTOEXTENSIBLE,'NO',0,1)),0,'NO','YES') AUTOEXT  FROM DBA\_DATA\_FILES GROUP BY TABLESPACE\_NAME) A,  (SELECT TABLESPACE\_NAME,SUM(BYTES) BYTES FROM DBA\_FREE\_SPACE GROUP BY TABLESPACE\_NAME) F  WHERE D.TABLESPACE\_NAME = A.TABLESPACE\_NAME(+)  AND D.TABLESPACE\_NAME = F.TABLESPACE\_NAME(+)  AND NOT D.CONTENTS = 'UNDO'  AND NOT (D.EXTENT\_MANAGEMENT = 'LOCAL'  AND D.CONTENTS = 'TEMPORARY')  AND D.TABLESPACE\_NAME LIKE '%%'  UNION ALL  SELECT D.TABLESPACE\_NAME,  A.AUTOEXT,  D.STATUS,  D.CONTENTS,  D.EXTENT\_MANAGEMENT,  D.SEGMENT\_SPACE\_MANAGEMENT,  A.COUNT,  NVL(A.BYTES / 1024 / 1024, 0),  (NVL(A.BYTES,0)/1024/1024 - NVL(T.BYTES, 0)/1024/1024) ,  NVL(T.BYTES, 0) / 1024 / 1024,  NVL(A.MAXBYTES / 1024 / 1024, 0),  (CASE WHEN A.MAXBYTES = 0 THEN round(NVL(T.BYTES/A.BYTES \* 100,0),2)  ELSE round(NVL(T.BYTES/A.MAXBYTES \* 100,0),2)  END),  (CASE WHEN A.MAXBYTES = 0 THEN (CASE WHEN round(NVL(T.BYTES/A.BYTES \* 100,0),2) > 80 THEN 'NOT OK' ELSE 'OK' END)  ELSE (CASE WHEN round(NVL(T.BYTES/A.MAXBYTES \* 100,0),2) > 80 THEN 'NOT OK' ELSE 'OK' END)  END) STATUS  FROM SYS.DBA\_TABLESPACES D,  (SELECT TABLESPACE\_NAME,SUM(BYTES) BYTES,SUM(DECODE(AUTOEXTENSIBLE,'NO',BYTES,MAXBYTES)) MAXBYTES, COUNT(FILE\_ID) COUNT, DECODE(SUM(DECODE(AUTOEXTENSIBLE,'NO',0,1)),0,'NO','YES') AUTOEXT  FROM DBA\_TEMP\_FILES GROUP BY TABLESPACE\_NAME) A,  (SELECT SS.TABLESPACE\_NAME,SUM((SS.USED\_BLOCKS\*TS.BLOCKSIZE)) BYTES FROM GV$SORT\_SEGMENT SS,SYS.TS$ TS WHERE SS.TABLESPACE\_NAME=TS.NAME GROUP BY SS.TABLESPACE\_NAME) T  WHERE D.TABLESPACE\_NAME = A.TABLESPACE\_NAME(+)  AND D.TABLESPACE\_NAME = T.TABLESPACE\_NAME(+)  AND D.EXTENT\_MANAGEMENT = 'LOCAL'  AND D.CONTENTS = 'TEMPORARY'  AND D.TABLESPACE\_NAME LIKE '%%'  UNION ALL  SELECT D.TABLESPACE\_NAME,  A.AUTOEXT,  D.STATUS,  D.CONTENTS,  D.EXTENT\_MANAGEMENT,  D.SEGMENT\_SPACE\_MANAGEMENT,  A.COUNT,  NVL(A.BYTES / 1024 / 1024, 0),  NVL(A.BYTES - NVL(U.BYTES, 0),0)/1024/1024 ,  NVL(U.BYTES, 0) / 1024 / 1024,  NVL(A.MAXBYTES / 1024 / 1024, 0),  (CASE WHEN A.MAXBYTES = 0 THEN round(NVL(U.BYTES/A.BYTES \* 100,0),2)  ELSE round(NVL(U.BYTES/A.MAXBYTES \* 100,0),2)  END),  (CASE WHEN A.MAXBYTES = 0 THEN (CASE WHEN round(NVL(U.BYTES/A.BYTES \* 100,0),2) > 80 THEN 'NOT OK' ELSE 'OK' END)  ELSE (CASE WHEN round(NVL(U.BYTES/A.MAXBYTES \* 100,0),2) > 80 THEN 'NOT OK' ELSE 'OK' END)  END) STATUS  FROM SYS.DBA\_TABLESPACES D,  (SELECT TABLESPACE\_NAME,SUM(BYTES) BYTES,SUM(DECODE(AUTOEXTENSIBLE,'NO',BYTES,MAXBYTES)) MAXBYTES, COUNT(FILE\_ID) COUNT, DECODE(SUM(DECODE(AUTOEXTENSIBLE,'NO',0,1)),0,'NO','YES') AUTOEXT  FROM DBA\_DATA\_FILES GROUP BY TABLESPACE\_NAME) A,  (SELECT TABLESPACE\_NAME,SUM(BYTES) BYTES FROM (SELECT TABLESPACE\_NAME,SUM(BYTES) BYTES,STATUS FROM DBA\_UNDO\_EXTENTS WHERE STATUS='ACTIVE' GROUP BY TABLESPACE\_NAME,STATUS  UNION ALL  SELECT TABLESPACE\_NAME,SUM(BYTES) BYTES,STATUS FROM DBA\_UNDO\_EXTENTS WHERE STATUS='UNEXPIRED' GROUP BY TABLESPACE\_NAME,STATUS) GROUP BY TABLESPACE\_NAME) U  WHERE D.TABLESPACE\_NAME = A.TABLESPACE\_NAME(+)  AND D.TABLESPACE\_NAME = U.TABLESPACE\_NAME(+)  AND D.CONTENTS = 'UNDO'  AND D.TABLESPACE\_NAME LIKE '%%'  ORDER BY 1;  **2. DB Filesystem alerts**  -- For 80% utilization alerts, assign problem ticket to PSS for raising RFS to ads disk space. Also send email to PSS team with alert details and problem ticket along with SDM  - For 90% utilization alerts, raise U4/I5 incident with ATOS and SCB in 1 Hr if the utilization is very fast reaching 100%. Raise U4/I5 incident within 1 day if the utilization is not reaching 100% and have enough space - -- Get storage team in the call to add more space  --- inform PSS team to raise RFS for the disk space addition  --- Do not perform housekeeping or delete database files physically  /u01/app/oracle/local, /u01/app/oracle/global filesystems: perform house keeping of audit trace files or core dumps generated  /u01/app/oracle/product/db: Perform listener log file house keeping  /u01/app/oracle/product/grid: Perform house keeping of ASM alert log files and trace files and listener log files  /oradata, /redo1, /redo2, ASM disk groups (DATA, DATA\_%, REDO1, REDO2): DO NOT perform any house keeping. Please assign problem ticket to PSS team for raising RFS to add disk space. Also send email to PSS team with alert details and problem ticket along with SDM  **3. ORA - 600/7445 alerts**   * Check the ORA error and possible solution on metalink and if required raise SR. * Send the details of solution for the ORA error to PSS * Repost the ticket to PSS to raise change/RFS as per solution.   **4. Oracle Broken Jobs :**   * Check details of broken jobs. If this is application related job then directly transfer ticket to PSS. * If this is database related job then propose solution to PSS.   **5. Oracle Failed Jobs :**   * Check details of failed jobs. If this is application related job then directly transfer ticket to PSS. * If this is database related job then propose solution to PSS.   **6.** **Archive file system Alerts**  **-** For ora\_fra file system 80% utilization alert, check with NBU team and clean up backup images copied tap or clean up old archive logs and reduce the utilization to below 70%  - Housekeep old archive logs using RMAN utility for deleting archive logs generated sysdate-1  - For ora\_fra file system 90% utilization alert, raise U4/I5 incident with ATOS and SCB IM in 1 Hr if the utilization is very fast reaching 100%. Raise U4/I5 incident within 1 day if the utilization is not reaching 100% and have enough space  - Get storage team in the call to add more space  - Increase db\_file\_recovery\_dest\_size parameter value equal to /ora\_fra total size  - inform PSS team to raise change and RFS for the disk space addition  **7**. **Transaction Lag (Standby Sync Lag)**  **-** Restart MRP process to ensure standby database is in sync  - Take incremental backup from sync sequence no and restore in DR  - Restore archive logs from backup or copy from prod server to DR for making standby database in sync with prod  **8**. **ASM Disk Group Alerts**  **-** For 80% alerts, assign problem ticket to PSS for raising RFS to ads disk space. Also send email to PSS team with alert details and problem ticket along with SDM  - Get Storage team to allocate disks and Lun  - Get server team to scan and mount the disks  - Add new disks to ASM disk group  - For 90% alerts, raise U4/I5 incident with ATOS and SCB IM in 1 Hr if the utilization is very fast reaching 100%. Raise U4/I5 incident within 1 day if the utilization is not reaching 100% and have enough space  - Get Storage team to allocate disks and Lun  - Get server team to scan and mount the disks  - Add new disks to ASM disk group  - inform PSS team to raise change and RFS for the disk space addition  **9.** **DB and Listener Services Down**  **-** Inform ATOS and SCB IM to raise U4/I5 incident  **-** Fix the issues and start up oracle db and listener services  **-** Inform PSS team to restart application services  **10**. **DB Backup Job Failure**  - For first failure, fix the issues using incident ticket and re-trigger the backup job  - For repeated failure, Inform ATOS and SCB IM to raise U4/I5 incident  - Fix the issues using other tower help and re-run the failed backup job  **11. Slow Response or Performance Issue**  - Inform ATOS and SCB IM to raise U4/I5 incident  - Get the performance issue period of timings  - Generate AWR reports  - Study plan history for problem SQL\_IDs and choose the best execution plan  - Push the best execution and flush shared pool for SQL\_ID  - Run SQLTRPT.sql script for tuning SQL\_ID and send the recommendations to PSS team for testing in lower environment  - Check Statistics are no stale and stats gathered recently  - **Refer document Database Performance Tuning V1.0.docx for technical steps**  **1**2. **FRA utilization Alert**    **Steps:**   * Check last successful db backup job details * **Check** DR database is in sync with PROD database and no lag * Take backup of archive logs and delete archive logs using RMAN utility * If DB networker backup is not successful for 3 or 4 days, then archive logs clean up did not occur and occupy the space * Use RMAN utility and connect to target database * Delete archive logs sysdate -1 for 1 day retention * rman TARGET / CATALOG rco@catdb * set NLS\_DATE\_FORMAT=YYYYMMDD HH24:MI:SS * list copy of archivelog until time 'SYSDATE-1'; * delete noprompt archivelog until time 'SYSDATE-1'; * crosscheck archivelog all * check and ensure that FRA utilization was reduced to below 70% threshold and /ora\_fra filesystem utilization was reduced to below 70%   select name,space\_limit/1024/1024 space\_limit,(space\_limit - space\_used + space\_reclaimable)/1024/1024 space\_available,  round((space\_used - space\_reclaimable)/space\_limit \* 100,1) pct\_full  from v$recovery\_file\_dest;  **13. Archive Free Space Alert**    **Explanation:** The archive log filesystem used for FRA is having free space to write less than 10 archive logs ad critical and less than 20 archive logs as warning alert  **Steps:**   * Check last successful db backup job details * **Check** DR database is in sync with PROD database and no lag * Take backup of archive logs and delete archive logs using RMAN utility * If DB networker backup is not successful for 3 or 4 days, then archive logs clean up did not occur and occupy the space * Use RMAN utility and connect to target database * Delete archive logs sysdate -1 for 1 day retention * rman TARGET / CATALOG rco@catdb * set NLS\_DATE\_FORMAT=YYYYMMDD HH24:MI:SS * list copy of archivelog until time 'SYSDATE-1'; * delete noprompt archivelog until time 'SYSDATE-1'; * crosscheck archivelog all * check and ensure that FRA utilization was reduced to below 70% threshold and /ora\_fra filesystem utilization was reduced to below 70%   select name,space\_limit/1024/1024 space\_limit,(space\_limit - space\_used + space\_reclaimable)/1024/1024 space\_available,  round((space\_used - space\_reclaimable)/space\_limit \* 100,1) pct\_full  from v$recovery\_file\_dest; |
| 7 | **. DB2**  1.Bufferpool Utilization  2.Lock waits/timeouts/escalation  3.Log utilization  4.Package/catalog utilization  5.DBHEAP utilization  6.Pattern match with db2diag.log  7. DB Filesystem alerts  8. DB2 Services Down | **1. Buffer Utilization**    **- A**nalyze the bufferpool utilization  - Transfer the ticket to PSS bin by suggesting them to increase or decrease the bufferpool size via change  - Remaining alerts for that day should be acknowledge  **2. Lock waits/timeouts/escalation**    - Check the frequency of alerts.  - Create a ticket if the alerts are coming 4 in every 30 minutes.  - Check the query which is going for lock-wait or escalation.  - Accordingly suggest RUNSTAT, increase of parameters (LOCKLIST, MAXLOCKS) value via change  - Transfer the ticket to PSS bin  **3. Log utilization**    - Create the ticket.  - Alert PSS on application handle using using maximum logs.  - Seek permission from PSS to force that application handle by upgrading ticket to CS.  - Ensure log space utilization was reduced to below threshold after killing the long running application handlers  - Transfer the ticket to PSS bin  **4. Package/catalog utilization**    - Check the frequency of alerts.  - Create a ticket if the alerts are coming 4 in every 30 minutes.  - Accordingly suggest increase of parameters (PACKAGE\_CACHE, CATALOG\_CACHE) value via change  - Transfer the ticket to PSS bin  **5. DBHEAP utilization**    - Check the frequency of alerts.  - Create a ticket if the alerts are coming 2 in every 120 minutes.  - Check whether any detach partitions not dropped from database for long time.  - Accordingly suggest to drop that partition via change  - Transfer the ticket to PSS bin  **6. Pattern match with db2diag.log**    - Create necessary db2support logs to share it with IBM to determine the root cause if needed.  - After RCA, if issue with application, Transfer the ticket to PSS bin.  7. **DB Filesystem alerts**  -- For 80% utilization alerts, assign problem ticket to PSS for raising RFS to ads disk space. Also send email to PSS team with alert details and problem ticket along with SDM  - For 90% utilization alerts, raise U4/I5 incident with ATOS and SCB in 1 Hr if the utilization is very fast reaching 100%. Raise U4/I5 incident within 1 day if the utilization is not reaching 100% and have enough space - -- Get storage team in the call to add more space  --- inform PSS team to raise RFS for the disk space addition  --- Do not perform housekeeping or delete database files physically  **8**. **DB2 Services Down**  Inform ATOS and SCB IM to raise U4/I5 incident  **-** Fix the issues and start up oracle db and listener services  **-** Inform PSS team to restart application services  9. **DB Backup Job Failure**  - For first failure, fix the issues using incident ticket and re-trigger the backup job  - For repeated failure, Inform ATOS and SCB IM to raise U4/I5 incident  - Fix the issues using other tower help and re-run the failed backup job  **10. Slow Response or Performance Issue**  - Inform ATOS and SCB IM to raise U4/I5 incident  - Run tuning Advisor for slow response SQL queries  - implement the recommendations using incident ticket  - Refer document Database Performance Tuning V1.0.docx for technical steps |