

ORA-4031 Troubleshooting Tool

1. Select “Troubleshoot a new issue”.

ORA-4031-Troubleshooting Tool

Describe Problem

Upload Files

Review Recommendations

What is the Problem?

What would you like to do ?

☒ Troubleshoot a new issue

☐ Review a troubleshooting report

☐ Upload new files and re-run a troubleshooting report

☐ Review a Diagnostic Guide (Common issue cases and solutions)

Select Report

Select Report

2. Upload zipped file of failed node to “TFA package”.

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Upload Files

Choose the radio button for one of the below sets of requested files to use for troubleshooting

-Diagnostic files will be analyzed and a personalized solution will be provided if exists

-SR fields will be automatically populated if you choose to create an SR

Click the UPLOAD button after choosing files from your local file system to use for troubleshooting.

Refer to [Document 1521925.1](#) to see why you should use this tool.

Note: Do not submit any personal information of European residents, protected health information subject to HIPAA, or any other sensitive personal information (such as payment card data) that requires protections greater than those specified in the [Oracle GCS Security Practices](#).

Select File Group

☒ * TFA package (Recommended approach.)

Choose File

No file chosen

Select File Group

☐ * IPS Package

Choose File

No file chosen

Select File Group

☐ * Alertlog

Choose File

No file chosen

Select File Group

☐ * tracefile

Choose File

No file chosen

Select File Group

☐ IncidentTrace(Optional)

Choose File

No file chosen

Select File Group

☐ AWR(Optional)

Choose File

No file chosen

Upload