

DB2 Version 8 Problem Determination

DB2 Quickstart Education

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db2diag.log

- The information in the db2diag.log includes:
 - ▶ The location reporting an error. Application identifiers allow you to match up entries pertaining to an application on the db2diag.logs of servers and clients.
 - ▶ A diagnostic message (beginning with "DIA") explaining the reason for the error.
 - ▶ Any available supporting data, such as SQLCA data structures and pointers to the location of any extra dump or trap files.
- Entries in the db2diag.log:
 - ▶ Administrative events - i.e. backup/restore start and finished.
 - ▶ Error information
 - ─ Other information, including pointers to dump files

Locating db2diag.log

- WIN NT/2000 (default)
 - ▶ ...\\sqllib\\<instance name>\\db2diag.log
- UNIX (default)
 - ▶ .../sqllib/db2dump/db2diag.log
- optional: set alternate location in dbm cfg
 - ▶ db2 update dbm cfg using diagpath <path>
- The verbosity of diagnostic text is determined by dbm cfg (diaglevel)
 - ▶ range is 0 to 4 (default is 3)
 - ▶ most verbose is 4

Low Level Tracing (db2trc)

- You need to be able to reproduce the problem.
- Usually coincides with level 2 or higher support
- basic steps:
 - ▶ db2trc on
 - do actions that lead to crash/error
 - ▶ db2trc dump <outfile>
 - dumps a binary datafile which can be analyzed
 - ▶ db2trc fmt|flw <input dump file> <output file>
 - turns binary outfile into readable text.
 - ▶ db2trc off
 - turn off tracing (**dont forget this!**)
- send files to support for their analysis.

Dealing with support

- Before you do anything, ensure that clients and server are at the **SAME Fixpak level**. Easy to run into strange problems if they are not.
 - If you are integrating several products, mention them all.
 - Attempt to reduce the problem, provide scripts to setup a test case if possible
 - COLLECT EVERYTHING NEEDED FOR SUPPORT:
 - db2support utility.
- example:
- ```
db2support . -d MyDbName -c
```

## CLI Tracing

- For CLI and Java Applications
- Configure db2cli.ini at the database CLIENT (application)

```
[common]
trace=0
tracerefreshinterval=300
tracepathname=/path/to/writeable/directory
traceflush=1
```



## CLI Tracing Demo

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- JDK 1.3.1 is provided as part of DB2 install
  - ▶ `sqllib/java/jdk/`
- Sample Java programs in `sqllib/samples/java`