



Collecting and Analyzing Oracle Database Diagnostic Data

3 On-demand Analysis and Diagnostic Collection

Run Oracle Trace File Analyzer on demand using `tfactl` command-line tool.

- [Collecting Diagnostics and Analyzing Logs On-Demand](#)
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You can search all metadata stored in the Oracle Trace File Analyzer index using `tfactl search -showdatatypes|-json [json_details]`.
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To enable collection uploads, configure Oracle Trace File Analyzer with your My Oracle Support user name and password.

- [Changing Oracle Grid Infrastructure Trace Levels](#)
Enabling trace levels enables you to collect enough diagnostics to diagnose the cause of the problem.

3.1 Collecting Diagnostics and Analyzing Logs On-Demand

The `tfactl` command can use a combination of different database command tools when it performs analysis.

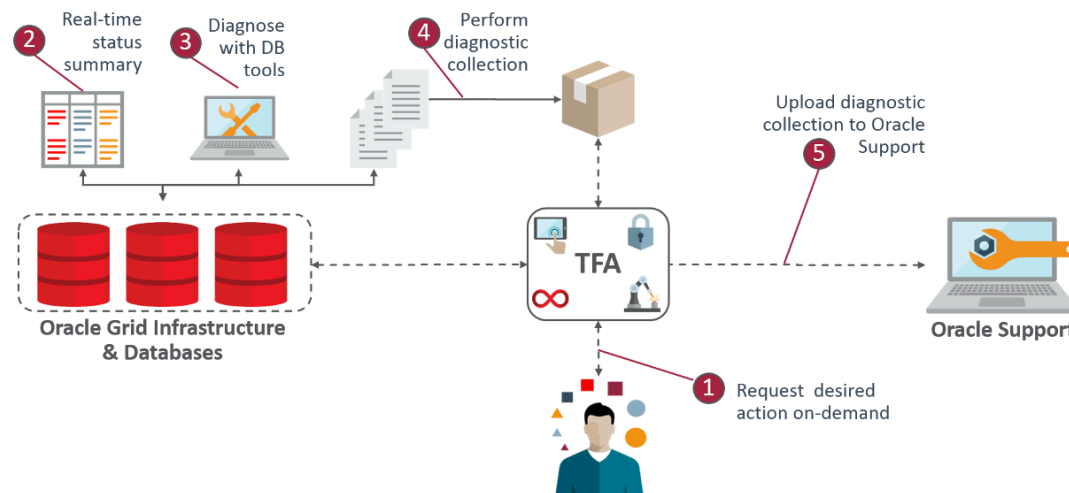
The `tfactl` command enables you to access all tools using common syntax. Using common syntax hides the complexity of the syntax differences between the tools.

Use the Oracle Trace File Analyzer tools to perform analysis and resolve problems. If you need more help, then use the `tfactl` command to collect diagnostics for Oracle Support.

Oracle Trace File Analyzer does the following:

- Collects all relevant log data from a time of your choosing.
- Trims log files around the time, collecting only what is necessary for diagnosis.
- Packages all diagnostics on the node where `tfactl` was run from.

Figure 3-1 On-Demand Collections



Description of "Figure 3-1 On-Demand Collections"

Parent topic: [On-demand Analysis and Diagnostic Collection](#)

3.2 Viewing System and Cluster Summary

The summary command gives you a real-time report of system and cluster status.

Syntax

```
tfactl summary [options]
```

For more help use:

```
tfactl summary -help
```

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Parent topic: [On-demand Analysis and Diagnostic Collection](#)

3.3 Investigating Logs for Errors

Use Oracle Trace File Analyzer to analyze all your logs across your cluster to identify recent errors.

1. To find all errors in the last one day:

```
$ tfactl analyze -last 1d
```

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2. To find all errors over a specified duration:

```
$ tfactl analyze -last 18h
```

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3. To find all occurrences of a specific error on any node, for example, to report ORA-00600 errors:

```
$ tfactl analyze -search "ora-00600" -last 8h
```

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Example 3-1 Analyzing logs

```
tfactl analyze -last 14d
```



```
Jun/02/2016 11:44:39 to Jun/16/2016 11:44:39 tfactl> analyze -last 14
INFO: analyzing all (Alert and Unix System Logs) logs for the last 20
INFO: analyzing host: myserver69
```

```

Report title: Analysis of Alert, System Logs
Report date range: last ~14 day(s)
Report (default) time zone: EST - Eastern Standard Time
Analysis started at: 16-Jun-2016 02:45:02 PM EDT
Elapsed analysis time: 0 second(s).
Configuration file:
/u01/app/tfa/myserver69/tfa_home/ext/tnt/conf/tnt.prop
Configuration group: all
Total message count: 957, from 02-May-2016
09:04:07 PM EDT to 16-Jun-2016 12:45:41 PM EDT
Messages matching last ~14 day(s): 225, from 03-Jun-2016
02:17:32 PM EDT to 16-Jun-2016 12:45:41 PM EDT
last ~14 day(s) error count: 2, from 09-Jun-2016
09:56:47 AM EDT to 09-Jun-2016 09:56:58 AM EDT last ~14 day(s) ignore
last ~14 day(s) unique error count: 2

```

Message types for last ~14 day(s)

Occurrences	percent	server name	type
223	99.1%	myserver69	generic
2	0.9%	myserver69	ERROR
225	100.0%		

Unique error messages for last ~14 day(s)

Occurrences	percent	server name	error
1	50.0%	myserver69	Errors in file

/u01/app/racusr/diag/rdbms/rdb11204/RDB112041/trace/RDB112041_ora_254
(incident=6398):

ORA-07445: exception
encountered: core dump [] [] [] [] [] []

Incident details in:
/u01/app/racusr/diag/rdbms/rdb11204/RDB112041/incident/incdir_6398/RD

Use ADRCI or Support Workbench
See Note 411.1 at My Oracle Support

1	50.0%	myserver69	Errors in file
---	-------	------------	----------------

```
/u01/app/racusr/diag/rdbms/rdb11204/RDB112041/trace/RDB112041_ora_253
(incident=6394):
ORA-00700: soft internal error
Incident details in:
/u01/app/racusr/diag/rdbms/rdb11204/RDB112041/incident/incdir_6394/RDB112041_ora_253_6394.trc

Errors in file /u01/app/racusr/diag/rdbms/rdb11204/RDB112041/incident/incdir_6394/RDB112041_ora_253_6394.trc:
(incident=6395):
ORA-00600: internal error, kill: (131072) 6395=0, table:
Incident details in:
/u01/app/racusr/diag/rdbms/rdb11204/RDB112041/incident/incdir_6395/RDB112041_ora_253_6395.trc

Dumping diagnostic data in directory /u01/app/racusr/diag/rdbms/rdb11204/RDB112041/incident/incdir_6395/RDB112041_ora_253_6395.trc:
Use ADRCI or Support Workbench to retrieve details. See Note 411.1 at My Oracle Support.

-----
2 100.0%
See Change Which Directories Get Collected for more details.
```

Related Topics

- [tfactl summary](#)
- [tfactl analyze](#)

Parent topic: [On-demand Analysis and Diagnostic Collection](#)

3.4 Analyzing Logs Using the Included Tools

Oracle Database support tools bundle is available only when you download Oracle Trace File Analyzer from My Oracle Support note 1513912.1.

Oracle Trace File Analyzer with Oracle Database support tools bundle includes the following tools:

Table 3-1 Tools included in Linux and UNIX

Tool	Description
orachk or exachk	Provides health checks for the Oracle stack. Oracle Trace File Analyzer installs either Oracle EXAchk for engineered systems or Oracle ORAchk for standard systems.

Tool	Description
	<p>for all non-engineered systems.</p> <p>For more information, see My Oracle Support notes 1070954.1 and 1268927.2.</p>
<code>oswatcher</code>	<p>Collects and archives operating system metrics. These metrics are useful for instance or node evictions and performance issues.</p> <p>For more information, see My Oracle Support note 301137.1.</p>
<code>procmatcher</code>	<p>Automates and captures database performance diagnostics and session level hang information.</p> <p>For more information, see My Oracle Support note 459694.1.</p>
<code>oratop</code>	<p>Provides near real-time database monitoring.</p> <p>For more information, see My Oracle Support note 1500864.1.</p>
<code>alertsummary</code>	<p>Provides summary of events for one or more database or ASM alert files from all nodes.</p>
<code>ls</code>	<p>Lists all files Oracle Trace File Analyzer knows about for a given file name pattern across all nodes.</p>
<code>pstack</code>	<p>Generates the process stack for the specified processes across all nodes.</p>
<code>grep</code>	<p>Searches for a given string in the alert or trace files with a specified database.</p>
<code>summary</code>	<p>Provides high-level summary of the configuration.</p>
<code>vi</code>	<p>Opens alert or trace files for viewing a given database and file name pattern in the <code>vi</code> editor.</p>
<code>tail</code>	<p>Runs a tail on an alert or trace files for a given database and file name pattern.</p>
<code>param</code>	<p>Shows all database and operating system parameters that match a specified pattern.</p>
<code>dbglevel</code>	<p>Sets and unsets multiple CRS trace levels with one command.</p>

Tool	Description
history	Shows the shell history for the <code>tfactl</code> shell.
changes	Reports changes in the system setup over a given time period. The report includes database parameters, operating system parameters, and the patches applied.
calog	Reports major events from the cluster event log.
events	Reports warnings and errors seen in the logs.
managelogs	Shows disk space usage and purges ADR log and trace files.
ps	Finds processes.
trriage	Summarizes <code>oswatcher</code> or <code>exawatcher</code> data.

Table 3-2 Tools included in Microsoft Windows

Tool	Description
calog	Reports major events from the cluster event log.
changes	Reports changes in the system setup over a given time period. The report includes database parameters, operating system parameters, and patches applied.
dir	Lists all files Oracle Trace File Analyzer knows about for a given file name pattern across all nodes.
events	Reports warnings and errors seen in the logs.
findstr	Searches for a given string in the alert or trace files with a specified database.
history	Shows the shell history for the <code>tfactl</code> shell.
managelogs	Shows disk space usage and purges ADR log and trace files.
notepad	Opens alert or trace files for viewing a given database and file name pattern in the <code>notepad</code> editor.

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Changes in this Release for Oracle Trace File Analyzer User's Guide 18.4.1

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Tool	Description
param	Shows all database and operating system parameters that match a specified pattern.
summary	Provides high-level summary of the configuration.
tasklist	Finds processes.

To verify which tools you have installed:

```
$ tfactl toolstatus
```



You can run each tool using `tfactl` either in command line or shell mode.

To run a tool from the command line:

```
$ tfactl run tool
```



The following example shows how to use `tfactl` in shell mode. Running the command starts `tfactl`, connects to the database *MyDB*, and then runs `oratop`:

```
$ tfactl
tfactl > database MyDB
MyDB tfactl > oratop
```



Related Topics

- <https://support.oracle.com/rs?type=doc&id=1513912.1>
- <https://support.oracle.com/rs?type=doc&id=1070954.1>
- <https://support.oracle.com/rs?type=doc&id=1268927.2>
- <https://support.oracle.com/rs?type=doc&id=301137.1>
- <https://support.oracle.com/rs?type=doc&id=459694.1>
- <https://support.oracle.com/rs?type=doc&id=1500864.1>

- <https://support.oracle.com/rs?type=doc&id=215187.1>

Parent topic: [On-demand Analysis and Diagnostic Collection](#)

3.5 Searching Oracle Trace File Analyzer Metadata

You can search all metadata stored in the Oracle Trace File Analyzer index using `tfactl search -showdatatypes|-json [json_details]`.

You can search for all events for a particular Oracle Database between certain dates, for example,

```
tfactl search -json
'{
  "data_type":"event",
  "content":"oracle",
  "database":"rac11g",
  "from":"01/20/2017 00:00:00",
  "to":"12/20/2018 00:00:00"
}'
```



To list all index events: `tfactl search -json '{"data_type":"event"}'`

To list all available datatypes: `tfactl search -showdatatypes`

Parent topic: [On-demand Analysis and Diagnostic Collection](#)

3.6 Collecting Diagnostic Data and Using One Command Service Request Data Collections

To perform an on-demand diagnostic collection:

```
$ tfactl diagcollect
```



Running the command trims and collects all important log files updated in the past 12 hours across the whole cluster. Oracle Trace File Analyzer stores collections in the repository directory. You can change the `diagcollect` timeframe with the `-last n h|d` option.

Oracle Support often asks you to run a Service Request Data Collection (SRDC). The SRDC depends on the type of problem you experienced. It is a series of many data gathering

instructions aimed at diagnosing your problem. Collecting the SRDC manually can be difficult, with many different steps required.

Oracle Trace File Analyzer can run SRDC collections with a single command:

```
$ tfactl diagcollect -srdc srdc_type -sr sr_number
```

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To run SRDCs, use one of the Oracle privileged user accounts:

- ORACLE_HOME owner
- GRID_HOME owner

Table 3-3 One Command Service Request Data Collections

Type of Problem	Available SRDCs		Collection Scope
ORA Errors	ORA-00020	ORA-04023	Local-only
	ORA-00060	ORA-04031	
	ORA-00600	ORA-04063	
	ORA-00700	ORA-07445	
	ORA-01031	ORA-08102	
	ORA-01555	ORA-08103	
	ORA-01578	ORA-27300	
	ORA-01628	ORA-27301	
	ORA-04030	ORA-27302	
		ORA-29548	
		ORA-30036	
Database Configuration Assistant problems	dbstandalonebca		Local-only
Oracle Database performance problems	dbperf		Cluster-wide

Type of Problem	Available SRDCs	Collection Scope
Datapatch issues	dbdatapatch	Local-only
Oracle Text version 12.1.0.1 and later upgrade issues	dbtextupgrade	Local-only
Oracle Spatial Installation issues	dbspatialinstall	Local-only
Oracle Spatial Export/Import issues	dbspatialexportimport	Local-only
Data Pump Import performance problems	dbimpdpperf	Local-only
SQL performance problems	dbsqlperf	Local-only
Transparent Data Encryption (TDE) problems	dbtde	Local-only
Oracle Database resource problems	dbunixresources	Local-only
Other internal Oracle Database errors	internalerror	Local-only
Oracle Database patching problems	dbpatchinstall dbpatchconflict	Local-only
Original Oracle Database Export (exp)	dbexp dbexpdp dbexpdpapi dbexpdpperf dbexpdppts	Local-only
Original Oracle Database Import	dbimp	Local-only

Type of Problem	Available SRDCs	Collection Scope
(imp)	dbimpdp dbimpdpperf	
RMAN	dbrman dbrman600 dbrmanperf	Local-only
System change number	dbscn	Local-only
Oracle GoldenGate	dbggclassicmode dbggintegratedmode	Local-only
Oracle Database install / upgrade problems	dbinstall dbupgrade dbpreupgrade	Local-only
Oracle Database storage problems	dbasm	Local-only
Excessive SYSAUX space is used by the Automatic Workload Repository (AWR)	dbawrspace	Local-only
Oracle Database startup / shutdown problems	dbshutdown dbstartup	
XDB Installation or invalid object problems	dbxdb	Local-only
Oracle Data Guard problems	dbdataguard	Local-only
Alert log messages of Corrupt block relative dba problems	dbblockcorruption	Local-only

Type of Problem	Available SRDCs	Collection Scope
ASM / DBFS / DNFS / ACFS problems	dnfs	Local-only
Create / maintain partitioned / subpartitioned table / index problems	dbpartition	Local-only
Slow Create / Alter / Drop commands against partitioned table / index	dbpartitionperf	Local-only
SQL performance problems	dbsqlperf	Local-only
UNDO corruption problems	dbundocorruption	Local-only
Listener errors: TNS-12516 / TNS-12518 / TNS-12519 / TNS-12520	listener_services	Local-only
Naming service errors: ORA-12154 / ORA-12514 / ORA-12528	naming_services	Local-only
Standard information for Oracle Database auditing	dbaudit	Local-only
Enterprise Manager tablespace usage metric problems	emtbsmetrics	Local-only (on Enterprise Manager Agent target)

Type of Problem	Available SRDCs	Collection Scope
Enterprise Manager general metrics page or threshold problems	emmetricalert	Local-only (on Enterprise Manager Agent target and repository database)
Enterprise Manager debug log collection Run <code>emdebugon</code> , reproduce the problem then run <code>emdebugoff</code> , which disables debug again and collects debug logs	emdebugon emdebugoff	Local-only (on Enterprise Manager Agent target and Oracle Management Service)
Enterprise Manager target discovery / add problems	emcliadd emclusdisc emdbsys emgendisc emprocdisc	Local-only
Enterprise Manager OMS restart problems	emrestartoms	Local-only
Enterprise Manager Agent performance problems	emagentperf	Local-only
Enterprise Manager OMS Crash problems	emomscrash	Local-only
Enterprise Manager Java heap usage or performance problems	emomsheap	Local-only
Enterprise Manager OMS crash, restart or	emomshungcpu	Local-only

Type of Problem	Available SRDCs	Collection Scope
performance problems		
Oracle Exalogic full Exalogs data collection information	esexalogic	Local-only

For more information about SRDCs, run `tfactl diagcollect -srdc -help`.

What the SRDCs collect varies for each type, for example:

Table 3-4 SRDC collections

Command	What gets collected
<code>\$ tfactl diagcollect -srdc ORA-04031</code>	<ul style="list-style-type: none"> • IPS package • Patch listing • AWR report • Memory information • RDA HCVE output
<code>\$ tfactl diagcollect -srdc dbperf</code>	<ul style="list-style-type: none"> • ADDM report • AWR for good period and problem period • AWR Compare Period report • ASH report for good and problem period • OSWatcher • IPS package (if there are any errors during problem period) • Oracle ORAchK (performance-related checks)

Oracle Trace File Analyzer prompts you to enter the information required based on the SRDC type.

For example, when you run ORA-4031 SRDC:

```
$ tfactl diagcollect -srdc ORA-04031
```




Oracle Trace File Analyzer prompts to enter event date/time and database name.

1. Oracle Trace File Analyzer scans the system to identify recent events in the system (up to 10).
2. Once the relevant event is chosen, Oracle Trace File Analyzer then proceeds with diagnostic collection.
3. Oracle Trace File Analyzer identifies all the required files.
4. Oracle Trace File Analyzer trims all the files where applicable.
5. Oracle Trace File Analyzer packages all data in a zip file ready to provide to support.

You can also run an SRDC collection in non-interactive silent mode. Provide all the required parameters up front as follows:

```
$ tfactl diagcollect -srdc srdc_type -database db -from "d"
```

 Copy

Example 3-2 Diagnostic Collection


```
$ tfactl diagcollect
```



```
Collecting data for the last 12 hours for all components...
Collecting data for all nodes
```

```
Collection Id : 20160616115923myserver69
```

```
Detailed Logging at :
```

```
/u01/app/tfa/repository/collection_Thu_Jun_16_11_59_23_PDT_2016_node_
2016/06/16 11:59:27 PDT : Collection Name :
tfa_Thu_Jun_16_11_59_23_PDT_2016.zip
2016/06/16 11:59:28 PDT : Collecting diagnostics from hosts :
[myserver70, myserver71, myserver69]
2016/06/16 11:59:28 PDT : Scanning of files for Collection in progres
2016/06/16 11:59:28 PDT : Collecting additional diagnostic informatio
2016/06/16 11:59:33 PDT : Getting list of files satisfying time range
[06/15/2016 23:59:27 PDT, 06/16/2016 11:59:33 PDT]
2016/06/16 11:59:37 PDT : Collecting ADR incident files...
2016/06/16 12:00:32 PDT : Completed collection of additional diagnosti
2016/06/16 12:00:39 PDT : Completed Local Collection
2016/06/16 12:00:40 PDT : Remote Collection in Progress...
```

```
.-----.
```

Collection Summary				
Host	Status	Size	Time	
myserver71	Completed	15MB	64s	
myserver70	Completed	14MB	67s	
myserver69	Completed	14MB	71s	

```
'-----'
```

```
Logs are being collected to:
```

```
/u01/app/tfa/repository/collection_Thu_Jun_16_11_59_23_PDT_2016_node_
/u01/app/tfa/repository/collection_Thu_Jun_16_11_59_23_PDT_2016_node_
/u01/app/tfa/repository/collection_Thu_Jun_16_11_59_23_PDT_2016_node_
/u01/app/tfa/repository/collection_Thu_Jun_16_11_59_23_PDT_2016_node_
```

Example 3-3 One command SRDC

```

$ tfactl diagcollect -srdc ora600
Enter value for EVENT_TIME [YYYY-MM-DD HH24:MI:SS,<RETURN>]
Enter value for DATABASE_NAME [<RETURN>=ALL] :

1. Jun/09/2016 09:56:47 : [rdb11204] ORA-00600: internal error code,
arguments: [], [], [], [], [], [], [], [], [], [], [], [], [] 2. May/19/2
arguments: [], [], [], [], [], [], [], [], [], [], [], [], [] 3. May/13/2
arguments: [], [], [], [], [], [], [], [], [], [], [], [], [] 4. May/13/2
arguments: [], [], [], [], [], [], [], [], [], [], [], [], []

Please choose the event : 1-4 [1] 1
Selected value is : 1 ( Jun/09/2016 09:56:47 ) Collecting data for 1c
from Jun/09/2016 03:56:47 to Jun/09/2016 15:56:47

Collection Id : 20160616115820myserver69

Detailed Logging at :
/u01/app/tfa/repository/srdc_ora600_collection_Thu_Jun_16_11_58_20_PD
2016/06/16 11:58:23 PDT : Collection Name :
tfa_srdc_ora600_Thu_Jun_16_11_58_20_PDT_2016.zip
2016/06/16 11:58:23 PDT : Scanning of files for Collection in progres
2016/06/16 11:58:23 PDT : Collecting additional diagnostic informatio
2016/06/16 11:58:28 PDT : Getting list of files satisfying time range
[06/09/2016 03:56:47 PDT, 06/09/2016 15:56:47 PDT]
2016/06/16 11:58:30 PDT : Collecting ADR incident files...
2016/06/16 11:59:02 PDT : Completed collection of additional diagnost
2016/06/16 11:59:06 PDT : Completed Local Collection

.------.
|           Collection Summary           |
+-----+-----+-----+-----+
| Host       | Status     | Size    | Time    |
+-----+-----+-----+-----+
| myserver69 | Completed  | 7.9MB   | 43s     |
+-----+-----+-----+-----+

```



Note: For more information about how to diagnose and resolve ORA-00600 errors using Oracle Trace File Analyzer diagnostics, see [ORA-600 \(ORA-00600 Internal Error\) Detection, Diagnosis & Resolution](#).

Related Topics

- [ORA-600 \(ORA-00600 Internal Error\) Detection, Diagnosis & Resolution](#)

Parent topic: [On-demand Analysis and Diagnostic Collection](#)

3.7 Uploading Collections to Oracle Support

To enable collection uploads, configure Oracle Trace File Analyzer with your My Oracle Support user name and password.

For example:

```
tfactl setupmos
```

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Oracle Trace File Analyzer stores your login details securely within an encrypted wallet. You can store only a single user's login details.

1. Run a diagnostic collection using the `-sr sr_number` option.

```
tfactl diagcollect diagcollect options -sr sr_number  Copy
```


At the end of collection, Oracle Trace File Analyzer automatically uploads all collections to your Service Request.

Oracle Trace File Analyzer can also upload any other file to your Service Request.

You can upload using the wallet, which was setup previously by `root` using `tfactl setupmos`.

```
tfactl upload -sr sr_number -wallet space-separated list  Copy
```

You can also upload without the wallet. When uploading without the wallet `tfactl` prompts for the password.

```
tfactl upload -sr sr_number -user user_id space-separated  Copy
```

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```

-bash-4.1# tfactl setupmos
Enter User Id: john.doe@oracle.com
Enter Password:
Wallet does not exist ... creating
Wallet created successfully
USER details added/updated in the wallet
PASSWORD details added/updated in the wallet
SUCCESS - CERTIMPORT - Successfully imported certificate
-bash-4.1# su - oradb

-bash-4.1$ /opt/oracle.tfa/tfa/myserver69/tfa_home/bin/tfactl diagcol
Enter the time of the ORA-00600 [YYYY-MM-DD HH24:MI:SS,RETURN=ALL] :
Enter the Database Name [RETURN=ALL] :

1. Oct/23/2017 03:03:40 : [ogg11204] ORA-00600: internal error code,
2. Sep/26/2017 10:03:10 : [ogg11204] ORA-00600: internal error code,
3. Sep/26/2017 10:02:49 : [ogg11204] ORA-00600: internal error code,
4. Sep/26/2017 10:02:33 : [ogg11204] ORA-00600: internal error code,
5. Jan/09/2016 13:01:02 : [+ASM1] ORA-00600: internal error code, arg

Please choose the event : 1-5 [1] 1
Selected value is : 1 ( Oct/23/2017 03:03:40 )
Scripts to be run by this srhc: ipspack rdahcve1210 rdahcve1120 rdahc
Components included in this srhc: OS CRS DATABASE NOCHMOS
Use of uninitialized value $db_home in length at /opt/oracle.tfa/tfa/
Collecting data for local node(s)
Scanning files from Oct/22/2017 21:03:40 to Oct/23/2017 09:03:40

Collection Id : 20180430080045myserver69

Detailed Logging at : /opt/oracle.tfa/tfa/repository/srhc_ora600_coll
2018/04/30 08:00:50 PDT : NOTE : Any file or directory name containin
2018/04/30 08:00:50 PDT : Collection Name : tfa_srhc_ora600_Mon_Apr_3
2018/04/30 08:00:50 PDT : Scanning of files for Collection in progres
2018/04/30 08:00:50 PDT : Collecting additional diagnostic informatio
2018/04/30 08:01:15 PDT : Getting list of files satisfying time range
2018/04/30 08:01:34 PDT : Collecting ADR incident files...
2018/04/30 08:02:21 PDT : Completed collection of additional diagnost
2018/04/30 08:02:24 PDT : Completed Local Collection
2018/04/30 08:02:24 PDT : Uploading collection to SR - 3-15985570811
2018/04/30 08:02:27 PDT : Successfully uploaded collection to SR

.------.
|           Collection Summary           |
+-----+

```

On-demand Analysis and Diagnostic Collection

Host	Status	Size	Time
myserver69	Completed	559kB	94s

```
Logs are being collected to: /opt/oracle.tfa/tfa/repository/srdc_ora600
/opt/oracle.tfa/tfa/repository/srdc_ora600_collection_Mon_Apr_30_08_0
```

Parent topic: [On-demand Analysis and Diagnostic Collection](#)

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