Diagnostic AWR WAREHOUSE (Doc ID 2223678.1)

In this Document

APPLIES TO:

Enterprise Manager for Oracle Database - Version 12.1.0.4.0 and later
Information in this document applies to any platform.

PURPOSE

The purpose of this document is to provide high level Diagnostics steps for the AWR Warehouse components.

Diagnostics For

- Warehouse Configuration
- Source DB Errors
- Extract,Transfer and Load Errors

TROUBLESHOOTING STEPS

Diagnostic for Warehouse Configuration

- Configuration status is stored in table DB_CAW_REPOS in the EM Repository: Status Values are Configured(1) , Running / Pending (2) and Failed (3)
- After the user specifies all the parameters an EM job is submitted to deploy the packages . Status is updated once the job ends.
- EM jobs page: look for the job type: "dbSetupCAW"/"Setup AWR Extract/Load" , job name: "CAW_Load_Setup_%" . Errors are captured in the emoms.log or job logs.

Diagnostic for Source DB Errors

When source db is added, the following steps are executed

- Validations
- Information stored in Warehouse
- An EM Job is submitted to deploy the extract plsql packages on the database. This job sets up the schema and the scheduler jobs on the source database
- A Repeating EM job is created for transferring awr dumps

Logs

- EM Jobs Page: Look for job type: "dbSetupCAW"/"Setup AWR Extract/Load" , job name: "CAW_Extract_Setup_%"
- Emoms.log on the OMS side
- To check the job logs in debug mode, use emctl set property -module logging -name log4j.category.oracle.sysman.emdrep.jobs -value DEBUG

Diagnostic for Extract,Transfer and Load

Extract

- Query the Table to find extract errors - table name DBSNMP.CAW_EXTRACT_METADATA : this table contains info about the dump created (snapshot range, dump name etc,) and status of the extract and transfer.
- Status column values in the table updated by extract: -1 = Purged, awr snapshot range has been purged, 1 = Extract is running, 2 = extract successful, 3 = extract failed, 99 = extract has failed more than 3 times Updated by transfer, 4 = transfer started 5 = transfer complete
- Sql to see extract errors: "select instance_number, filename, err_msg, log_file from dbsnmp.caw_extract_metadata where status in (3, 99);"

Logs

- Logs in the Database Scheduler Jobs page in EM , job name: "MGMT_CAW_EXTRACT" , or in the table dbsnmp.caw_extract_properties (select property_name, property_value from dbsnmp.caw_extract_properties where property_name like 'dump_dir_%)
- Sample Output for the query : Property Name Property Value

> dump_dir_1 <Location on Node 1>
> dump_dir_3 <Location on Node 3>

Transfer

- Logs are available on the jobs page for the transfer job (job type: "Transfer AWR Snapshots" , job name: "CAW_TRANSFER_%")
- The first step in the job "getDumpFiles" connects to the source database and finds out if there any dumps to be transferred.
- If the error states "No Dumps are pending to be transferred", it is safe to ignore the message as the overall job would most likely succeed
- In case there is an error other than the one above, and the job succeeds, it can be due to a genuine issue and needs to be investigated.

Load Errors

- Database scheduler jobs page in EM job name: "MGMT_CAW_LOAD" -- primary scheduler job "AWRLOAD$%" -- one time secondary jobs.
- Load metadata tables: DBSNMP.CAW_LOAD_METADATA and DBSNMP.CAW_LOAD_ERRORS
- Query to look for errors :

```
select m.target_name, error_msg, to_char(m.end_time, 'Mon dd, hh24:mi:ss'), log_file
from dbsnmp.caw_load_errors e, dbsnmp.caw_load_metadata m
where e.dump_id = m.dump_id and m.status = 4 order by m.end_time;
```

REFERENCES

NOTE:2218697.1 - Adding Source Database To AWR Warehouse Fails With "ORA-01536" Error
NOTE:1960070.1 - EM 12c: AWR Warehouse Configuration Wizard Does Not Allow To Select SSH KEY Named Credentials
NOTE:2125350.1 - AWR Warehouse Frequent Data Load Failures
NOTE:2202996.1 - EM 13c: The Job to Set Up AWR Warehouse in Enterprise Manager 13c Cloud Control Fails with Error: Load timed out
NOTE:2075341.1 - EM 12c: AWR Warehouse Source Database has Null Value for Directory Parameter
NOTE:2012756.1 - Adding Instance To AWR Warehouse Gives Error - "Internal Error has occurred" - "java.lang.NullPointerException"

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