

Known Issues with AWR Warehouse (Doc ID 2292288.1)

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APPLIES TO:

Enterprise Manager for Oracle Database - Version 12.1.0.5.0 and later
Information in this document applies to any platform.

PURPOSE

The document will try to capture all the known issues with the AWR Warehouse feature.

TROUBLESHOOTING STEPS

1. Symbolic links are not supported for the ump directory. The reason is that the OMS jobs are using UTL_FILE package to read the dump files and this is not supported by the package it self. More details can be found here:

[Note 1179287.1](#) Does the UTL_FILE Package Support Symbolic Link Files?

2. The CAW_TRANSFER job step for GETDUMPFILERS is showing a failure, however the overall job status is shown as successful. This was logged under this BUG:

[BUG 25659123](#) - CAW_TRANSFER STEP: GETDUMPFILERS FAILED - But Job Status = Succeeded

3. Extract jobs may fail with the following error:

ERROR at line 1:

ORA-20137: NO NEW SNAPSHOTS TO EXTRACT

ORA-06512: at "DBSNMP.MGMT_CAW_EXTRACT", line 516

ORA-06512: at line 1

Due to this error, the existing dumps (previously extracted) will not get transferred over to the OMS/AWR Warehouse, which may create a backlog.

This was logged under the following BUG and was fixed in 13.1 Cloud Control:

Bug 19024918 - ORA-20137: NO NEW SNAPSHOTS TO EXTRACT ERROR FOR RUN ETL JOB

4. After a new RAC node was added, the extract job will fail with:

*Errors in file /ora_home/app/oracle/diag/rdbms/csdbp/CSDBP3/trace/CSDBP3_j000_23921268.trc:
ORA-12012: error on auto execute of job "DBAMONITOR"."MGMT_CAW_EXTRACT"
ORA-01403: no data found*

Solution: [Note 2098933.1](#) Error ORA-01403 Incurred While Running Scheduled AWR Warehouse Job
MGMT_CAW_EXTRACT.

5. Data pump errors can be seen when importing the dumps (errors are logged in the DBSNMP.CAW_LOAD_ERRORS table):

ORA-20115: Data Pump import encountered error: ORA-39002: invalid operation ORA-39070: Unable to open the log file. ORA-29283: invalid file operation ORA-06512: at "SYS.UTL_FILE", line 536 ORA-29283: invalid file operation /u01/agent12c/agent_inst/awr_t/1_3FC839046E44A5ABE05345A75D0AE434_1642

813343_74490_74587.log

ORA-20115: Data Pump import encountered error: ORA-39002: invalid operation ORA-39070: Unable to open the log file. ORA-29283: invalid file operation ORA-06512: at "SYS.UTL_FILE", line 536 ORA-29283: invalid file operation /u01/agent12c/agent_inst/awr_t/1_3FC5DCDB6BAC5448E05314865D0A1BF5_195555588_8629_8634.log

The errors are due to a limitation in the awrload.sql script at the AWR Repository database side where the file name of the dump cannot be greater than 3- characters. Apply [patch 25869578](#) on the AWR Repository database.

Note: The same error may happen when the EM agent does not have write access on <agent_inst>/awr_t directory to save the dumps. Permissions needs to be verified on the folder.

6. Loading the dumps into the AWR Warehouse may fail if password verification is enabled:

[Note 2066231.1](#) Automatic Workload Repository Load Job in Enterprise Manager Cloud Control Fails with Logged Error: ORA-28003: password verification for the specified password failed

7. Currently, there is no option to change the stage location when adding a new source database in the AWR Warehouse. This was logged under the following ER:

[BUG 25890462](#) - EM13:Need option to change stage location when adding source db in AWR dashboard

8. The load jobs may fail with the following error:

ORA-20115: Data Pump import encountered error:
ORA-39171: Job is experiencing a resumable wait.
Resumable error: ORA-01658: unable to create INITIAL extent for segment in tablespace SYSAUX

The space in SYSAUX table is depleted. This is not necessarily an EM issue and the DBA for this database needs to increase the space in the SYSAUX tablespace.

9. Source database reconfiguration activity may fail with:

'Default preferred credentials are not set'

The change is done using an emcli command similar to:

```
<OMS_HOME>/bin>./emcli awrwh_reconfigure_src -target_name=<Target Database> -target_type=<Target Database> [-inst_num=<Instance Number (RAC)>] -src_dir=<Dump Location>
```

This is because the EM user which is executing the reconfiguration command does not have access to the the preferred credentials being set on the database target which is being reconfigured. Ensure that access to those credentials is enabled for this EM user as well.

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