# Checklist – Slow Query Performance – Oracle

When a customer complains of poor performance for a specific query, there could be a number of causes.

* Missing indexes
* Out of date statistics
* Improper database configuration
* Poorly constructed query

In order to properly diagnose and repair the problem, you should collect the following information and attach it to the JIRA task:

1. Original DQL query
   * This can be collected from a DFC trace
2. Translated SQL Query
   * This can be obtained through DA in the DQL Tester, SQL\_TRACE or GET\_LAST\_SQL

SQL\_TRACE utility (to session logs):

API> trace,c,1,,SQL\_TRACE  
API> ?,c,<command>  
API> trace,c,0,,SQL\_TRACE

GET\_LAST\_SQL (to screen)

API> ?,c,<command>  
API> ?,c,EXECUTE GET\_LAST\_SQL

1. Query execution plan
   * If you have access to the database, you can get this by logging in to SQL\*Plus as the repository owner, and executing “set autotrace on” before running the query.
   * If you don’t have access, the DBA can provide the execution plan for you.
2. Index list and table information
   * Run the “gather\_all\_oracle.sql” script in SQL\*Plus as the repository owner and attach the output files “indexlist.txt”, ”tablesizes.txt”, “param.txt”, “jobinfo.txt” to the case.



1. AWR Report
   * If you have DBA privileges, create the AWR report by running the following command in SQL\*Plus. If not, ask the DBA to generate it for you.

@?/rdbms/admin/awrrpt

* + Note that the AWR report should be generated for a period of typical user load.

In addition, please provide the following information:

Timing information:

* When did the problem start?
* Has anything changed recently, such as a software upgrade or batch load?
* Does the problem happen to all users or only some users?
* Does the problem occur at certain times or all of the time?

Environment Information:

* Latest “State of the Docbase” report
* Environment configuration details (O/S, software versions, number of CS and app servers, and load balancer information.)
* Network information such as ping times (if users are remote)
* Can the issue be reproduced in their test environment?
* Can the issue be reproduced in an EMC environment?