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Oracle Database Administration Tips and Techniques For the PDMLink Administrator

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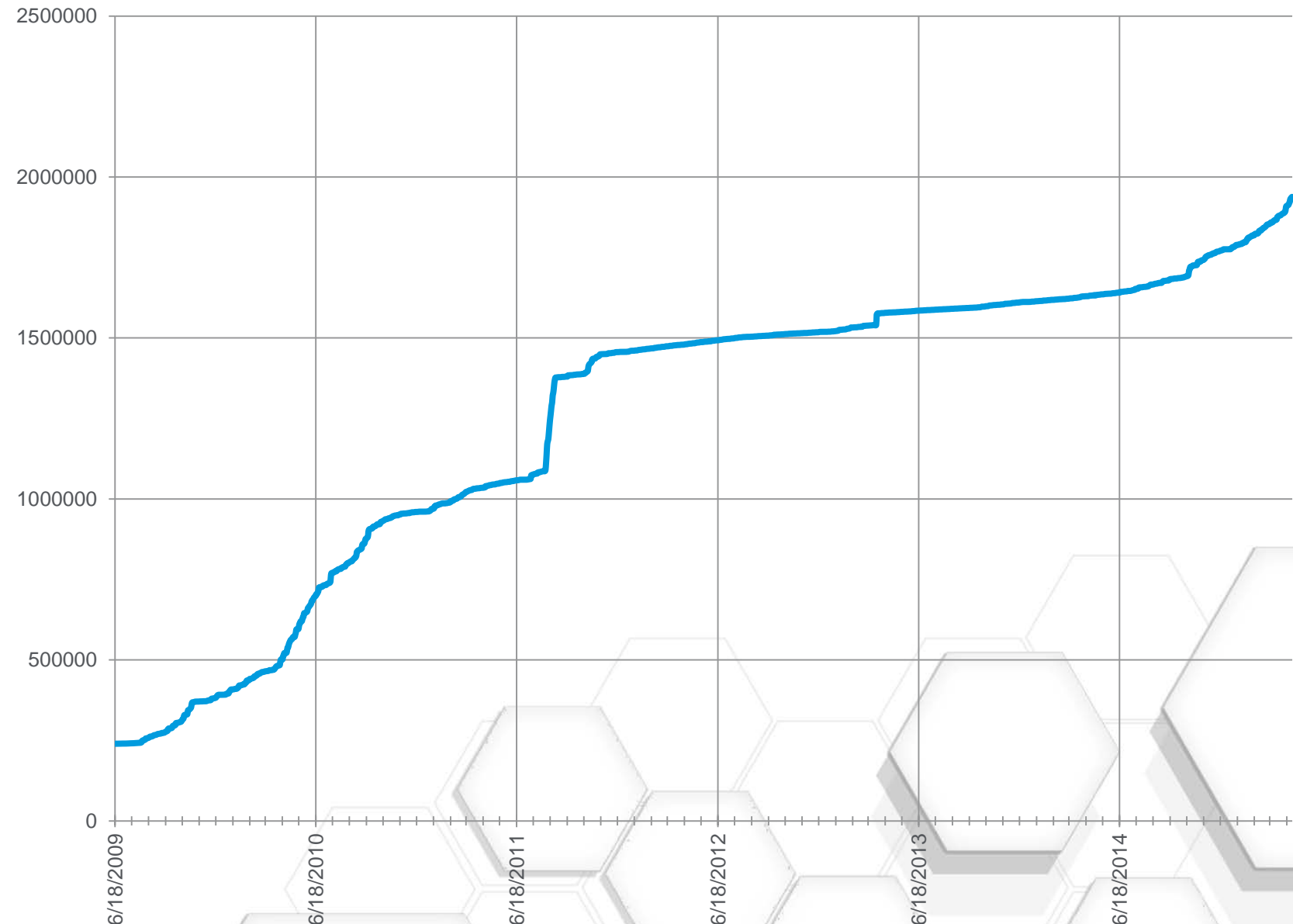
- **PDMLink**

- Version 10.2
- 2 production servers
- 10 devl / qual servers
- Windows Server 2008
- Multi-tier installation
- Approx. 1800 users
- 8+ million vault files
- Approx. 5 TBytes of used disk space

- **Oracle**

- Version 11gR2 (11.2.0.4)
- 2 production servers
- 10 devl / qual servers
- Windows Server 2008

Vault file growth since initial installation in 2009

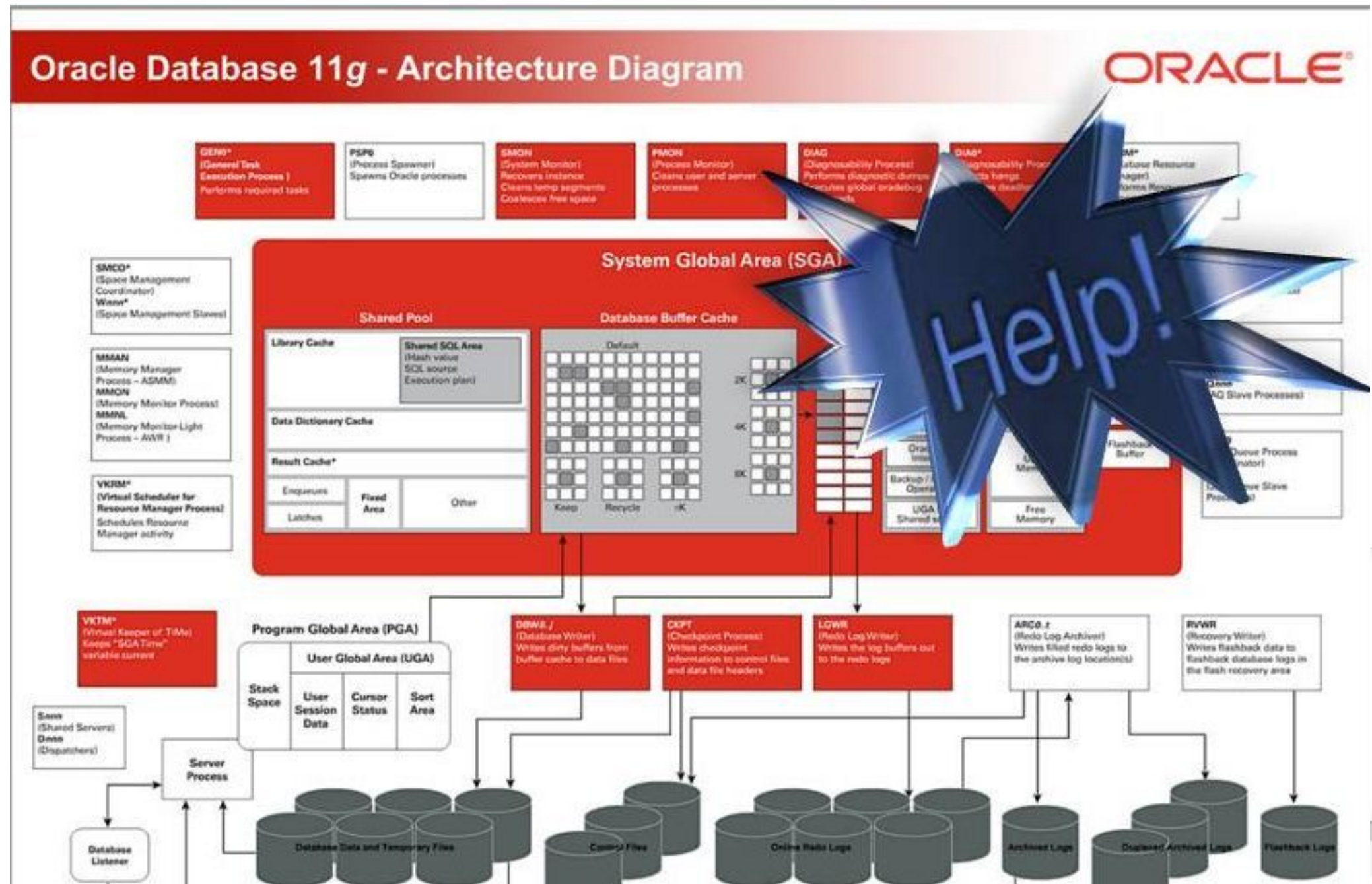


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YOU are now in charge of the production database

- What do you do?
- Where do you start?



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Objective

Take you through some of the steps that you will need to follow on your first day after you have been told that YOU must now take care of the production Oracle database



- Check the nightly Oracle database backups
- Check the Oracle **alert.log** file for errors in the database
- Help troubleshoot PDMLink

Server / host information, user log in names, passwords

- **Oracle database installation: where is it?**
 - Server / host name
- **Local account information: how do I log in?**
 - Local “oracle” user name and password
 - The local user who owns the Oracle database installation
- **Database administrative account information: how do I log in?**
 - Database user “SYS” and “SYSTEM” passwords
 - SYS and SYSTEM are privileged database users
 - Manage the database through these database accounts
 - If not documented, find “hidden” passwords in backup scripts

Review environment variables

- Log into the Oracle database server/host as local user “oracle”
- Review and familiarize yourself with Oracle-specific variables
 - Windows:
set | find “oracle”
 - UNIX/Linux:
setenv | grep ORA
- Important Oracle variables to know and remember
 - ORACLE_BASE
 - Top level directory for all Oracle software on the host
 - ORACLE_HOME
 - Inside ORACLE_BASE directory
 - Oracle products are installed in their own ORACLE_HOME directory structure
 - Multiple ORACLE_HOMEs can exist
 - ORACLE_SID
 - Unique identifier on the current host for a database

Review environment variables

On Windows:

```
set | find "oracle"
```

On Unix:

```
setenv | grep -l ora
```

```
C:\Windows\System32>  
C:\Windows\System32>  
C:\Windows\System32>set | find "oracle"  
oracle_base=c:\oracle  
oracle_home=c:\oracle\product\11.2.0\dbhome_2  
oracle_sid=test  
Path=C:\ProgramData\Oracle\Java\javapath;c:\oracle\product\11.2.0\dbhome_2\bin;C:\or  
ws\system32;C:\Windows;C:\Windows\System32\Wbem;C:\Windows\System32\WindowsPowerShell  
xio Shared\DLLShared\;C:\Program Files (x86)\Common Files\Roxio Shared\9.0\DLLShared  
:\Windows\System32\WindowsPowerShell\v1.0\
```

Ensure that you can log in as a database administrator

- Log into the database host as the local user “oracle”
- From a command prompt:

```
C:\Windows\System32>
C:\Windows\System32>sqlplus / as sysdba

SQL*Plus: Release 11.2.0.4.0 Production on Tue Feb 24 16:35:08 2015

Copyright (c) 1982, 2013, Oracle. All rights reserved.

Connected to:
Oracle Database 11g Enterprise Edition Release 11.2.0.4.0 - 64bit Production

SQL>
SQL> show user
USER is "SYS"
SQL>
SQL> exit

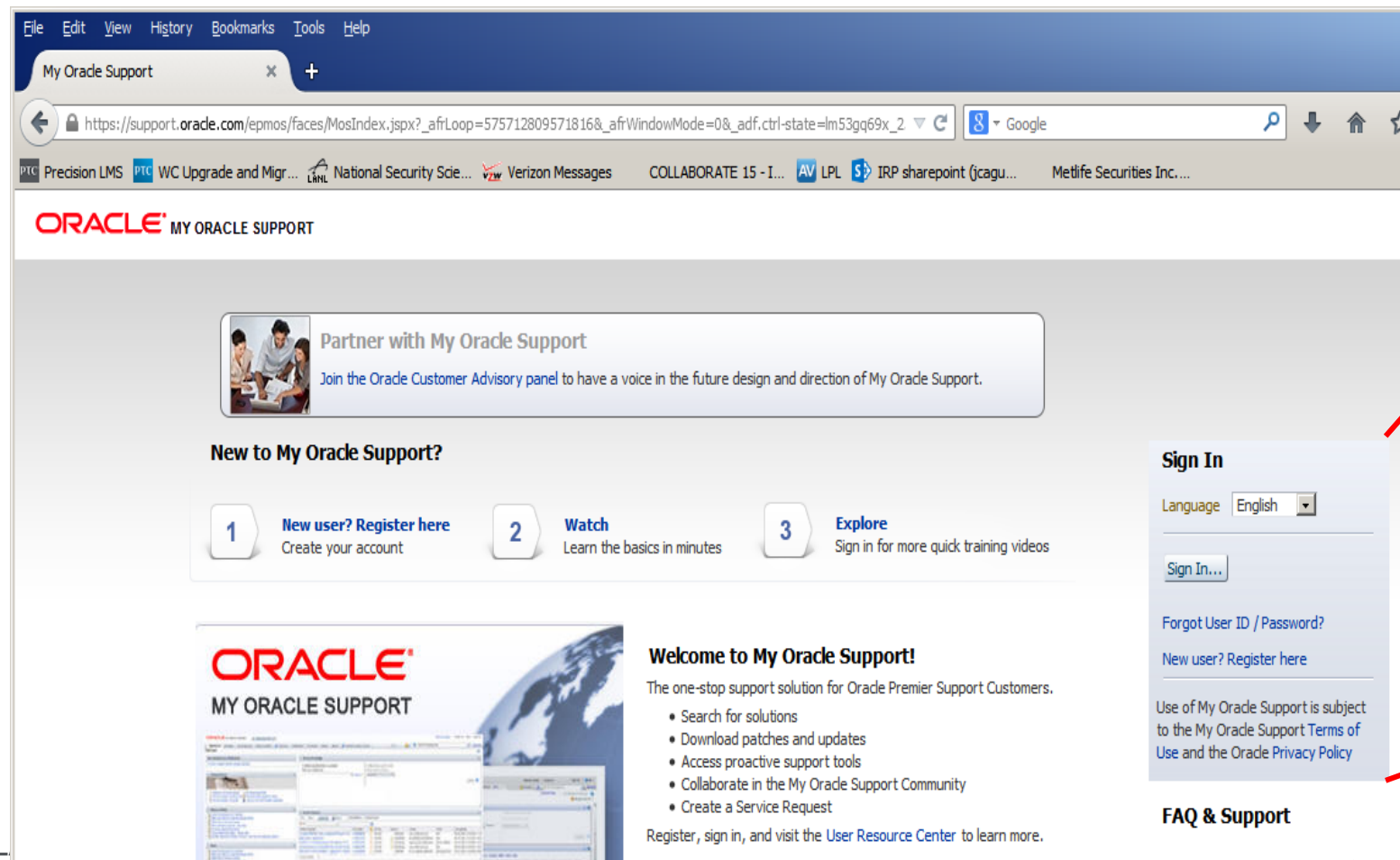
Disconnected from Oracle Database 11g Enterprise Edition Release 11.2.0.4.0 -
C:\Windows\System32>
C:\Windows\System32>
```

```
SQL>
SQL>
SQL> column host_name format a40
SQL>
SQL> select instance_name,host_name from v$instance;

INSTANCE_NAME          HOST_NAME
-----
test                   ORATEST
```

Create your own account with Oracle Support

- Create tickets to troubleshoot database issues
- Huge amount of technical documents, how-to, reference guides, community support
- Must have Customer Support Identifier (CSI) from your organization



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File containing chronological output of messages and activity from the database

In a typical database installation:

ORACLE_BASE/diag/rdbms/<SID>/<SID>/trace/alert_<SID>.log

```
c:\oracle\diag\rdbms\test\test\trace>
c:\oracle\diag\rdbms\test\test\trace>sqlplus / as sysdba
SQL*Plus: Release 11.2.0.4.0 Production on Mon Mar 2 15:41:10 2015
Copyright (c) 1982, 2013, Oracle. All rights reserved.

Connected to:
Oracle Database 11g Enterprise Edition Release 11.2.0.4.0 - 64bit Production
SQL> show parameter background_dump_dest

NAME                                TYPE                                VALUE
-----                                -                                -
background_dump_dest                 string                               C:\ORACLE\diag\rdbms\test\test
\trace
SQL>
SQL> host dir C:\ORACLE\diag\rdbms\test\test\trace | find "alert"
03/02/2015  01:10 PM                130,715 alert_test.log
```

TIP!

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Oracle database errors

- Windows: **find "ORA-" alert_test.log**
- UNIX/Linux: **grep ORA- alert_test.log**

TIP:

Read the alert.log file from the bottom up; the most recent activity shows up at the bottom of the file.

```
T:\oracle\diag\rdbms\test\test\trace>
T:\oracle\diag\rdbms\test\test\trace>find "ORA-" alert_test.log

----- ALERT_TEST.LOG
opiodr aborting process unknown ospid (9492) as a result of ORA-609
opiodr aborting process unknown ospid (6992) as a result of ORA-609
opiodr aborting process unknown ospid (6960) as a result of ORA-609
opiodr aborting process unknown ospid (7744) as a result of ORA-609
opiodr aborting process unknown ospid (9092) as a result of ORA-609
opiodr aborting process unknown ospid (4524) as a result of ORA-609
opiodr aborting process unknown ospid (1684) as a result of ORA-609
opiodr aborting process unknown ospid (10172) as a result of ORA-609
ORA-1653: unable to extend table JULIO.T1 by 128 in          tablespace USERS
opiodr aborting process unknown ospid (1248) as a result of ORA-609
opiodr aborting process unknown ospid (13012) as a result of ORA-609
opiodr aborting process unknown ospid (10180) as a result of ORA-609
opiodr aborting process unknown ospid (9408) as a result of ORA-609
opiodr aborting process unknown ospid (13660) as a result of ORA-609
```

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Find the backup jobs (possibly "hidden" passwords too!)

Windows Task Scheduler

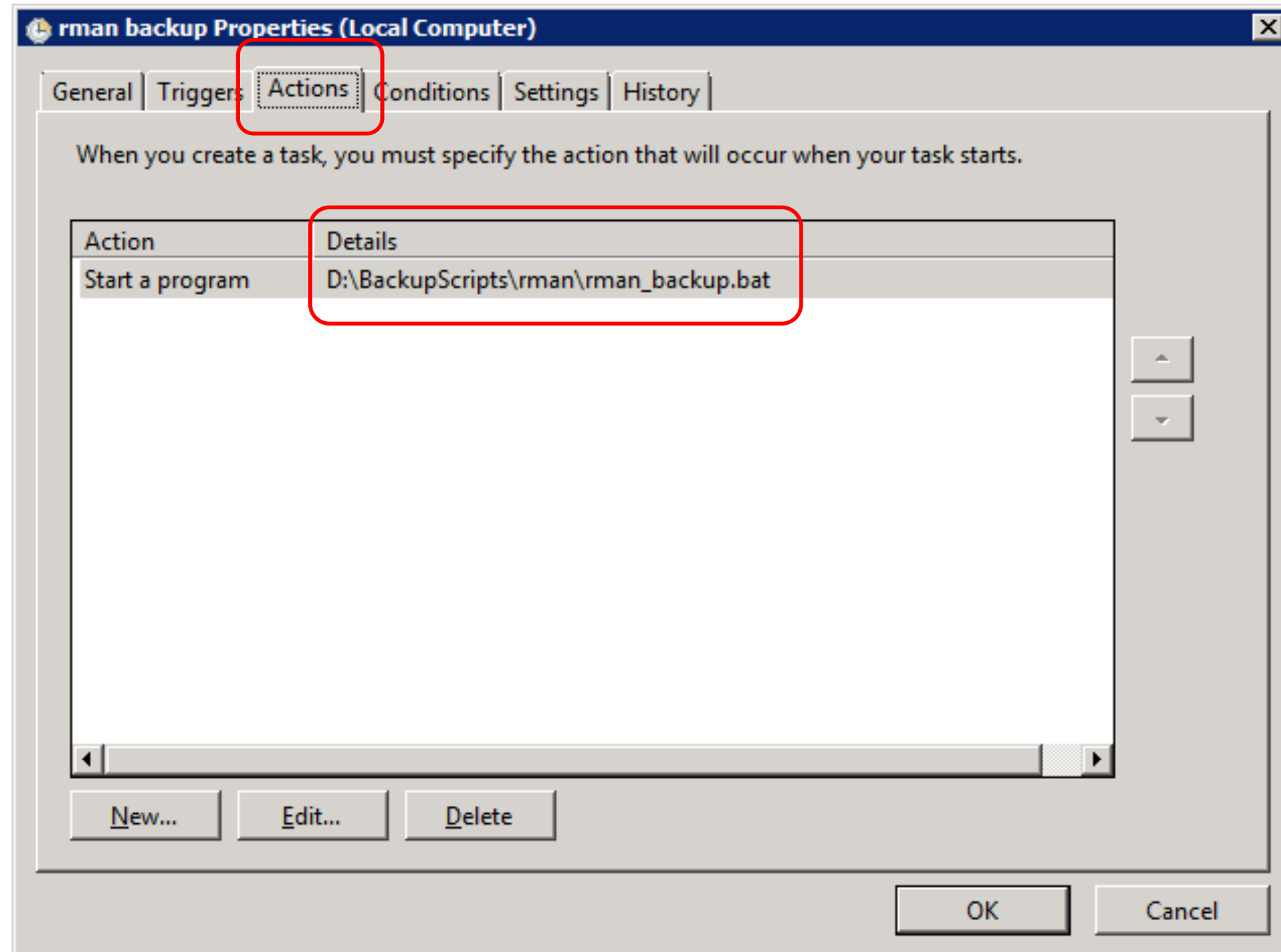
The screenshot shows the Windows Task Scheduler interface. The left pane displays the 'Task Scheduler Library' under 'Task Scheduler (Local)'. The right pane shows a list of tasks with the following details:

Name	State	Triggers
rman backup	Ready	At 1:45 AM every day
expdp	Ready	At 2:00 AM every day
export	Ready	At 2:05 AM every day
check oracle alert log	Ready	At 4:00 AM every day
check disk space	Ready	At 4:45 AM every day

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Find the backup jobs (possibly "hidden" passwords too!)

Windows Task Scheduler



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Find the backup jobs (possibly “hidden” passwords too!)

- UNIX/Linux crontab file

crontab -l

```
###
#
# MIN    HOUR    DoM    MoY    DoW    Command
# (0-59) (0-23) (1-31) (1-12) (0-6)
#
# (0 = Sunday)
#
# -----
#
#
#####
# Manual startup and shutdown of databases
#####
    30 17 23 05 * csh /oracle/DB_Backup/db_shut_all.csh
    22 18 23 05 * csh /oracle/DB_Backup/db_start_all.csh
#
#
#####
# Daily hot backups
#####
    00 22 * * * csh /oracle/DB_Backup/hotbackup.csh
#
#
#####
# RMAN backups
#####
    00 20 * * 2,4 csh /oracle/DB_Backup/RMAN/incremental_backup.csh
#
```



Find, inspect, and familiarize yourself with backup log files

- Daily inspection of logs from nightly backups
- If you can do only one thing ... **THIS** is what you need to do!
- Find the location of the output backup log files by reading the contents of the backup scripts

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Where are the RMAN (Recovery Manager) log files?

RMAN (Recovery Manager)

Built-in backup utility to perform hot, online, backups of the physical database files

```
C:\Windows\System32>
C:\Windows\System32>
C:\Windows\System32>type          \d$\BackupScripts\rman\rman.bat

set oracle_home=D:\oracle\product\11.2.0\dbhome_2
set oracle_sid=TEST

%oracle_home%/bin/rman target '/' as sysdba'
                           cmdfile D:\BackupScripts\rman\rman_backup.run
                           log D:\BackupScripts\rman\rman_backup.log.temp
```

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What does an RMAN error look like?

```
Recovery Manager: Release 11.2.0.4.0 - Production on Fri Mar 13 01:45:01 2015
Copyright (c) 1982, 2011, Oracle and/or its affiliates. All rights reserved.

connected to target database: TEST
using target database control file instead of recovery catalog

RMAN>
RMAN> #

Starting backup at 13-MAR-15
current log archived
allocated channel: ORA_DISK_1
channel ORA_DISK_1: SID=398 device type=DISK
allocated channel: ORA_DISK_2
channel ORA_DISK_2: SID=465 device type=DISK
allocated channel: ORA_DISK_3
channel ORA_DISK_3: SID=622 device type=DISK
allocated channel: ORA_DISK_4
channel ORA_DISK_4: SID=708 device type=DISK
allocated channel: ORA_DISK_5
channel ORA_DISK_5: SID=779 device type=DISK
allocated channel: ORA_DISK_6
channel ORA_DISK_6: SID=855 device type=DISK
allocated channel: ORA_DISK_7
```

```
input archived log channel 1 sequence 0700 piece 1771 of 1100200
channel ORA_DISK_4: starting piece 1 at 13-MAR-15
channel ORA_DISK_5: starting archived log backup set
channel ORA_DISK_5: specifying archived log(s) in backup set

RMAN-00571: =====
RMAN-00569: ===== ERROR MESSAGE STACK FOLLOWS =====
RMAN-00571: =====
RMAN-03002: failure of backup plus archive log command at 08/01/2012 23:00:09
ORA-19563: header validation failed for file
```

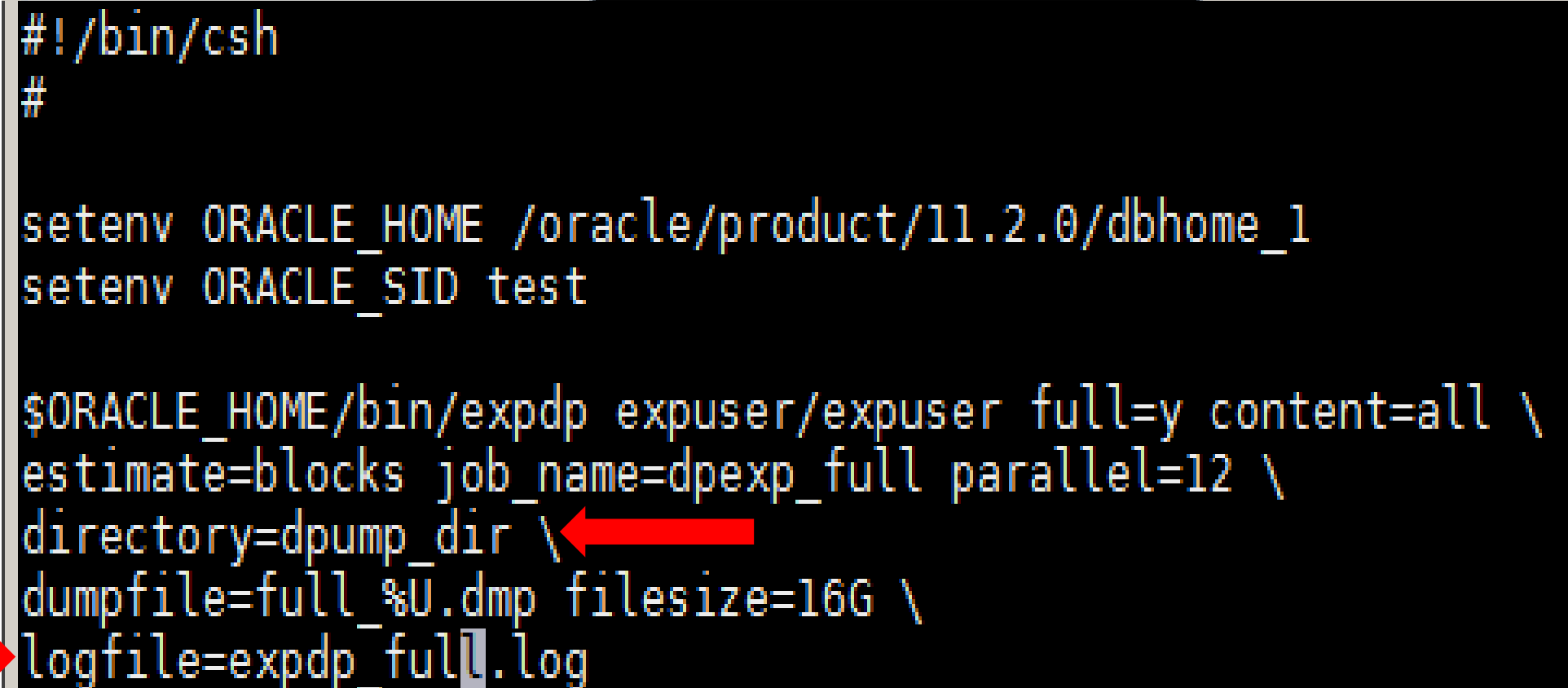
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Where are the EXP or EXPDP log files?

- **EXPDP** is the “newer” export data pump utility
- **EXP** command is the “traditional” export utility

```
#!/bin/csh
#
setenv ORACLE_HOME /oracle/product/11.2.0/dbhome_1
setenv ORACLE_SID test

$ORACLE_HOME/bin/expdp expuser/expuser full=y content=all \
estimate=blocks job_name=dpexp_full parallel=12 \
directory=dpump_dir \
dumpfile=full_%U.dmp filesize=16G \
logfile=expdp_full.log
```



Find the path to the
DPUMP_DIR directory

```
[oracle@ ~/DB_Backup]$  
[oracle@ ~/DB_Backup]$ sqlplus / as sysdba  
SQL*Plus: Release 11.2.0.4.0 Production on Thu Apr 9 19:19:40  
Copyright (c) 1982, 2013, Oracle. All rights reserved.  
  
Connected to:  
Oracle Database 11g Enterprise Edition Release 11.2.0.4.0 - 6  
With the Partitioning option  
  
Session altered.  
  
SYS@ > column directory_path format a50  
SYS@ >  
SYS@ > select directory_name,directory_path  
2 from dba_directories  
3 where directory_name='DPUMP_DIR'  
4 /  
  
-----  
DIRECTORY_NAME          DIRECTORY_PATH  
-----  
DPUMP_DIR                /oraback/dpdir  
  
1 row selected.
```

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What does a Data Pump Export error look like?

```
.. exported "USER1"."TABL1_NOCOMPRESS"          797.9 MB 6749198 rows
.. exported "USER1"."TABL1_COMPRESS"           797.9 MB 6749198 rows
;;; Export> help
ORA-39065: unexpected master process exception in SEND
ORA-39079: unable to enqueue message
RP,KUPC$C_1_20150309162839,MCP,KUPC$A_1_162840280190000,13,Y
ORA-06512: at "SYS.DBMS_SYS_ERROR", line 86
ORA-06512: at "SYS.KUPC$QUE_INT", line 969
ORA-24033: no recipients for message
Job "SYS"."DPEXP_USER1" stopped due to fatal error at Mon Mar 9 16:31:05 2015 elapsed 0
00:02:25
```

```
Job "SYS"."EXPDP_TEST_1" successfully completed
at Fri Mar 6 02:16:23 2015 elapsed 0 00:16:16
```

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“Traditional” Export utility

Typical EXP script

```
set oracle_home=D:\oracle\product\11.2.0\dbhome_2
set oracle_sid=test

%oracle_home%\bin\exp '/ as sysdba' \
file=\oracle\backups\full.dmp \
log=\oracle\backups\exp_full.log \
full=y compress=y statistics=none direct=n
```



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What does a “traditional” Export error look like?

```
. . exporting table          FIX_ASSOC  
EXP-00008: ORACLE error 1008 encountered  
ORA-01008: not all variables bound  
EXP-00056: ORACLE error 1013 encountered  
ORA-01013: user requested cancel of current operation  
EXP-00000: Export terminated unsuccessfully
```

```
. exporting user history table  
. exporting default and system auditing options  
. exporting statistics  
Export terminated successfully without warnings
```

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Services running on a Windows server

Services (Local)

File Action View Help

Services (Local)

OracleOraDb11g_home2TNSListener

[Stop](#) the service
[Restart](#) the service

Name	Status	Startup Type
Offline Files		Disabled
Oracle TEST VSS Writer Service		Manual
OracleDBConsoleTEST	Started	Automatic
OracleJobSchedulerTEST		Disabled
OracleMTSRecoveryService		Manual
OracleOraDb11g_home1ClrAgent		Disabled
OracleOraDb11g_home1TNSListener		Disabled
OracleOraDb11g_home2ClrAgent		Manual
OracleOraDb11g_home2TNSListener	Started	Manual
OracleServiceTEST	Started	Manual

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Processes running on a
UNIX/Linux server

```
ps -ef | grep ora_
```

```
ps -ef | grep tnslnr
```

```
00:08:31 ora_pmon_ 11g
00:10:07 ora_psp0_ 11g
13:14:05 ora_vktm_ 11g
00:01:22 ora_gen0_ 11g
00:02:22 ora_diag_ 11g
00:02:39 ora_dbrm_ 11g
00:38:32 ora_dia0_ 11g
00:01:26 ora_mman_ 11g
00:14:55 ora_dbw0_ 11g
00:17:03 ora_dbw1_ 11g
00:16:41 ora_dbw2_ 11g
00:15:28 ora_dbw3_ 11g
00:32:11 ora_lgwr_ 11g
00:13:30 ora_ckpt_ 11g
00:36:58 ora_smon_ 11g
00:00:31 ora_reco_ 11g
00:41:53 ora_mmon_ 11g
00:27:46 ora_mml_ 11g
00:12:37 ora_arc0_ 11g
00:00:55 ora_arc1_ 11g
00:12:54 ora_arc2_ 11g
00:12:43 ora_arc3_ 11g
00:22:36 ora_ctwr_ 11g
00:00:42 ora_qmnc_ 11g
00:09:06 ora_cjq0_ 11g
00:00:42 ora_q001_ 11g
00:01:43 ora_smco_ 11g
00:00:00 ora_w000_ 11g
00:00:00 ora_q000_ 11g
00:00:21 ora_vkrm_ 11g
00:44:16 /lclhome/oracle/product/11.2.0/dbhome_1/bin/emagent
00:26:38 /lclhome/oracle/product/11.2.0/dbhome_1/bin/tnslsnr LISTENER -inherit
```

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Shut down the database

```
C:\Windows\System32>
C:\Windows\System32>sqlplus / as sysdba
SQL*Plus: Release 11.2.0.4.0 Production on Tue Feb 24 17:13:12 2015
Copyright (c) 1982, 2013, Oracle. All rights reserved.

Connected to:
Oracle Database 11g Enterprise Edition Release 11.2.0.4.0 - 64bit Production

SQL>
SQL> shutdown immediate;
Database closed.
Database dismounted.
ORACLE instance shut down.
SQL>
SQL>
SQL> exit
Disconnected from Oracle Database 11g Enterprise Edition Release 11.2.0.4.0
```

Start up the database

```
C:\Windows\System32>
C:\Windows\System32>sqlplus / as sysdba
SQL*Plus: Release 11.2.0.4.0 Production on Tue Feb 24 17:13:12 2015
Copyright (c) 1982, 2013, Oracle. All rights reserved.
Connected to an idle instance.
SQL>
```

```
C:\Windows\System32>
C:\Windows\System32>sqlplus / as sysdba
SQL*Plus: Release 11.2.0.4.0 Production on Tue Feb 24 17:14:01 2015
Copyright (c) 1982, 2013, Oracle. All rights reserved.
Connected to an idle instance.

SQL>
SQL> startup;
ORACLE instance started.

Total System Global Area 1937457152 bytes
Fixed Size 2282456 bytes
Variable Size 469765160 bytes
Database Buffers 1459617792 bytes
Redo Buffers 5791744 bytes
Database mounted.
Database opened.
SQL>
```

Stopping the LISTENER

lsnrctl status

lsnrctl stop <listener alias>

```
C:\Windows\System32>
C:\Windows\System32>%oracle_home%/bin/lsnrctl status

LSNRCTL for 64-bit Windows: Version 11.2.0.4.0 - Production on 11-APR-2015 10:46:25

Copyright (c) 1991, 2013, Oracle. All rights reserved.

Connecting to (DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=
.lanl.gov)(PORT=1521)))
STATUS of the LISTENER
-----
Alias                LISTENER
Version              LNSLSNR for 64-bit Windows: Version 11.2.0.4.0 - Production
Start Date           30-MAR-2015 14:52:01
Uptime               11 days 19 hr. 54 min. 24 sec
Trace Level          off
Security              ON: Local OS Authentication
SNMP                 OFF
Listener Parameter File c:\oracle\product\11.2.0\dbhome_2\network\admin\listener.ora
Listener Log File    c:\oracle\diag\tnslsnr\
                    \listener>alert\log.xml
Listening Endpoints Summary...
  (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp)(HOST=
.lanl.gov)(PORT=1521)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc)(PIPENAME=\\.\pipe\EXTPROC1521ipc)))
Services Summary...
Service "CLRExtProc" has 1 instance(s).
  Instance "CLRExtProc", status UNKNOWN, has 1 handler(s) for this service...
Service "test" has 1 instance(s).
  Instance "test", status READY, has 1 handler(s) for this service...
The command completed successfully

C:\Windows\System32>
C:\Windows\System32>%oracle_home%/bin/lsnrctl stop LISTENER

LSNRCTL for 64-bit Windows: Version 11.2.0.4.0 - Production on 11-APR-2015 10:47:27

Copyright (c) 1991, 2013, Oracle. All rights reserved.

Connecting to (DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=
.lanl.gov)(PORT=1521)))
The command completed successfully

C:\Windows\System32>
C:\Windows\System32>
```

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Starting the LISTENER

lsnrctl status

lsnrctl start <listener alias>

```
C:\Windows\System32>
C:\Windows\System32>
C:\Windows\System32>%oracle_home%/bin/lsnrctl status
LSNRCTL for 64-bit Windows: Version 11.2.0.4.0 - Production
Copyright (c) 1991, 2013, Oracle. All rights reserved.
Connecting to (DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=
TNS-12541: TNS:no listener
TNS-12560: TNS:protocol adapter error
TNS-00511: No listener
64-bit Windows Error: 61: Unknown error
Connecting to (DESCRIPTION=(ADDRESS=(PROTOCOL=IPC)(KEY=
TNS-12541: TNS:no listener
TNS-12560: TNS:protocol adapter error
TNS-00511: No listener
64-bit Windows Error: 2: No such file or directory
C:\Windows\System32>
```

```
C:\Windows\System32>
C:\Windows\System32>%oracle_home%/bin/lsnrctl start LISTENER
LSNRCTL for 64-bit Windows: Version 11.2.0.4.0 - Production on 11-APR-2015 10:
Copyright (c) 1991, 2013, Oracle. All rights reserved.
Starting tnslnsr: please wait...
TNSLSNR for 64-bit Windows: Version 11.2.0.4.0 - Production
System parameter file is c:\oracle\product\11.2.0\dbhome_2\network\admin\liste
Log messages written to c:\oracle\diag\tnslnsr\          \listener>alert\log.xml
Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp)(HOST=
Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc)(PIPENAME=\\.\pipe\EXTPROC15
Connecting to (DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=
STATUS of the LISTENER
-----
Alias                LISTENER
Version              TNSLSNR for 64-bit Windows: Version 11.2.0.4.0 - Pro
Start Date           11-APR-2015 10:47:55
Uptime                0 days 0 hr. 0 min. 5 sec
Trace Level          off
Security              ON: Local OS Authentication
SNMP                  OFF
Listener Parameter File  c:\oracle\product\11.2.0\dbhome_2\network\admin\list
Listener Log File     c:\oracle\diag\tnslnsr\          \listener>alert\log.
Listening Endpoints Summary...
  (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp)(HOST=
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc)(PIPENAME=\\.\pipe\EXTPROC1521ipc))
Services Summary...
Service "CLRExtProc" has 1 instance(s).
  Instance "CLRExtProc", status UNKNOWN, has 1 handler(s) for this service...
The command completed successfully
C:\Windows\System32>
```

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Basic information:

- Name of the Oracle database host machine - (from System Administrator)
- "Oracle" user name and password on the host machine - (from System Administrator)
- Database users **SYS** and **SYSTEM** passwords - (%> *sqlplus / as sysdba* ; or from backup scripts!!)
- **ORACLE_HOME** - (Windows: %> *set / find "oracle"* ; *NIX: %> *setenv / grep -i ORA*)
- **ORACLE_SID** - (Windows: %> *set / find "oracle"* ; *NIX: %> *setenv / grep -i ORA*)

Troubleshooting:

- support.oracle.com user name and password
- Location of the database **alert.log** file - (SQL> *show parameter background_dump_dest*)
- Location of the **LISTENER** log file - (%> *lsnrctl status*)

Backups:

- RMAN backup script name, log file location, execution times - (from Task Scheduler or crontab)
- Data Pump Export script name, log file location, execution times - (from Task Scheduler or crontab)
- Traditional Export script name, log file location, execution times - (from Task Scheduler or crontab)

Instance and LISTENER status and restart:

- On Windows – name of the database instance service - (e.g **OracleService<SID>**)
- On Windows – name of the LISTENER service - (e.g. **OracleOraDb11g_home1TNSListener**)
- Start up the database instance – (on Windows or *NIX: %> ***sqlplus / as sysdba ; SQL> startup***)
- Start up the listener process – (on Windows or *NIX: %> ***\$ORACLE_HOME/bin/lsnrctl start***)

<http://www.oracle.com/technetwork/index.html>

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