

Tfactl Rediscover

TFACTL reporting “unknown database” when trying to collect DBPERF diagnostics for
OSS Service Request

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Scenario

Requested by the Oracle Support team to run the DBPERF diagnostic tool to extract data and when running DBPERF, the error “unknown database” is reported.

Problem

TFACTL reports “unknown database” when trying to collect dbperf diagnostic for OSS Service Request

```
[oracle@paas3y1v2mvm03 ~]$ tfactl diagcollect -srdc dbperf

Enter the database name [Required for this SRDC] : ABCUAT5_DS2X07.

Database ABCUAT5_DS2X07 is not running on the local node, SRDC dbperf
requires the database to be running locally.

Please try running the collection from one of the following nodes:
dzas2x0704vm03

[oracle@paas3y1v2mvm03 ~]$
```

The command below shows database is up and running:

```
[oracle@paas3y1v2mvm03 ~]$ srvctl status database -d ABCUAT5_DS2X07

Instance ABCUAT51 is running on node paas3y1v2mvm03
Instance ABCUAT52 is running on node dzas2x0704vm03

[oracle@paas3y1v2mvm03 ~]$
```



Solution

Do a full TFACTL rediscover as the "root" user, as shown below.

```
[root@paas3y1v2mvm03 ~]# tfactl rediscover -mode full
OSWatcher is already deployed at /opt/oracle.ahf/tfa/ext/oswbb
In Rediscovery, adding /u01/app/grid/diag to TFA
Directory or sub directories already present in TFA

The directory /u01/app/grid/diag was not added to TFA Directories, invalid
TFA Directory.

CRS is up and running.
Running discovery and adding rediscovered directories ...

Discovering Nodes and Oracle Resources
SUCCESS. UPDATED COLLECTALL TRUE
SUCCESS. UPDATED COLLECTALL TRUE
[root@paas3y1v2mvm03 ~]#
```

Change back to "Oracle" user and test:

```
[root@paas3y1v2mvm03 ~]# su - oracle
Last login: Tue Feb 28 08:46:10 SAST 2023
Last login: Tue Feb 28 08:46:33 SAST 2023 on pts/0
[oracle@paas3y1v2mvm03 ~]$ . oraenv
ORACLE_SID = [oracle] ? ABCUAT51
The Oracle base has been set to /u02/app/oracle
[oracle@paas3y1v2mvm03 ~]$ srvctl status database -d ABCUAT5_DS2X07
Instance ABCUAT51 is running on node paas3y1v2mvm03
Instance ABCUAT52 is running on node dzas2x0704vm03
[oracle@paas3y1v2mvm03 ~]$ tfactl diagcollect -srcdc dbperf
Enter the Database Name [Required for this SRDC] : ABCUAT5_DS2X07
Do you have a performance issue now [Y|y|N|n]: [Y]
```

Once the above command has been run, the error should be resolved.

Disclaimer: It is always recommended to

- **log a support request with Oracle Support for any Oracle error you may encounter in your environment**
- **test commands and scripts in a non-production environment before running it in your production environment**

