



INTELLIGENT EVENT MODULE BASICS

The Oracle Database 10g Intelligent Event Module (IEM) enables you to automate real-time monitoring of the ORACLE® Database (version 10g) and capture the critical information you need for effective enterprise management.

The Oracle Database 10g IEM provides ConsoleWorks® with a watch-list of text messages, including error codes, system warnings, and status alerts, produced by ORACLE databases. ConsoleWorks watches for these messages, called Events, in the data streams of your managed database systems.

Events

When ConsoleWorks detects an Event, it alerts you to the Event as it is happening, records the circumstances surrounding the Event, and automatically performs the default or customer-configured responses associated with that Event.

Scans

IEMs come with Events pre-arranged in logical groupings, called Scans™. Working with a Scan—or a combination of Scans—instead of hundreds of individual Events simplifies managing Events across your enterprise.

ORACLE DATABASE 10g IEM AT A GLANCE

Events:	10459
Scans:	1 Master 3 Event Severity
Filename:	<code>cw_iem-oracle_ora10g-dba0001.bin</code>
License Required:	<code>CONWRKS-DB-ORORA10.lic</code>
*Connector Required:	Serial, Telnet, or Telnet on Demand
*Script Required:	<code>LOGFWD.COM</code>

**These connectors and this script are specific to using the IEM on OpenVMS systems. For information about using the IEM on UNIX® or Microsoft® Windows® systems, contact TDI Support (support@tditx.com).*

USING THE ORACLE DATABASE 10g IEM

To use this IEM, complete the following tasks:

1. Download the IEM from the TDI web site.
2. Import the IEM into ConsoleWorks.
3. Move `LOGFWD.COM` into a directory on the ORACLE server host accessible to the SYSTEM account.
4. Customize the script to reflect your environment.
5. Associate the Scan from the IEM with the databases you want to manage.

Download the IEM

1. Obtain a license for the Oracle Database 10g IEM. To obtain this license, contact your TDI Solutions Team Manager (sales@tditx.com).
2. Move to the TDI web site (www.tditx.com/support_iemdownloads.asp).
3. On the Product Downloads page, locate and click **Oracle Database 10g**.
4. In the Connect to support2.tditx.com dialog box, enter your User name and Password, and click **OK**. To obtain a User name and Password, contact TDI Support (support@tditx.com).
5. Save the file (`cw_iem-oracle_ora10g-dba0001.bin`) to a directory accessible from your client workstation.

Import the IEM

1. On the ConsoleWorks main menu, click **Admin > Database > Import IEM**.
2. On the Import IEM page, click **Browse**.
3. On the Choose file dialog box, locate and double-click `cw_iem-oracle_ora10g-dba0001.bin`.
4. On the Import IEM page, click **Import IEM**, and wait for the **IEM import completed** message to appear on the page before attempting to associate Scans. Because it contains over 10,000 Events, the Oracle Database 10g IEM takes several minutes to import.



Move LOGFWD.COM

The Oracle Database 10g IEM uses the script, `LOGFWD.COM`, to forward log entries—in real time—from the database to *ConsoleWorks*. You should receive the script as an attachment to an email from TDI Support. Move the script to a directory on the ORACLE server. Ensure that the directory is accessible to the SYSTEM account.

Customize LOGFWD.COM

The log-forwarding script contains options that you can customize to meet the needs of your site.

To customize script:

1. Gather the following information:
 - ORACLE log directory name
 - ORACLE log name
2. Determine the polling interval, which is the frequency with which the script runs (typically, 60 seconds).
3. Customize the script:

```
LOGFWD.COM P1 P2 P3 P4 P5
```

by replacing:

- *P1* with the location of the ORACLE logs
- *P2* with the name of the logs (typical suffix: `.LOG`)
- (optional) *P3* with the polling interval in HH:MM:SS format
- (optional) *P4* with either `SKIP` (send only new log entries) or `NOSKIP` (send all log entries).
- (optional) *P5* with the times to check header before forced check

Example:

```
LOGFWD.COM DISK1:[ORA.DIR] CCONSOLE.LOG -
00:01:00 SKIP 3
```

To include script in system start

To have `LOGFWD.COM` run when your system starts, add `SUBMIT/USER=SYSTEM/PARAM=("P1", "P2", "P3", "P4", "P5") DRIVE_NAME:[DIRECTORY_NAME] - LOGFWD.COM`

to the system's `STARTUP` command file, replacing *P1*, *P2*, *P3*, *P4*, and, if included, *P5*, with values that match your environment:

Example:

```
$ SUBMIT/USER=SYSTEM/PARAM=( "DISK1: -
[ORA.DIR]", "FORWARDED_LOGFILE.LOG", -
"00:01:00", "SKIP") ORAHOME90: -
[C:\ORACLE\ORA90]0LOGFWD.COM
```

Note: Ensure that this script starts after *ConsoleWorks* has started.

Associate the Scan

Associate the Scans from the Oracle Database 10g IEM with the ORACLE databases you want *ConsoleWorks* to monitor. When you associate Scans with a database, you are specifying that *ConsoleWorks* scan the data streams of that database for the Events contained in the Scans.

Example: To associate Scan ORA10G_MAJOR

1. On the *ConsoleWorks* main menu, click **Manage > Scans > Show Scans**.
2. On the Show Scans page, in the Scans column, click **ORA10G_MAJOR**.
3. On the Scan: ORA10G_MAJOR page, in the Unassociated Consoles column, select the check boxes next to the names of the managed databases you want to associate with the Scan.
4. Click **Update Scan**.

For detailed instructions on associating Scans, please refer to the *ConsoleWorks* user guide.

SCANS AVAILABLE IN THE ORACLE DATABASE 10g IEM

The Oracle Database 10g IEM contains a Master Scan and three Event Severity Scans.

Master Scan

The Master Scan, `ORA10G`, is the top-level Scan. It references all the other Scans in the IEM. When you associate the Master Scan with a database, you are specifying that *ConsoleWorks* scan the data streams of that database for any of the IEM's 10,459 Events.



Event Severity Scans

The Oracle Database 10g IEM contains three Event Severity Scans. Use one or more of these Scans to monitor ORACLE databases for Events based on their Severity level.

The IEM provides the following Event Severity Scans:

- ORA10G_MAJOR 757 Events
- ORA10G_WARNING 9294 Events
- ORA10G_INFORMATIONAL 408 Events

SAMPLE ORACLE DATABASE 10G IEM EVENTS

The Oracle Database 10g IEM provides you with names, message texts, Severity ratings, explanations, and responses for Events produced by ORACLE databases.

The following section displays samples of the information you receive for each Event in the Oracle Database 10g IEM.

Sample Event 1

Name: ORA10G_ORA-00233
Message: ^ORA-0?0?0?233[:]
Severity: MAJOR
Explanation: The specified copy control file was found to be corrupt or unreadable during an invocation of `cfileUseCopy`.
Response: Before retrying `cfileUseCopy`, use the ALTER DATABASE BACKUP CONTROLFILE command and specify the same filename that was specified for `cfileUseCopy`.

Sample Event 2

Name: ORA10G_ORA-16165
Message: ^ORA-16165[:]
Severity: WARNING
Explanation: The LGWR lost its connection to the network server.
Response: The alert log contains more problem-specific information.

©2007–2008 TDI. The information in this document is provided by TDI as-is without warranty of any kind and is subject to change without notice. The warranties for TDI solutions are set forth in the limited warranty statements accompanying such solutions. Nothing herein shall be construed as constituting an additional warranty. All products or company names mentioned in this document are trademarks or registered trademarks of their respective owners. Portions of the technology within the ConsoleWorks server are protected under US Patent number 6,505,245. ConsoleWorks is a registered trademark of TDI.