



**“Informix Support, my  
engine is not responding!”**

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Company Name **IBM Informix Advanced Support**

Session Code **D16**

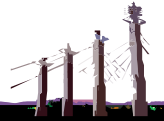
Wednesday, April 30th 14:10-15:10

**2008 IIUG Informix<sup>®</sup> Conference**



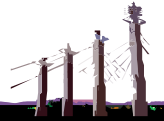
## “Informix Support, my engine is not responding!”

This presentation discusses what to do when you encounter a problem with your Informix engine.

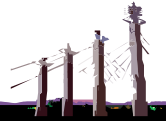


## Agenda

- Problem with engine
- Contacting Support
- Down systems group

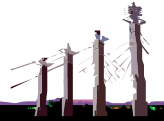


- Purpose is to make sure customers are aware of alternate methods of receiving support without necessarily having to make a phone call.



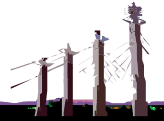
## Problem with engine

- Check message log (onstat -m), system log.
- Check onstat -, make sure engine is online.
- Check assertion failure files if they exist (located in DUMPDIR).



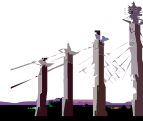
## Problem with engine

- Check onconfig ONDBSPACEDOWN
- DYNAMIC LOGS
- Long transaction high water mark
- Long transaction high water mark exclusive



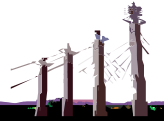
## Problem with engine

- Logical logs full
- Blocked checkpoint



## Contacting Support

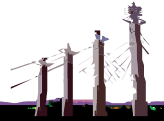
- During 7AM to 7PM Central time on weekdays, the regular support system is in place.
- Other times, there is Follow The Sun (FTS).
- Web based assistance.





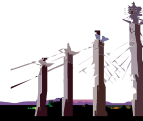
## Down systems group

- What can a dial in achieve?
- Alternate strategies to avoid having a down system.



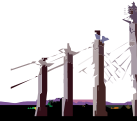
## What can down systems do for you?

- Monitor System
- Manipulate System



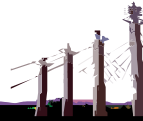
## Monitor System

- Severe performance problems
- Diagnose difficult problems
  - Attach to running processes



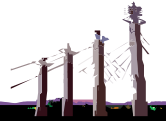
## Manipulate System

- Add logical log(s)
- Change dbspace/chunk flags
- Modify recovery
- Drop objects
- Table Level Restore
- Other “tricks” too



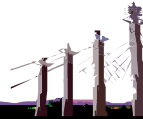
## What Dial Up Cannot Achieve

- “Uncorrupt” data
- Correct Hardware Errors



## What Is A Dial Up?

- Engineer connects to customer system.
- Engineer either monitors or manipulates system.

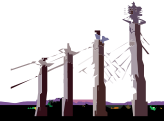


## Alternate Strategies

- Links to DCF-Customers can search the SWG software support pages to find technotes.  
<http://www.ibm.com/software/support>

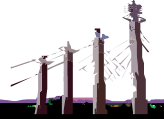
- IBM Online Manuals

<http://www-306.ibm.com/software/data/informix/ids/support/>



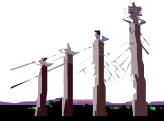
## Alternate Strategies

- ESR:<http://www-306.ibm.com/software/support/probsub.html>
- Info on APARs:  
[http://www.ibm.com/support/docview.wss?rs=634&context=SSGU5D&dc=D600&uid=swg21246553&loc=en\\_US&cs=UTF-8&lang=en](http://www.ibm.com/support/docview.wss?rs=634&context=SSGU5D&dc=D600&uid=swg21246553&loc=en_US&cs=UTF-8&lang=en)
- Must gather documents:
- Here is where we will be adding links:
  - <http://www-1.ibm.com/support/docview.wss?fdsp=imids&rs=64&uid=swg21242175>
- This is an implementation that has already been done for Websphere, to show where this is going:
  - <http://www-1.ibm.com/support/docview.wss?rs=180&uid=swg21145599>





# Questions?



Session D16  
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