**The Purpose of this Document is to:**

* Provide guidance for what to do when there is a report of slow performance for a Ship.

* Provide a course of action for our Customers to take and provide the information Crunchtime Support requires in order to review our extensive pool of over 200 Databases for any recommendations that could help the Customer with their reported issue.

**In General:**

* Self-Hosted Customers must monitor and troubleshoot their own Database Performance.

* Self-Hosted Customers must collect database statistics on their Databases regularly and perform basic maintenance to Oracle standards.

* Although Crunchtime can make recommendations from time to time as a courtesy, we are not able to provide ongoing or regular advice or guidance on how to monitor, troubleshoot, or administer a self-hosted Database.

**Customer Monitoring:**

* When Slow Performance is reported, the Customer’s DBA will need to monitor the session. They will need to be looking for slowly running queries and, if identified, record those queries (SQL IDs, Plan Hash Values, Elapsed Execution Time including the Execution Plan).

* Please record the Queries and collect execution statistics on the Queries by running the following and providing the output in the Support Ticket along with the SQL IDs. Crunctime support will continue to engage with you after receiving the required information.

*You will need to enter in the SQL IDs in the statement below:*

set echo on

set pagesize 2000

col name for a20

col sql\_plan\_baseline for a30

col parsing\_schema\_name for a30

select inst\_id, name, s.parsing\_schema\_name, sql\_id, child\_number, plan\_hash\_value, SQL\_PLAN\_BASELINE, executions exe, round(cpu\_time/1000000/executions) cpu, round(elapsed\_time/1000000/executions,3) avg\_sec, round(elapsed\_time/1000000) total\_time

from gv$sql s join v$pdbs p on s.con\_id = p.con\_id

where sql\_id in ('&QuerySQLID') and executions > 0

order by sql\_id, plan\_hash\_value, name;

-- Put SQL ID and child number displayed by the query above.

SELECT \* FROM table(DBMS\_XPLAN.DISPLAY\_CURSOR('&QuerySQLID', &child\_number));

select sql\_fulltext from gv$sql where sql\_id = '&QuerySQLID' and rownum = 1;