

# Slow OnGuard performance on an Oracle 10g database

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## Symptom

You may experience slow performance in any OnGuard application running on an Oracle 10g database.

Such slow performance may occur while logging into to any OnGuard application, or navigation through the user interface in System Administration.

As an example, the Cardholders folder in System Administration may require as much as one minute or more to appear, and a search in the Cardholders folder may require a similar amount of time to return results.

## Resolution

To resolve the issue, an Oracle database administrator should perform the following steps:

- 1) Refer to Oracle MetaLink article 373129.1 for more information on the root cause of the slow performance.
- 2) Perform additional system health and performance assessments on the database to confirm the information in Oracle MetaLink article 373129.1, and to verify the system is otherwise configured for optimum performance.

The steps below should only be performed if the system is extremely slow. Sites that have performed the steps below have seen significant improvements in system performance.

**Important:** Before performing these steps, ensure there is a recent database backup, and verify the integrity of the backup.

- 3) Ensure the installed versions of Oracle 10g server software, as well as Oracle 10g client software, are supported by Lenel. Refer to Knowledge Base article "Lenel - Databases Compatibility Chart", for supported versions.

- 4) Log into the Oracle 10g database server via a front-end application like SQL\*Plus, Oracle Enterprise Console, or TOAD for Oracle. The application should allow the ability to execute SQL queries and statements.

**Note:** Use the SYS account when logging in. Any other account may not have the appropriate permissions to complete steps 5 and 6 below.

- 5) Execute the following statement against the Oracle 10g database. The statement will recreate an Oracle system view needed for proper OnGuard operation.

```
CREATE OR REPLACE VIEW all_tab_columns AS
select OWNER, TABLE_NAME,
COLUMN_NAME, DATA_TYPE, DATA_TYPE_MOD, DATA_TYPE_OWNER,
DATA_LENGTH, DATA_PRECISION, DATA_SCALE, NULLABLE, COLUMN_ID,
DEFAULT_LENGTH, DATA_DEFAULT, NUM_DISTINCT, LOW_VALUE, HIGH_VALUE,
DENSITY, NUM_NULLS, NUM_BUCKETS, LAST_ANALYZED, SAMPLE_SIZE,
CHARACTER_SET_NAME, CHAR_COL_DECL_LENGTH,
GLOBAL_STATS, USER_STATS, AVG_COL_LEN, CHAR_LENGTH, CHAR_USED,
V80_FMT_IMAGE, DATA_UPGRADED, HISTOGRAM
from ALL_TAB_COLS
where HIDDEN_COLUMN = 'NO'
```

6) Execute the following statement against the Oracle 10g database to commit the changes.

```
COMMIT;
```

7) Ensure that the setting for **Disable RULE hint** is enabled in the ODBC DSN on each OnGuard client, as well as the OnGuard server.

## Applies To

OnGuard 2008 (6.0.148) or later  
Oracle 10g

## Additional Information

Contact Lenel Technical Support if further assistance is needed after performing the steps documented in this article.