✂ fact: Oracle Diagnostics Pack
✂ fact: Performance Manager
✂ fact: Capacity Planner
✂ fact: Intelligent Agent Data Collection Service
✂ symptom: Performance Manager/Capacity Planner Fails to Connect to the
   Target Database
✂ symptom: VTD-00123: Error connecting to target %s
✂ symptom: TNS-12154/ORA-12154: TNS:could not resolve service name
✂ cause: When Performance Manager (PM) or Capacity Planner (CP) is connected
   to the OMS, either the database is discovered or it is not.
   If the database is discovered, the whole connection string will be used by
   PM/CP to contact the target database.In this case this error cannot occur.
   If the database is not discovered, the database can be manually added and t
   service name will be used to contact the target database.
   The service name will also be used if PM is launched in standalone mode.
   Note: CP cannot be launched in standalone mode

   PM can connect directly to the target database or can connect to the databa
   through the Intelligent Agent (PM Connection Details).
   Note: CP connects to the target database through the Intelligent Agent only.

   If PM connects directly to the target database with a service name, you get
   00123/ORA-12154 when this service name is not defined or is defined incorre
   in the tnsnames.ora used by PM.

   If PM connects to the target database with a service name through the
   Intelligent Agent, you get VTD-00123/ORA-12154 when this service name is not
   defined or is defined incorrectly in the tnsnames.ora used by the Intellige
   Agent.

   CP gets VTD-00123/ORA-12154 when the service name is not defined or is defi
   incorrectly in the tnsnames.ora used by the Intelligent Agent.

   Reference:
   For further information on Performance Manager / Data Collection Service
   Architecture, please consult <Note:183054.1>: How to diagnose problems when
   Performance Manager and Capacity Planner 9i

fix:

1. For PM:
   Locate tnsnames.ora used by PM or by the Intelligent Agent depending on PM
   Connection Details.
   For CP:
   Locate tnsnames.ora used by the Intelligent Agent.

   If the environment variable TNS_ADMIN is set, tnsnames.ora and sqlnet.ora
are   located at the path defined by TNS_ADMIN.
   If the environment variable TNS_ADMIN is not set, tnsnames.ora and sqlnet.ora
   are located in
   ORACLE_HOME/network/admin where ORACLE_HOME is PM ORACLE_HOME or the
   Intelligent Agent ORACLE_HOME
   or in /etc or /var/opt/oracle on Unix platforms.

2. Add the service_name of the target database or correct the connection string
   of service_name if it is wrong

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    If service name is in format database_name.domain_name, then an alias
    identical to the service name must be present in tnsnames.ora.
    If service name is in format database_name (no domain_name), then:
    - if names.default_domaine is not set in sqlnet.ora, then an alias indentical
      to the service name must be defined in tnsnames.ora
    - if names.default_domaine is set in sqlnet.ora then an alias
      service_name.domain_name must be defined in tnsnames.ora, where domain_name
      is the value of names.default_domaine.
    Reference:
    For further information on error ORA-12154 - TNS:could not resolve service
    name please consult
    <Note:21321.1>:
OERR:  ORA 12154 "TNS:could not resolve service name
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