

Oracle Banking Digital Experience

Setup Reference Guide
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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

The subsequent chapters covers the following:

- Procedure containing steps for the integration of origination with the social media.
- Screenshots

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 18.3.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

2. Stuck threads observed in Weblogic Managed Server during PDF download

2.1 Symptoms

After clicking on download for PDF format statements or account list etc., the file does not get downloaded for some customers. During this time, Weblogic Managed Server(s) are in Warning state and Stuck threads are observed in the Managed Server.

2.2 Cause

OBDX and OBAPI utilizes libraries for PDF content publishing that sometimes take up too many resources and do not respond in a timely manner.

2.3 Solution Prerequisites

1. Minimum patch-set required is 18.3.2.0.0

2.4 Solution

To circumvent this issue, OBDX/OBAPI has introduced a new PDF content publisher which utilizes Apache FOP.

Execute the following SQL script in OBDX/OBAPI database to switch to the upgraded content publisher.

```
update digx_fw_config_content_pub_b set  
publisher_class_name='com.ofss.digx.appx.writer.content.ApachePDFContentPubli  
sher' where media_type='application/pdf';
```

After the above script has been executed, commit the transaction and restart all managed servers.

3. Some currency symbols not displaying properly

3.1 Symptoms

Downloaded PDF contains characters such as “?” or “□” or some other such unreadable character

Account Name / No.	Account Type	Holding Pattern	Net Balance
xxxxxxxxxxxx0116	Current	Single	□496,427.82
xxxxxxxxxxxx0116	Current	Single	€ 19,021,04
xxxxxxxxxxxx0012	Current	Single	□2,500,188.67

3.2 Cause

The currency codes mandate use of custom fonts. Due to lack of glyphs in the fonts used in PDF, the symbols are replaced by holder characters.

3.3 Solution Prerequisites

1. Minimum patch-set required is 18.3.2.0.0

3.4 Solution

The solution is different for different content publisher. To know which publisher is in effect, check the `PUBLISHER_CLASS_NAME` column in the table `DIGX_FW_CONFIG_CONTENT_PUB_B` where the column `MEDIA_TYPE` has the value `application/pdf`.

MEDIA_TYPE	PUBLISHER_CLASS_NAME	CREATED_BY	LAST_UPDATED_BY	CREATION_DATE	LAST_UPDATED
1 application/pdf	com.ofss.digx.appx.writer.content.PDFContentPublisher	obdxuser	obdxuser	17-04-19 01:05:40.000000000 PM	17-04-19 01:05:40

1. Download the appropriate fonts that support the currencies you need to support. Ensure that you have acquired appropriate licenses for the use of the fonts.
2. If the value of the `PUBLISHER_CLASS_NAME` column is `com.ofss.digx.appx.writer.content.PDFContentPublisher`, then continue with step 2 else jump to step 6
3. Check if the file `xdo.cfg` exists at the location `<OBDX_INSTALL_DIR>/config`. If the file exists, continue to step 5 else continue to step 4.
4. Create a new file with the name `xdo.cfg`

5. Paste the below content into the `xdo.cfg` file and skip to step 9

```
<config version="1.0.0"
xmlns="http://xmlns.oracle.com/oxp/config/">
  <!-- Font setting -->
  <font>
    <!-- Font setting (for FO to PDF etc...) -->
    <font family="<Font Name>" style="normal" weight="normal">
      <truetype path="<Font File Location>/<Regular Font
Filename>.ttf" />
    </font>
    <font family="<Font Name>" style="italic" weight="normal">
      <truetype path="<Font File Location>/<Italic Font
Filename>.ttf" />
    </font>
    <font family="<Font Name>" style="italic" weight="bold">
      <truetype path="<Font File Location>/<Bold and Italic
Font Filename>.ttf" />
    </font>
    <font family="<Font Name>" style="normal" weight="bold">
      <truetype path="<Font File Location>/<Bold Font
Filename>.ttf" />
    </font>
  </font>
</config>
```

6. Check if the file `fop.xconf` exists at the location `<OBDX_INSTALL_DIR>/config`. If the file exists, continue to step 4 else continue to step 3.
7. Create a new file with the name `fop.xconf`
8. Paste the below content into the `fop.xconf` file

```
<fop version="1.0">
  <!-- Strict user configuration -->
  <strict-configuration>true</strict-configuration>

  <!-- Strict FO validation -->
  <strict-validation>>false</strict-validation>

  <!-- Base URL for resolving relative URLs -->
  <base>./</base>

  <!-- Font Base URL for resolving relative font URLs -->
  <font-base>./fonts</font-base>

  <!-- Source resolution in dpi (dots/pixels per inch) for
determining the size of pixels in SVG and bitmap images,
default: 72dpi -->
  <source-resolution>72</source-resolution>
  <!-- Target resolution in dpi (dots/pixels per inch) for
specifying the target resolution for generated bitmaps, default:
72dpi -->
  <target-resolution>72</target-resolution>
```

```

    <!-- default page-height and page-width, in case value is
specified as auto -->
    <default-page-settings height="29.7cm" width="21cm"/>

    <renderers>
      <renderer mime="application/pdf">
        <font>
          <font kerning="yes" embed-url="<Regular Font
Filename>.ttf">
            <font-triplet name="<Font Name>" style="normal"
weight="normal"/>
          </font>
          <font kerning="yes" embed-url="<Bold Font
Filename>.ttf">
            <font-triplet name="<Font Name>" style="normal"
weight="bold"/>
          </font>
          <font kerning="yes" embed-url="<Italic Font
Filename>.ttf">
            <font-triplet name="<Font Name>" style="italic"
weight="normal"/>
          </font>
          <font kerning="yes" embed-url="<Bold Italic Font
Filename>.ttf">
            <font-triplet name="<Font Name>" style="italic"
weight="bold"/>
          </font>
        </font>
      </renderer>
    </renderers>
  </fop>

```

9. Replace the and <* Font Filename> place holders with the correct font name and file names of the fonts respectively.
10. Modify all XSLs available in subdirectories of "<OBDX_INSTALL_DIR>/config/resources" to replace font-family="Helvetica" with font-family=""
11. Restart all managed servers in the cluster and retest.

Note: Ensure that you replace and <* Font Filename> appropriately in the fop.xconf or xdo.cfg whichever is applicable and all XSL files.

4. Pre-generated Statements not showing characters correctly

4.1 Symptoms

Downloaded PDF contains characters such as “?” or “□” or some other such unreadable character

DIST 1	?????	?????	?????	???
ACC NO	?????	????? ???	?????	?????

4.2 Cause

The PDF being downloaded contains characters that cannot be represented using the standard “Courier” font family.

4.3 Solution Prerequisites

1. Minimum patch-set required is 18.3.2.0.0

4.4 Solution

The solution is different for different content publisher. To know which publisher is in effect, check the `PUBLISHER_CLASS_NAME` column in the table `DIGX_FW_CONFIG_CONTENT_PUB_B` where the column `MEDIA_TYPE` has the value `application/pdf`.

MEDIA_TYPE	PUBLISHER_CLASS_NAME	CREATED_BY	LAST_UPDATED_BY	CREATION_DATE	LAST_UPDATED
1 application/pdf	com.ofss.digx.appx.writer.content.PDFContentPublisher	obdxuser	obdxuser	17-04-19 01:05:40.000000000 PM	17-04-19 01:05:40.

1. Download the appropriate fonts that support the currencies you need to support. Ensure that you have acquired appropriate licenses for the use of the fonts.
2. If the value of the `PUBLISHER_CLASS_NAME` column is `com.ofss.digx.appx.writer.content.PDFContentPublisher`, then continue with step 2 else jump to step 6
3. Check if the file `xdo.cfg` exists at the location `<OBDX_INSTALL_DIR>/config`. If the file exists, continue to step 5 else continue to step 4.
4. Create a new file with the name `xdo.cfg`
5. Paste the below content into the `xdo.cfg` file and skip to step 9

```

<config version="1.0.0"
xmlns="http://xmlns.oracle.com/oxp/config/">
  <!-- Font setting -->
  <font>
    <!-- Font setting (for FO to PDF etc...) -->
    <font family="<Font Name>" style="normal" weight="normal">
      <truetype path="<Font File Location>/<Regular Font
Filename>.ttf" />
    </font>
    <font family="<Font Name>" style="italic" weight="normal">
      <truetype path="<Font File Location>/<Italic Font
Filename>.ttf" />
    </font>
    <font family="<Font Name>" style="italic" weight="bold">
      <truetype path="<Font File Location>/<Bold and Italic Font
Filename>.ttf" />
    </font>
    <font family="<Font Name>" style="normal" weight="bold">
      <truetype path="<Font File Location>/<Bold Font
Filename>.ttf" />
    </font>
  </font>
</config>

```

6. Check if the file `fop.xconf` exists at the location `<OBDX_INSTALL_DIR>/config`. If the file exists, continue to step 4 else continue to step 3.
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  <strict-configuration>true</strict-configuration>

  <!-- Strict FO validation -->
  <strict-validation>>false</strict-validation>

  <!-- Base URL for resolving relative URLs -->
  <base>./</base>

  <!-- Font Base URL for resolving relative font URLs -->
  <font-base>./fonts</font-base>

  <!-- Source resolution in dpi (dots/pixels per inch) for
determining the size of pixels in SVG and bitmap images, default:
72dpi -->
  <source-resolution>72</source-resolution>
  <!-- Target resolution in dpi (dots/pixels per inch) for
specifying the target resolution for generated bitmaps, default:
72dpi -->
  <target-resolution>72</target-resolution>

  <!-- default page-height and page-width, in case value is
specified as auto -->
  <default-page-settings height="29.7cm" width="21cm"/>

  <renderers>
    <renderer mime="application/pdf">
      <fonts>
        <font kerning="yes" embed-url="<Regular Font
Filename>.ttf">
          <font-triplet name="<Font Name>" style="normal"
weight="normal"/>
        </font>
        <font kerning="yes" embed-url="<Bold Font Filename>.ttf">
          <font-triplet name="<Font Name>" style="normal"
weight="bold"/>
        </font>
        <font kerning="yes" embed-url="<Italic Font
Filename>.ttf">
          <font-triplet name="<Font Name>" style="italic"
weight="normal"/>
        </font>
        <font kerning="yes" embed-url="<Bold Italic Font
Filename>.ttf">
          <font-triplet name="<Font Name>" style="italic"
weight="bold"/>
        </font>
      </font>
    </renderer>
  </renderers>
</fop>

```

9. Replace the `` and `<* Font Filename>` place holders with the correct font name and file names of the fonts respectively.
10. Modify all XSLs available in subdirectories of "`<OBDX_INSTALL_DIR>/config/resources`" to replace `font-family="Courier"` with `font-family=""`
11. Restart all managed servers in the cluster and retest.

Note: Courier font family is used primarily for its monospace characteristics. You might want to replace the font with another monospace font family only.
