Oracle FLEXCUBE Universal Banking® 12.0
Support Getting started

Release 1.0

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1 Preface

This Support Getting started document sets the introduction to FLEXCUBE UBS Application software support.

1.1 Audience

The Support getting started book is intended for FLEXCUBE Application Developers who are authorized to perform the following tasks:

- FLEXCUBE UBS Application component development
- FLEXCUBE UBS Application implementation
- FLEXCUBE UBS Application software support

To Use this manual, you need conceptual and working knowledge of the below:

<table>
<thead>
<tr>
<th>Proficiency</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLEXCUBE Object Naming conventions</td>
<td>Development Overview Guide</td>
</tr>
<tr>
<td>Working knowledge of Web based applications</td>
<td>Self Acquired</td>
</tr>
<tr>
<td>Working knowledge of Oracle Database</td>
<td>Oracle Documentations</td>
</tr>
<tr>
<td>Working knowledge of PLSQL developer</td>
<td>Respective vendor documents</td>
</tr>
<tr>
<td>Working knowledge of PLSQL &amp; SQL Language</td>
<td>Self Acquired</td>
</tr>
<tr>
<td>Working knowledge of XML files</td>
<td>Self Acquired</td>
</tr>
<tr>
<td>Working knowledge of Application servers (Oracle Weblogic or others)</td>
<td>Respective vendor documents</td>
</tr>
<tr>
<td>Working knowledge of browsers and runtime debugging</td>
<td>Respective vendor documents</td>
</tr>
</tbody>
</table>
1.2 Related documents

For more information, see the following documents.

1. FCUBS-FD01-01-01-Development Overview Guide
2. RAD
   a. FCUBS-FD02-01-01-RAD Getting Started
   b. FCUBS-FD02-02-01-RAD Function ID Development Volume 1
   c. FCUBS-FD02-02-01-RAD Function ID Development Volume 2
   d. FCUBS-FD02-03-01-RAD Web Service Development
   e. FCUBS-FD02-04-01-RAD BIP Report Integration
   f. FCUBS-FD02-05-01-RAD Notification Development
3. Extensibility
   a. FCUBS-FD03-01-01-Extensibility Getting started
   b. FCUBS-FD03-02-01-Extensibility Reference Guide
   c. FCUBS-FD03-03-01-Extensibility By Example Volume 1
   d. FCUBS-FD03-03-02-Extensibility By Example Volume 2
4. Interface
   a. FCUBS-FD04-01-01-Interface Getting started
   b. FCUBS-FD04-02-01-Generic Interface Configuration Guide
   c. FCUBS-FD04-03-01-Upload Adapter Development Guide
5. Tools
   a. FCUBS-FD05-01-01-Tools-Getting Started
   b. FCUBS-FD05-02-01-RAD-Reference
   c. FCUBS-FD05-02-02-RAD-Installation and Setup
   d. FCUBS-FD05-03-01-DDL-Reference
   e. FCUBS-FD05-04-01-TrAX-Reference
6. Support
   a. FCUBS-FD06-01-01-Support Getting started
   b. FCUBS-FD06-02-01-Support By Example
7. Reports
   a. FCUBS-FD07-01-01-Report Getting started
   b. FCUBS-FD07-02-01-BIP Report Development Guide
   c. FCUBS-FD07-03-01-OBIEE repository Development Guide

1.3 Conventions

The following text conventions are used in this document:

Convention Meaning

**boldface** Boldface type indicates graphical user interface elements (for example, menus and menu items, buttons, tabs, dialog controls), including options that you select.

*italic* Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
2 Introduction

2.1 How to use this Guide
The information in this guide includes:

- Chapter 2, “Introduction”
- Chapter 3, “FLEXCUBE UBS Software issues classifications”
- Chapter 4, “Investigation Tools”

3 FLEXCUBE UBS Software issues classification
FLEXCUBE UBS Application errors are classified as below:

- User error/configuration error
  The error occurred in application due to wrong operation carried out by Application user or wrong configuration/product setup. These issues doesn’t require software fix.

- Software issue
  These issues are recognized software bugs, which could be of two natures:
  - Functional
  - Technical

3.1 Functional issues
Functional behavioral issues are due to functional design bugs. It could ranges from Missing behavior (message not generating, accounting not happened), In appropriate financial behavior (calculation errors) and Different behavior observed than what mentioned in respective user manuals.

3.2 Technical issues
Technical issues classified of two types:

- Application development issues
- Framework/engineering issues

3.2.1 Application Development issues
An application development issue affects a given function ID and it is due to error in Application development.

This support getting started document is intended as reference for this kind of issues.

3.2.2 Framework issues
Framework (or engineering) issues are the base issue that affects all application components. This fixes are carried out only by core engineering team as it has higher impact on overall application behavior.

This support getting started document is not intended for this kind of issues.

4 Investigation Tools
The below table describes the layer and various tools applied for FLEXCUBE UBS Application development bugs:

<table>
<thead>
<tr>
<th>Layer</th>
<th>Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database objects</td>
<td>▪ FLEXCUBE UBS Debug framework (files created using Oracle UTL_FILE)</td>
</tr>
<tr>
<td>App server - Objects</td>
<td>▪ Log files created by FLEXCUBE App server components using Java packages.</td>
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<tr>
<td></td>
<td>▪ System log files written by Application servers</td>
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<td>▪ Run time debugging tools like Jdeveloper</td>
</tr>
<tr>
<td>Client</td>
<td>▪ Browser run time debugger</td>
</tr>
<tr>
<td></td>
<td>▪ FLEXCUBE UBS Application debug console</td>
</tr>
</tbody>
</table>

4.1 Database layer

4.1.1 FLEXCUBE UBS Debug framework (files created using Oracle UTL_FILE)
FLEXCUBE UBS provides debugging framework that generates the server side text files with detailed processing flow information. This information is used to analyze the transactional behavior.

The files are created in following format where User ID is Application user ID:

<<Branch>><<User ID>>.txt
This framework is driven by following tables:

- CSTB_PARAM.WORK_AREA – to define server side path where files created.
- CSTB_DEBUG - to enable/disable a given module debug information.
- CSTB_DEBUG_USERS - to enable debug for a given application users.
- A Backend PL/SQL package debug.pr_debug() would be used to write any log information. Parameters would be Module code and the log data to be written.

Note: Ensure that the DB server has sufficient rights to the specified folder in the parameter. Also ensure that sufficient space is available in server to create the files.

4.2 Application Server layer

4.2.1 Log files created by FLEXCUBE App server components
FLEXCUBE UBS App server components (like EJB, MDB) provides the log files during the processing. This includes the request and response and other processing flow information.

Configuration to this log files are spread in property file and few XML files. Refer respective installation document for more information.

4.2.2 System log files written by Application servers
Application servers like oracle web logic provides the system log files that provides additional information during deployment and runtime. This helps to identify app server environmental problems.

4.2.3 Run time debugging tools like Jdeveloper
Oracle provides JDeveloper tool that is used to deploy JEE EAR framework file and do run time debugging of application server layer. Refer JDeveloper documentation for more information.

4.3 Client browser – runtime investigation
At times it is required to measure the data directly at client browser runtime java script engine level. Browsers provides various debugging tools to check the request (Screen or Data) XMLs and response XMLs.

Refer respective browser documentation for more information.