

Oracle FLEXCUBE Investor Servicing®
Support Getting started

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1 Preface

This Support Getting started document sets the introduction to FLEXCUBE IS 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 IS Application component development
- FLEXCUBE IS Application implementation
- FLEXCUBE IS Application software support

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

<i>Proficiency</i>	<i>Resources</i>
FLEXCUBE Functional Architecture	Training programs from Oracle Financial Software Services.
FLEXCUBE Technical Architecture	Training programs from Oracle Financial Software Services.
FLEXCUBE Object Naming conventions	<i>Development Overview Guide</i>
Working knowledge of Web based applications	Self Acquired
Working knowledge of Oracle Database	Oracle Documentations
Working knowledge of PLSQL developer	Respective vendor documents
Working knowledge of PLSQL & SQL Language	Self Acquired
Working knowledge of XML files	Self Acquired
Working knowledge of Application servers (Oracle Weblogic or others)	Respective vendor documents
Working knowledge of browsers and runtime debugging	Respective vendor documents

1.2 Related documents

For more information, see the following documents.

1. FCIS-FD01-01-01-Development Overview Guide
2. RAD
 - a. FCIS-FD02-01-01-RAD Getting Started
 - b. FCIS-FD02-02-01-RAD Function ID Development Volume 1
 - c. FCIS-FD02-02-01-RAD Function ID Development Volume 2
 - d. FCIS-FD02-03-01-RAD Web Service Development
 - e. FCIS-FD02-04-01-RAD BIP Report Integration
 - f. FCIS-FD02-05-01-RAD Notification Development
3. Extensibility
 - a. FCIS-FD03-01-01-Extensibility Getting started
 - b. FCIS-FD03-02-01-Extensibility Reference Guide
 - c. FCIS-FD03-03-01-Extensibility By Example Volume 1
 - d. FCIS-FD03-03-02-Extensibility By Example Volume 2
4. Interface
 - a. FCIS-FD04-01-01-Interface Getting started
 - b. FCIS-FD04-02-01-Generic Interface Configuration Guide
 - c. FCIS-FD04-03-01-Upload Adapter Development Guide
5. Tools
 - a. FCIS-FD05-01-01-Tools-Getting Started
 - b. FCIS-FD05-02-01-RAD-Reference
 - c. FCIS-FD05-02-02-RAD-Installation and Setup
 - d. FCIS-FD05-03-01-DDL-Reference
 - e. FCIS-FD05-04-01-TrAX-Reference
6. Support
 - a. FCIS-FD06-01-01-Support Getting started
 - b. FCIS-FD06-02-01-Support By Example
7. Reports
 - a. FCIS-FD07-01-01-Report Getting started
 - b. FCIS-FD07-02-01-BIP Report Development Guide
 - c. FCIS-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 talic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.

monospace Monospace type indicates language and syntax elements, directory and file names, URLs, text that appears on the screen, or text that you enter.

2 Introduction

2.1 How to use this Guide

The information in this guide includes :

- [Chapter 2, "Introduction"](#)
- [Chapter 3, "FLEXCUBE IS Software issues classifications "](#)
- [Chapter 4, "Investigation Tools"](#)

3 FLEXCUBE IS Software issues classification

FLEXCUBE IS 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 IS Application development bugs:

<i>Layer</i>	<i>Tools</i>
Database objects	<ul style="list-style-type: none">▪ FLEXCUBE IS Debug framework (files created using Oracle UTL_FILE)
App server - Objects	<ul style="list-style-type: none">▪ Log files created by FLEXCUBE App server components using Java packages.▪ System log files written by Application servers▪ Run time debugging tools like Jdeveloper
Client	<ul style="list-style-type: none">▪ Browser run time debugger▪ FLEXCUBE IS Application debug console

4.1 Database layer

4.1.1 FLEXCUBE IS Debug framework (files created using Oracle UTL_FILE)

FLEXCUBE IS 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 IS 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 debuggin 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.



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