

**Financial Services Analytical Applications
Infrastructure**

Troubleshooting Guide

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Preface

This guide has been developed with the interest to help you resolve some of the issues faced while using OFSAAI.

Audience

This guide is intended for the Information and Business Analysts who are instrumental in supporting and affecting analytical decisions.

Documentation Accessibility

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Related Documents

For more information, see the following documents in the OTN Library:

- OFSAAI 7.3.3.0.0 User Manual
- OFSAAI Administration Guide
- OFSAAI 7.3.3.0.0 Installation Guide (*UNIX and Windows*)

Conventions

The following text conventions are used in this document:

| Convention | Meaning |
|------------------------|--|
| boldface | Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary. |
| <i>italic</i> | Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values. |
| <code>monospace</code> | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter. |

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Troubleshooting of OFSAA Infrastructure

1.1 Administration/Object Migration

Table 1–1 Administration / Object Migration (Reference No. - 14678679)

| Problem | Details |
|--------------------|---|
| Description | When you try to execute a dimension Object Migration rule between two INFODOMS in the same instance, the following error appears in the Web Apps FUSIONSUBSYSTEMSService.log: " [FUSIONSUBSYSTEMS] Sep 20,12 09:46:03 : [COMMONFUNCTIONS]Error whileconnecting..java.net.ConnectException: Tried all: '1' addresses, but could not connect over HTTP to server: '10.7.243.9', port: '7007'" |
| Cause | Environment |
| Type | Environmental |
| Solution | Check if all conf files (web.xml, LookupServices.xml) are configured using hostname instead of IP. If it is with hostname and you are trying to access OFSAA from Internet Explorer using IP address then this is the issue. If it is launched from web browser using the hostname, no error occurs while launching the migration rule. DNS server must resolve IP---hostname. Verify your DNS server configuration. |

1.2 Application

Table 1–2 Application (Reference No. - 14686382)

| Problem | Details |
|--------------------|---|
| Description | FICServer error appears when trying to login. |
| Cause | Browser Settings |
| Type | Login |
| Solution | Close the browser, clear cache, and then try to login with a new browser session. If the issue persists contact Oracle Support. |

1.3 Application/Web Server

Table 1–3 Application/Web Server (Reference No. - 14675705)

| Problem | Details |
|--------------------|---|
| Description | Where to configure connection time out parameters in websphere? |
| Cause | Connection time out is not set. |
| Type | Connection/Session Time Out |
| Solution | Modify the parameters with the following values: com.ibm.websphere.webservices.http.connectionTimeout - 3600 Seconds timeout -- 3600 Seconds write_timeout -- 3600 Second. |

1.4 Archive/Restore

Table 1–4 Archive/Restore (Reference No. - 16082439)

| Problem | Details |
|--------------------|---|
| Description | Archive restore for ICC batch is not migrating parameters for DT. |
| Cause | Restoring old DMP file. |
| Type | Operational |
| Solution | Verify the time stamp of the archived DMP file. Try to archive again from source environment and restore it. If this issue persists contact Oracle Support. |

1.5 Business Metadata Management

Table 1–5 Business Metadata Management (Reference No. - 14477940)

| Problem | Details |
|--------------------|---|
| Description | While saving the cube, the following error message appears: @ [4510]Error while File Transferring (FTP) |
| Cause | Memory Configuration |
| Type | Environment |
| Solution | Verify with the Sun Java Console if the memory exception appears. If yes, then change the Java Run Time parameters. |

1.6 Common Apps

Table 1–6 Common Apps (Reference No. - 13789810)

| Problem | Details |
|--------------------|--|
| Description | After installing FTP, ALM, and PFT applications, deploy the ear file. Login to OFSAA and go to "Financial Services Applications" screen. The following error message appears: "javax.servlet.ServletException: Filter [struts2]: could not be initialized". |
| Cause | Struts.xml not updated. |
| Type | Configuration |
| Solution | The size of the struts.xml must be 0 byte. Verify the size from the following location: @\$FIC_WEB_HOME/webroot/WEB-INF/classes/struts.xml file. |

1.7 DeFI

Table 1–7 DeFI (Reference No. - 14049662)

| Problem | Details |
|--------------------|---|
| Description | In the Data Entry screen, when you click the existing form under OFSAA application, you see a blank screen. The following error message appears: |
| Cause | DeFI home path is not set in the configuration table. |
| Type | Configuration |
| Solution | <p>Verify the DeFI home path in configuration table. It must point to the DeFI folder in the deployment location.</p> <p>DeFIHome=/WEB SERVER HOME/..<context>.ear/<context>.war/DeFI</p> |

Table 1–8 DeFI (Reference No. - 14136338)

| Problem | Details |
|--------------------|---|
| Description | After exporting data from any form through Data Entry screen, it is not possible to import the same to another form through Excel upload utility because of different date formats. |
| Cause | Understanding Error |
| Type | Understanding Error |
| Solution | <p>As DeFI always uses MM/DD/YYYY format, use MM/DD/YYYY as Source Date format in the Excel Mapping screen and get the excel feed in MM/DD/YYYY format.</p> <p>Or</p> <p>Create two Excel Mappings:</p> <p>1 - Source Date format as DD/MM/YYYY</p> <p>2- Source Date format as MM/DD/YYYY</p> <p>Use the excel mapping 1 for external excel feed and use excel mapping 2 for DeFI module export excel sheet.</p> |

Table 1–9 DeFI (Reference No. - 14243028)

| Problem | Details |
|--------------------|---|
| Description | After you create a new Form and map a user to that form , you are unable to see the form in data entry screen. |
| Cause | Understanding Error |
| Type | Usability |
| Solution | Verify if the form is defined with authorization. If it is not authorized, then authorize the form to the user it is mapped to. |

1.8 DeFi/Excel Upload

Table 1-10 DeFi/Excel Upload (Reference No. - 14675268)

| Problem | Details |
|--------------------|--|
| Description | Excel upload fails with the following exception: "com.sshtools.j2ssh.transport.TransportProtocolClient verifyHostKey The host key was not accepted\par". |
| Cause | Communication between two servers does not occur because of absence of entries in known_hosts file. |
| Type | Environment |
| Solution | <p>Perform the following steps:</p> <ol style="list-style-type: none"> 1. Take a back up of known_hosts file from <APP_ROOT>/.ssh location and then delete the known_hosts file. 2. Stop the Reveleus Server. 3. Start the Reveleus in foreground and keep the console ready. 4. Login to Revelus and save the latest App Server details through SystemConfiguration Server Details Application Server. 5. Click Save. The following message appears in the App Server Console. Do you want to allow this host key? [Yes No Always]: 6. Click Always and press Enter. A message appears "Successfully Saved". The known_hosts file is generated in <APP_ROOT>/.ssh folder. 7. Copy known_hosts file to <WEB_USER>/.ssh. 8. Restart the Reveleus and Webserver. |

1.9 Environment

Table 1-11 Environment (Reference No. - 16039589)

| Problem | Details |
|--------------------|---|
| Description | Unable to start the servers in Sun Solaris. The following error appears: ClassFormatError for sun/security/x509/OIDMap. |
| Cause | JAVA_HOME must not be set in .profile |
| Type | Setup and Maintenance activity |
| Solution | Java Library files must be corrupted. Reinstall Java and check again. Note that in Sun Solaris systems JAVA_HOME must not be set in .profile. |

Table 1–12 Environment (Reference No. - 14137258)

| Problem | Details |
|-------------|---|
| | When trying to open OFSAAI URL the following error message appears: "The security certificate presented by this website was issued for a different website's address. Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server. |
| Description | We recommend that you close this webpage and do not continue to this website." |
| Cause | SSL configuration not done correctly by defining in web server. |
| Type | SSL configuration |
| Solution | This is not an error. It is a secure protocol(https) URL which displays that message. Click "Continue to Website" and proceed. It can be resolved permanently by adding a secure certificate in the Trusted root site. |

1.10 Excel Upload

Table 1–13 Excel Upload (Reference No.- 13635746)

| Problem | Details |
|-------------|---|
| | While loading Excel Upload > Excel-Entity > Mappings, spreadsheet data does not load and the following exception is created in webserver console log: Do you want to allow this host key? [Yes No Always]: |
| Description | java.lang.NullPointerException |
| Cause | Host Key Generation |
| Type | Environment |
| Solution | Perform the following steps: 1. Start the Tomcat server in foreground mode. 2. Load the Excel-Entity Mapping screen where the problem occurs. 3. Check the Tomcat console screen. The following message appears: Do you want to allow this host key? [Yes No Always]: 4. Click Always. |

1.11 Extract Transform Load

Table 1–14 Extract Transform Load (Reference No. - 14030180)

| Problem | Details |
|-------------|--|
| Description | During the data load in T2T how does DISABLEPRIMARYKEY work for Batch and Bulk Mode and Direct Mode? |

Table 1-14 (Cont.) Extract Transform Load (Reference No. - 14030180)

| Problem | Details |
|-----------------|---|
| Cause | Query |
| Type | Query |
| Solution | For Bulk Mode, If PROPERTY "DISABLEPRIMARYKEY" = "Yes", the PK gets disabled before loading. For Batch Mode If PROPERTY "DISABLEPRIMARYKEY" = "Yes", it does not work. |

Table 1-15 Extract Transform Load (Reference No. - 14598003)

| Problem | Details |
|--------------------|---|
| | The following conversion occurs in OFSAA as product functionality. For example: Table: FCT_LSS_BASEL_EXTRACT AGREEMENT_201 20531 Column: D_F_START_DATE. In the column D_F_START_DATE, the value '0009' of source file gets converted as '2009' in DWH. |
| | Table: FCT_LAG_BASEL_EXTRACT AGREEMENT Column: MATURITY_DATE Misdate: 20120614. In the column MATURITY_DATE, the value '0002' of source file gets converted as '2002' in DWH. |
| Description | |
| Cause | Database Configuration |
| Type | Usability |
| Solution | It depends on source date format. If it contains the date field as 09 it converts it to 200. |

Table 1-16 Extract Transform Load (Reference No. - 14777063)

| Problem | Details |
|--------------------|---|
| Description | How does KYC F2T definitions work with OFSAAI? |
| Cause | Query |
| Type | Query |
| Solution | The KYC F2T definitions works on OFSAAI platform in the following manner: <ol style="list-style-type: none"> 1. F2T source must be defined with the source date format as mm-dd-yyyy. 2. All the F2T definitions are defined using the data format as mm-dd-yyyy. 3. During execution the date format of the definitions are compared with the date format mentioned in the database details screen. 4. The NLS_DATE_FORMAT parameter values and the date format in the database details screen must be same as mm-dd-yyyy. |

1.12 External Scheduler Interface Component

Table 1–17 External Scheduler Interface Component (Reference No. - 15935135)

| Problem | Details |
|--------------------|--|
| Description | Require steps to generate Run Execution ID which is used through External Scheduler. |
| Cause | Query |
| Type | Operational |
| Solution | From OFSAAI 7.3, WSMRE Utility creates both Batch Group ID and Batch ID. |

1.13 Filters

Table 1–18 Filters (Reference No.- 14097329)

| Problem | Details |
|--------------------|---|
| Description | OFSSA interface pauses while editing two Tree Filters, one after the other. It is possible to edit one Tree Filter and save the changes successfully. However, when you start editing the second Tree Filter and click Save, the interface pauses. You have to close all the web browser windows and clear the cache before logging into OFSSA again. |
| Cause | Incompatible browser version |
| Type | Internet Explorer |
| Solution | Verify the Internet Explorer version and correct the same as mentioned in the Installation Manual. |

1.14 Forms Framework

Table 1–19 Forms Framework (Reference No. - 13895430)

| Problem | Details |
|--------------------|---|
| Description | While opening a page script in Forms Framework the following error message appears in the Internet Explorer status bar: "Undetermined string constant" |
| Cause | URL control is not configured. |
| Type | Configuration |
| Solution | Verify if control value assigned to URL control which contains special characters causes this type of issue. In general, URL CONTROL is like ACTION CONTROL (For example: ADD,EDIT, link). It does not hold any value of text field / text area. Change the URL control configuration and try again. |

Table 1–20 FormsFramework (Reference No. - 14260288)

| Problem | Details |
|--------------------|--|
| Description | After editing a field in Business Restructure screen, if you try to edit it again you get the following error message: "Unable to update as the record is concurrently modified by another user". |
| Cause | Forms Configuration |
| Type | Forms Configuration |
| Solution | Concurrency check field value does not refresh after a save and it fails to update for the second instance. Check if the configuration for Container Refresh is implemented for Hierarchy Maintenance Form after you click Edit and click Save. |

1.15 Forms Framework/Document Upload

Table 1–21 Forms Framework/Document Upload (Reference No. - 16089350)

| Problem | Details |
|--------------------|--|
| Description | When trying to upload a document ,an error message appears 'Document Upload failed' ORA-04063: view "ACCROR100.DOCUMENT_MASTER" has errors. |
| Cause | Web server user does not have read/write permissions on ftpshare/Docstorage folder. |
| Type | Usability |
| Solution | Read/write permissions to be given for web server user on docstorage, upload, and download folder in ftpshare. |

1.16 Information Command Center

Table 1–22 Information Command Center (Reference No.- 14194062)

| Problem | Details |
|--------------------|---|
| Description | Batch shows an "ONGOING" status in "Batch Group Monitor" where as it shows as failed in "BATCH MONITOR". |
| Cause | Not executing a specific batch in a batch group using appropriate command. |
| Type | Usability |
| Solution | Verify if the batch group is invoked from ESIC. If yes, check if entire batch group is executed. There is an option to execute only selected batches in a group. For more information refer ESIC Document. Syntax: Esic -JXBG -U -P -R< Ext Unique ID> -G -I -D -W -BBatchNames |

Table 1–23 Information Command Center (Reference No.- 14605056)

| Problem | Details |
|--------------------|---|
| Description | In case the batch fails, which is the log file to refer? |
| Cause | Query |
| Type | Query |
| Solution | <p>Refer the following logs from the respective locations given:</p> <p>Logs:</p> <p>ICCSERVER Log: \$FIC_APP_HOME/icc/logs \$FIC_APP_HOME/icc/bin --- Redirected Log (Nohup)</p> <p>Tomcat Log: \$CATALINA_HOME/logs</p> <p>Router, AM, Messageserver logs: \$FIC_DB_HOME/log \$FIC_DB_HOME/bin --- Redirected Log (Nohup)</p> <p>T2T Logs: \$FIC_DB_HOME/log/t2t Ftpshare/<INFODM>/logs/<source name>/<MISDATE>/ --- SQL Loader Logs</p> <p>F2T Logs: \$FIC_DB_HOME/log/dmas/ Ftpshare/<INFODM>/logs/<source name>/<MISDATE>/ --- SQL Loader Logs Ftpshare/STAGE/<SourceName>/MISDATE/ -- dat file location</p> <p>T2F Logs: \$FIC_DB_HOME/log/extraction/ Ftpshare/STAGE/<SourceName>/MISDATE/</p> <p>Note: In case, your problem is not resolved, it is recommended to contact Oracle Support with all the logs.</p> |

Table 1–24 Information Command Center (Reference No.- 14621192)

| Problem | Details |
|--------------------|--|
| Description | Unable to execute batch, an error message appears "BATCH FAILED TO EXECUTE" |
| Cause | Environment |
| Type | Application Error |
| Solution | <p>Verify if back end servers(ICCSERVER, Router, AM, Messageserver) are running correctly using command ps -ef grep \$LOGNAME.</p> <p>If any process is not displayed in the output of the above command, restart all the above mentioned servers and try executing the batch.</p> |

Table 1–25 Information Command Center (Reference No.- 14648934)

| Problem | Details |
|--------------------|--|
| Description | Unable to get Start and End Time for each task by Batch ID |

Table 1–25 (Cont.) Information Command Center (Reference No.- 14648934)

| Problem | Details |
|-----------------|--|
| Cause | Setup and Maintenance |
| Type | Application |
| Solution | Check if the following are running: Router, AM, Messageserver. Restart the services and check if the time stamp appears. |

Table 1–26 Information Command Center (Reference No.- 14848627)

| Problem | Details |
|--------------------|---|
| Description | All services start except for Router, Messageserver, and AM Services although agentserver starts. Refer the logs from \$FIC_DB_HOME/log. In RevAgent.log, the error explains that ld.so.1 and librevlog.so files not found. The librevlog.so file is present in \$FIC_DB_HOME/lib where as there is no file called ld.so.1. |
| Cause | Required permissions on .profile must be given with unix user. |
| Type | Environment |
| Solution | The permission on .profile file for the user is not given. Giving permissions solves this issue. Note: From 7.3.3 Agent startup is decommissioned. You must start the RAM servers individually. |

Table 1–27 Information Command Center (Reference No.- 15938239)

| Problem | Details |
|--------------------|---|
| Description | Load data tasks fails with an error "Invalid Date Format". |
| Cause | Data format is incorrect. |
| Type | Operational |
| Solution | Verify if the date format given for Database name is different from that of Database server date format. In case, this issue persists, it is recommended to contact Oracle Support. |

Table 1–28 Information Command Center (Reference No.- 16034459)

| Problem | Details |
|--------------------|---|
| Description | DT execution fails. As per am_log.log, am server is not able to communicate with router; following is the error from log: 2012-12-20 12:58:20 AM SEVERE AM_Reg : Call to SocketClient Connect Failed. Discarding Message 2012-12-20 12:58:20 AM SEVERE AM : Failed to register with Router(s). |
| Cause | Servers not running. |
| Type | Operational |
| Solution | Verify if all the ICC, RAM servers are running. Restart the servers and check again. |

1.17 Installation

Table 1–29 Installation (Reference No. - 14235252)

| Problem | Details |
|--------------------|---|
| Description | When installing OFSAAI in GUI mode the following error appears: Error: OFSAAI-1150 java.sql.SQLException: The Network Adapter could not establish the connection |
| Cause | Configuration error with inadequate values. |
| Type | Configuration |
| Solution | Verify if APP, WEB, DB IP address have correct values in the OFSAAI_INSTALLCONFIG.xml. For example DBCOMP_IP and DBSERVER values Verify if the value of NLS_LENGTH_SEMANTICS is given with CHAR. |

Table 1–30 Installation (Reference No. - 14663973)

| Problem | Details |
|--------------------|---|
| Description | While performing pre installation activities of Basel II Modules it is identified that patch number 7.3.1.0 must be installed. The following error message appears while applying the patch on the DB Tier. "[OFSAAIUPDATE] [2012-09-23 18:46:41,315] Performing precheck [OFSAAIUPDATE] [2012-09-23 18:46:42,896] Current Servicepack Level : 7.3" |
| Cause | Configuration |
| Type | Installation |
| Solution | Verify if params.conf is updated with correct values. |

Table 1–31 Installation (Reference No. - 14750228)

| Problem | Details |
|--------------------|---|
| Description | While installing OFSAAI the following error appears: "Total file descriptors for the user cannot be less than 3096". |
| Cause | File descriptor count must be increased |
| Type | Environment |
| Solution | Verify the total file descriptor using ulimit-n command. Increase the total number of file descriptors by edit /etc/security/limits.conf with username hard nofile 5000 (number of open files). Example: username hard nofile 3096 or username soft nofile 3096. |

1.18 Logger Module

Table 1–32 Logger Module (Reference No. -)

| Problem | Details |
|--------------------|--|
| Description | Logs not updating in the APP and Web Layer. |
| Cause | Logger related files not configured correctly. |
| Type | Configuration |
| Solution | <p>Verify if LOGS folder exist in \$FIC_HOME/ficapp/common/FICServer/ and \$WEB_SERVER_HOME/..<context>/.. locations. If logs folder does not exits then create it and restart the servers and check again.</p> <p>In addition, verify the path given for each Logger RevLog4jConfig.xml in \$FIC_HOME/conf/ and \$WEB_SERVER_HOME/..<context>/..conf/. If it is incorrect, then update them and then restart the servers and check.</p> |

Table 1–33 Logger Module (Reference No. -)

| Problem | Details |
|--------------------|--|
| Description | How to send logs to support when issues are found in OFSAA |
| Cause | . |
| Type | .Environment |
| Solution | . |

1.19 Metadata Archive/Restore

Table 1–34 Metadata Archive/Restore (Reference No. - 15872162)

| Problem | Details |
|--------------------|---|
| Description | In the Archive Metadata screen, after mapping you click Finish. In the status message, it appears as undetermined. There is a null pointer exception with respect to filter servlet. |
| Cause | Web.xml |
| Type | Configuration |
| Solution | Verify the Filter Servlet configuration in web.xml. To validate, open web.xml in Internet Explorer and check if it opens correct the same and check the issue. If this issue persists contact Oracle Support. |

1.20 Metadata Browser

Table 1–35 Metadata Browser (Reference No. - 14737387)

| Problem | Details |
|--------------------|---|
| Description | Unable to view the Mapping and Metadata browser screen. |
| Cause | Entries must be wrong in DB_MASTER table. |
| Type | Setup and Maintenance |

Table 1–35 (Cont.) Metadata Browser (Reference No. - 14737387)

| Problem | Details |
|-----------------|--|
| Solution | Verify the entries of INFODOM in DB_MASTER table and correct them. |

1.21 PR2

Table 1–36 PR2 (Reference No. - 16041012)

| Problem | Details |
|--------------------|--|
| Description | Predecessor Task is missing while saving the existing process. |
| Cause | JRE mis-match in the client system. |
| Type | Usability |
| Solution | <p>Perform the following:</p> <ol style="list-style-type: none"> 1. Check the JRE version which is installed in the client system. 2. Set the correct JRE version as explained in the Installation Manual. 3. Set the correct Internet Explorer settings as explained in the Installation Manual. |

1.22 PR2/ICC

Table 1–37 PR2/ICC (Reference No. - 15829196)

| Problem | Details |
|----------------------|---|
| Description | After changing the OracleDB.conf with parallel degree value to 6, the PR2 batch with parallel enabled decreases considerably. |
| Cause | Database level setting needs to be done with respect to table sizing. |
| Type of Issue | Performance |
| Solution | Check the table size. |

1.23 Security Management System

Table 1–38 Security Management System (Reference No. - 14609722)

| Problem | Details |
|--------------------|--|
| Description | <p>The following error appears while trying to access User Activity Report > Currently Logged in Users screen:</p> <p>"javax.servlet.ServletException: Filter [FilterServlet]: filter is unavailable".</p> |
| Cause | User Privileges |
| Type | Environment |

Table 1–38 (Cont.) Security Management System (Reference No. - 14609722)

| Problem | Details |
|-----------------|---|
| Solution | <p>Refer to SMSService log from \$FIC_APP_HOME/common/FICServer/logs and check if you find an error like this "Use does not have access to the Folder name : <folder name></p> <p>If yes, verify cssms_folder_function_map table from config schema to find if the entry is there for the folder. In addition, check if the function associated with the folder is mapped to login user.</p> <p>Verify if app,web,db layer users have permissions on ftpshare folder.</p> |

Table 1–39 Security Management System (Reference No. - 14634120)

| Problem | Details |
|--------------------|---|
| Description | <p>When trying to remove a group from a User, Java NULL Pointer exception is given.</p> <p>The exception details are as follows:</p> <p>com.ibm.ws.webcontainer.servlet.ServletWrapper service SRVE0068E: Uncaught exception created in one of the service methods of the servlet SMSServlet in application mantas61.</p> <p>Exception created : java.lang.NullPointerException</p> |
| Cause | Ear file was not generated with latest files. |
| Type | Usability |
| Solution | Verify if the Web.xml is correct in case you have recently applied a patch. After applying a patch, you must redeploy ear file in web server as mentioned in readme.txt. |

Table 1–40 Security Management System (Reference No. - 14490084)

| Problem | Details |
|--------------------|--|
| Description | <p>In OFSAAI 7.3, when you login as a new EPM user, the following error message appears:</p> <p>WARNING: [14870] You are not Authorized to access this Page. Please Contact System Administrator.</p> |
| Cause | <p>To login to OFSAAI, you must have the following privileges.</p> <p>1) Login must be mapped to at least one INFODOM and you must be authorized.</p> <p>2) You must be mapped to enough privileges to login to application.</p> |
| Type | Environment |
| Solution | Verify if you are mapped to the InfoDom User Role. |

1.24 Security Management/SSO

Table 1–41 Security Management/SSO (Reference No. - 14847598)

| Problem | Details |
|--------------------|---|
| Description | OFSSA application configured with SSO credentials is locked and the following error message appears: "Please Contact System Administrator". |
| Cause | Password expired in LDAP |
| Type | Login |
| Solution | For SSO login, you must use the LDAP password link. Or, Contact Oracle Support provide the necessary details and get a new password. |

1.25 Setup and Maintenance

Table 1–42 Setup and Maintenance (Reference No. -)

| Problem | Details |
|--------------------|---|
| Description | How to ensure that App Server and Web Server are communicating properly? |
| Cause | - |
| Type | Health Check |
| Solution | From FICWeb.cfg file in \$FIC_HOME/fiapp/common/FICServer/conf/, verify if SERVELET_URL appears in the browser. It displays the list of services that are running on appserver. In addition, verify if java port and native port values have the same values with which the setup is maintained. |

Table 1–43 Setup and Maintenance (Reference No. - 16089317)

| Problem | Details |
|--------------------|--|
| Description | Unable to open the Metadata Browser screen. An error message appears, "whether trust the publisher or not". Even though "Always Trust" is selected this error message still appears. |
| Cause | SSL configuration is incorrect. |
| Type | SSL Configuration |
| Solution | A problem exists with SSL Certificate. You must configure SSL Certificate for the app. |

1.26 SSO

Table 1–44 SSO (Reference No. - 16084717)

| Problem | Details |
|--------------------|---|
| Description | When trying to access through direct_login.jsp, it opens the correct SYSADMN/SYSAUTH window. In case, the SYSADMN password is entered, it opens the SSO window. |

Table 1–44 (Cont.) SSO (Reference No. - 16084717)

| Problem | Details |
|-----------------|--|
| Cause | SSO configuration is incorrect for direct_login.jsp |
| Type | SSO Login |
| Solution | <p>The resources are protected at the context level and only the direct_login.jsp is excluded from protection.</p> <p>Use the Tomcat URL to access the direct_login.jsp instead of using the Apache URL to login without SSO.</p> <p>Or</p> <p>Protect the login.jsp and prelogin.jsp with SSO. It means protection must exclude direct_login.jsp, /*.* must not be kept in protected.</p> |

1.27 UMM/PR2

Table 1–45 UMM/PR2 (Reference No. - 16033614)

| Problem | Details |
|--------------------|---|
| Description | Unable to open Rule/Run/Hierarchy. |
| Cause | Improper Metadata |
| Type | Metadata |
| Solution | <p>Check if 0th version of metadata entries are present in Metadata_* tables in config schema.</p> <p>Ensure that the version match and 0th version entries are present in Metadata_* tables in config schema and Rev_bihier,Rev_Locale_hier tables from atomic schema.</p> |

1.28 Unified Metadata Manager

Table 1–46 Unified Metadata Manager (Reference No.- 13680692)

| Problem | Details |
|--------------------|--|
| Description | When you try to edit a function from Post Load Transformation, the actual database function is not updated. |
| Cause | Definition Mis-match |
| Type | Implementation Error |
| Solution | The UI function and the executed function are different. It is recommended to verify if the UI and Database function are same. |

Table 1–47 Unified Metadata Manager (Reference No.- 14118563)

| Problem | Details |
|--------------------|--|
| Description | In OFSAAI while saving the Metadata in Administration > Save Metadata the following errors message appears: Details: Amount [3829] Unknown error Business Type for Account Level Profitability [3829] Unknown error Consolidation [4520] Metadata could not be parsed. Please check SQL syntax. |
| Cause | Each table that exists in atomic schema might not be a part of DataBAsE.xml/Datamodel. |
| Type | Configuration |
| Solution | Check if the underlying table for the hierarchy definition is present in the OFSAAI system(DATABASE.xml). Verify your datamodel and then make necessary changes, if needed. |

Table 1–48 Unified Metadata Manager (Reference No.- 15910337)

| Problem | Details |
|--------------------|--|
| Description | After you add a new measure and restart the service, the Metadata Loading for <infodom name> Infodom, takes 20 - 40 minutes. |
| Cause | When you delete a measure, Metadata Loading for <infodom name> Infodom takes 50 seconds. |
| Type | Configuration is incorrect with respect to measure cache . |
| Solution | Performance Increase the measure cache to 2000 in DynamicServices.xml and then restart the servers. The file is located at //<\$FIC_HOME>/conf (applayer). For example: <PARAMETER NAME="MEASURE_CACHE_SIZE" VALUE="2000" /> Note: Ensure to take a back up of all the files before replacing them. |

1.29 Usability

Table 1–49 Usability (Reference No. -)

| Problem | Details |
|--------------------|--|
| Description | When trying to access OFSAA Login window. It says page cannot be displayed and an error appears in browser. |
| Cause | Setup and Maintenance |
| Type | Setup and Maintenance |
| Solution | Verify if the web server is started. Check if multiple instances are running using ps -ef grep \$LOGNAME. In addition, check web server logs error trace. In case, you not unable to find a solution contact Oracle Support. |

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