

Oracle Financial Services Enterprise Case Management

Installation Guide

Release 8.0.7.2.0

March 2021



OFS Enterprise Case Management Installation Guide

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Document Control

Version Number	Revision Date	Change Log
1.0	November 2019	Created document to capture OFSECM 8.0.7.1.0 Maintenance Level Release.
2.0	March 2021	Created document to capture OFSECM 8.0.7.2.0 Maintenance Level Release.

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1 OFS ECM Release 8.0.7.2.0

OFS ECM 8.0.7.2.0 Maintenance Level (ML) includes all the bug fixes and minor enhancements done since the previous GA (General Availability) release, that is, 8.0.7.0.0.

This ML release of OFS ECM can be installed on a setup with any OFSAA 8.0.7.0.0 Application Pack.

1.1 Conventions and Acronyms

Conventions	Description
Screen actions are indicated in Bold	
IR	Interim Release
ML	Maintenance Level Release
OFSAAI	Oracle Financial Services Analytical Applications Infrastructure
OHC	Oracle Help Center
AIX	Advanced Interactive executive
RHEL	Red Hat Enterprise Linux
OEL	Oracle Enterprise Linux
OS	Operating System
EAR / WAR	Enterprise Archive / Web Archive
J2EE	Java 2 Enterprise Edition
OTN	Oracle Technology Network
JCE	Java Cryptography Extension
Atomic Schema	Database schema where the application data model is uploaded.
Configuration Schema	Database schema which contains setup related configurations and metadata.

1.2 Pre Installation Requirements

Refer to the following Pre Installation prerequisites:

1. OFSECM 8.0.7.0.0 - Bug 29008204 - OFS ECM APPLICATION PACK V8.0.0.0.0 MINOR RELEASE #7 (8.0.7.0.0).
2. OFSAAI 8.0.7.5.0 - Bug 31656139 - OFSAA 8.0.7.0.0 AAI ML RELEASE #5 (8.0.7.5.0).
3. For OBIEE,
 - a. Navigate to \$FIC_HOME/OBIEE/repository.
 - b. Rename the existing FCCM807.rpd to FCCM807_12C.rpd.
4. BD Prerequisites
 - a. If BD is on 8071, apply Bug 32519632 - OFS BD 8.0.7.1.1: FORWARD PORT CACIB SPECIFIC PATCHES RELEASED ON 8.0.7.
 - b. If OFSBD 8.0.7.0.0 is installed, then apply below patches for BD.
 - c. OFSBD 8.0.7.0.37 - Bug 30422069 - KYC SCREEN DROPDOWN.
 - d. OFSBD 8.0.7.0.64 - Bug 30989401 - MULTIPLE RULE MATCHED DATA MISSING IN KYC ASSESSMENT SCREEN.
 - e. OFS BD 8.0.7.0.61 - Bug 30829327 - NO SPACE BETWEEN THE FIRST MIDDLE AND LAST NAME FOR DI BATCH IN THE ASSEMENT SCREEN.
 - f. Bug 32151072 - OFS BD 8.0.7.0.117: FETCHING KYC RISK SCORE DETAILS FROM KYC.
 - g. BUG 32030302 - OFS BD 8.0.7.0.119: ANTICIPATORYPROFILE.XML, MERGE STATEMENT NOT CORRECTLY GENERATED.
 - h. Bug 30555840 - OFS BD 8.0.7.0.129: KYC DI BATCH FAILED AT TASK 9 POPULATE CUST_ID_DOC_PRCSSNG.
5. If below listed DB Tables have indices for given column combination & column name sequence, it needs to be dropped before applying this patch.
 - a. KDD_CASE_ACCOUNTS(CASE_INTRL_ID,ACCT_INTRL_ID)
 - b. KDD_CASE_CUSTOMERS(CASE_INTRL_ID,CUST_INTRL_ID)
 - c. KDD_CASE_RT_EXT_ID(CASE_INTRL_ID,RT_EXT_CD)
 - d. KDD_CASE_INVOLVED_PARTY_LINK(CASE_INTRL_ID,INVLVD_PARTY_SEQ_ID,RLSHP_ACTIVE_FL)
 - e. KDD_CASE_ACCT_GRP(CASE_INTRL_ID,ACCT_GRP_INTRL_ID)
 - f. KDD_CASE_NVSMGT_MGR(CASE_INTRL_ID,NVSMGT_MGR_INTRL_ID)
 - g. KDD_CASE_EXTERNAL_ENTITY(CASE_INTRL_ID,EXTRL_ENTITY_ID)
 - h. KDD_CASE_EXTERNAL_ENTITY(CASE_INTRL_ID,EXTRL_ENTITY_NM)
 - i. KDD_CASE_CLIENT_BANK(CASE_INTRL_ID,CASE_INSTN_SEQ_ID)
 - j. KDD_CASE_LINKS(PARENT_CASE_ID,LINK_FL)
 - k. FCC_EVENT_ENTITY_MAP(V_ENTITY_TYPE,V_ENTITY_CD)

SQL can be used for verifying the same in the following example

```
SELECT *
FROM (SELECT i.index_name,
            i.index_type,
            i.table_name,
            i.table_owner,
            i.tablespace_name,
            c.index_owner,
            listagg(c.column_name, ',') WITHIN GROUP(ORDER BY c.column_position) participating_column
FROM user_indexes i
INNER JOIN all_ind_columns c
ON i.index_name = c.index_name
WHERE i.table_name = 'KDD_CASE_ACCOUNTS'
-- AND i.table_owner = 'USER_NAME'
GROUP BY i.index_name,
         i.index_type,
         i.table_name,
         i.table_owner,
         i.tablespace_name,
         c.index_owner)
WHERE participating_column like '%CASE_INTRL_ID%';
```

Ensure unlimited cryptographic policy for Java is enabled during the installation of OFS AAI 8.0.7.0.0. For more information, see the *Enabling Unlimited Cryptographic Policy* section from the [OFS Analytical Applications Infrastructure Administration Guide](#).

NOTE

Do not enable unlimited cryptographic policy for Java if the Java versions in OFS AAI and the Web Application servers are higher than 7u171 for Java 7, and 8u161 for Java 8.

1.3 How to Apply This Maintenance Level Release?

Refer to the following instructions to install this patch set.

1. Load the .profile and make sure that \$FIC_HOME corresponds to the proper environment where the patch application is required. Make sure that \$FIC_SERVER should be up and running.
2. Take a backup of below-mentioned tables from Atomic Schema as a precautionary measure and any customizations done to these tables has to be re-applied.
 - FCC_CORR_BUS_ENTITY_PATH
 - FCC_CORRELATION_BUS_ENTITY_CFG
 - FCC_CORR_QUERY_DEFINITION
 - FCC_SCENARIO_MASTER
3. Download and copy 32405565_GENERIC.zip (in Binary mode) to the server where OFSAA is installed.
4. Navigate to <USER_PATCH_DIR> and extract the contents of patch archive file using the following command.

NOTE <USER_PATCH_DIR> is the directory containing the <patch>.zip file
unzip -a <name of the file to be unzipped>
For example: unzip -a 32405565_GENERIC.zip
Below are the contents of the folder when the folder is unzipped
PatchConfig.xml
install.sh
Setup.bin
validateXMLInputs.jar
MakeExecutableAction_zg_ia_sf.jar
Readme_OFSECM_8.0.7.2.0.txt
The above "-a" option is mandatory to unzip the patch. In case you notice an error message "unzip: not found [No such file or directory]" when the package is not installed, contact your UNIX administrator to resolve this issue.

5. Navigate to <USER_PATCH_DIR>/32405565/bin and grant execute (755) permission for all executables.
\$ chmod 755 *
6. Navigate to <USER_PATCH_DIR>/32405565/conf/PatchConfig.xml and provide the below placeholder values.
 - **##SCHEMA_OUT_XML_PATH##** - This attribute refers to the path which needs to be pointed to OFS_ECM_SCHEMA_OUTPUT.xml which was generated at the time of installation.
 - **##OFS_ECM_DATA_CM_TBSP##** and **##OFS_ECM_IDX_CM_TBSP##** - This attribute refers to the Data and Index Table space Values present in OFS_ECM_SCHEMA_OUTPUT.xml which was generated at the time of installation.
 - **##OFS_ECM_AML_SOURCE##** - This attribute refers to the source database in process task parameter, Values could be schema name or DB link name.

- **##OFS_ECM_AML_LOADTYPE##** - This attribute refers to DB link in process task parameter, Values could be null or "DBLINK".
 - **##EXECUTE_PRE_AND_POST_SCRIPTS##** - This attribute refers to pre script; this would be executed before the model upload. Kindly provide the value as one.
Install the patch by executing install.sh command as below.
\$./install.sh
7. Check whether the patch is applied successfully by verifying the patch install logs under <USER_PATCH_DIR>/32405565/logs. Contact Oracle Support in case of any errors.
 8. Navigate to #FIC_HOME#/ficweb/webroot/conf and open the excludeURLList.cfg, check if the following entries are present.If not present, then append the following entry at the end of the file.

[SQLIA]. /ECMServlet
[SQLIA]. /CMServlet
[SQLIA]. /ECMCacheServlet
 9. Navigate to #FIC_HOME#/ficweb/webroot/conf and open the deeplinkURLList.cfg, check if the following entries are present.If not present, then append the following entry at the end of the file.
/solution/cm/CM_Questionnaire.jsp.
 10. Navigate to #FIC_HOME#/ficweb/webroot/WEB-INF/classes/Reports/Input/Forms path and delete CM_ACC_RLM.xml file.
 11. Copy contents from #FIC_HOME#/ECM_LP/Fonts to "/jre/lib/fonts" in \$JAVA_HOME.
 12. Once the patch is installed successfully, deploy the ear/war file and re-start the servers.

2 Post Installation Steps

Refer to the following Post Installation procedure:

1. Pre steps for date format

- a. For ECM Application, in the CONFIGURATION table for DEFAULT_DATEFORMAT_REQ param, PARAMVALUE should be set to TRUE. Run the below update Query in CONFIG Schema and restart the servers:

```
update CONFIGURATION t set t.PARAMVALUE = 'TRUE' where t.paramname = 'DEFAULT_DATEFORMAT_REQ';
```

- b. User-specific date formats can be configured using the Preference screen.

2. After successful patch application, execute the following script as part of post installation step in the Atomic Schema, and commit the same.

```
INSERT INTO FCC_EVENT_LOOKUP SELECT * FROM FCC_EVENTS_123;
```

3. After verifying the Data is successfully moved in to FCC_EVENT_LOOKUP table, table FCC_EVENTS_123 can be dropped, this table is created during the patch installation.

```
DROP TABLE FCC_EVENTS_123;
```

NOTE

Perform Steps 2 and 3 only if the setup is upgraded from the below version.

ECM 8.0.7.0.XX + AAI 8.0.7.5.0 ML is successfully upgraded to OFS ECM 8.0.7.2.0 ML.

4. To populate data for Network Structure building Block, add below process as part of the Run.

- BD_LINKANALYSIS_LOOKUP: Oracle Behavior Detection to CA LinkAnalysis Lookup
- BD_LINKANALYSIS_NETWORK: Oracle Behavior Detection to CA LinkAnalysis Network
- BD_LINKANALYSIS_NODE: Oracle Behavior Detection to CA LinkAnalysis Node
- BD_LINKANALYSIS_LINK: Oracle Behavior Detection to CA LinkAnalysis Link
- BD_LINKANALYSIS_LINKSUMMARY: Oracle Behavior Detection to CA LinkAnalysis LinkSummary
- BD_LINKANALYSIS_TYPESUMMARY: Oracle Behavior Detection to CA LinkAnalysis TypeSummary

For more information, see Administration and Configuration Guide on [OHC](#).

5. Restore the records into the below-mentioned tables from backup tables.

- a. FCC_CORR_BUS_ENTITY_PATH
- b. FCC_CORRELATION_BUS_ENTITY_CFG
- c. FCC_CORR_QUERY_DEFINITION
- d. FCC_SCENARIO_MASTER

6. Refer ECM807 Installation Guide for deploying Repository and catalog under section Deploying Analytic Reports and Threshold Analyzer.
7. Execute the Below Queries under sys user, replacing with the Atomic Schema Name.
 - GRANT execute on sys.dbms_crypto to "ATOMIC_SCHEMA_NAME";
 - GRANT execute on sys.dbms_java to "ATOMIC_SCHEMA_NAME";
 - GRANT execute on sys.dbms_utility to "ATOMIC_SCHEMA_NAME";
8. Login to Atomic Schema, select the following packages from the "Package Bodies" by right-clicking"
 - PKG_FCC_DM
 - PKG_FCC_DM_FTP

Click Compile to compile the package.