

Oracle Financial Services Enterprise Case Management

Installation Guide

Release 8.0.8.1.0

April 2021



OFS Enterprise Case Management Installation Guide

Copyright © 2021 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

For information on third party licenses, click [here](#).

Document Control

Version Number	Revision Date	Change Log
1.0	April 2021	Created document to capture OFSECM 8.0.8.1.0 Maintenance Level Release.

Table of Contents

- 1 OFS ECM Release 8.0.8.1.05**
 - 1.1 Conventions and Acronyms 5
 - 1.2 Pre Installation Requirements 6
 - 1.3 How to Apply This Maintenance Level Release?..... 8
- 2 Post Installation Steps.....10**

1 OFS ECM Release 8.0.8.1.0

OFS ECM 8.0.8.1.0 ML patch is a cumulative rollup of all patches since the 8.0.8.0.0 release. All items in those patches are included as well as the additional enhancements and fixed.

This ML release of OFS ECM can be installed on a setup with any OFSAA 8.0.8.0.0 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:

NOTE Take backup of fic_home and ftpshare folders, also atomic and config schemas. Any Customizations done have to be re-applied after the installation. Refer, OFS_ECM_80810_List_of_files_Modified.

1. This release requires, at a minimum, AAI v8.0.8.4.0 - Bug 32433104 - OFSAA 8.0.8.0.0 AAI ML RELEASE #4 (8.0.8.4.0)
2. If the data is present in the below mentioned tables, take the backup of the tables and truncate the tables before applying the patch.
 - a. Select * from FCC_SCRTY_EVNT;
 - b. Select * from FCC_SCRTY;
 - c. Select * from H\$KDD_CASE_CUSTOMERS;
3. The following grants should be provided by the SYS DB user to the ATOMIC DB user:
 - a. GRANT execute on sys.dbms_crypto to <ATOMIC_USER>;
 - b. GRANT execute on sys.dbms_java to <ATOMIC_USER>;
 - c. GRANT execute on sys.dbms_utility to <ATOMIC_USER>;
4. Review the below list of shared indexes. If there is an exact match for the given Index name with the given column, combination then the index needs to be dropped before applying this patch. If the index is the same name but with any other column combination or vice versa then it does not need to be dropped.

Index Name	Participating Columns
indx_case_acct_002	KDD_CASE_ACCOUNTS(CASE_INTRL_ID,ACCT_INTRL_ID);
indx_case_cust_002	KDD_CASE_CUSTOMERS(CASE_INTRL_ID,CUST_INTRL_ID);
indx_case_rt_ext_id_002	KDD_CASE_RT_EXT_ID(CASE_INTRL_ID,RT_EXT_CD);
indx_case_inv_party_link_002	KDD_CASE_INVOLVED_PARTY_LINK(CASE_INTRL_ID,INVLD_PARTY_SEQ_ID,RLSHP_ACTIVE_FL);
indx_case_acct_grp_002	KDD_CASE_ACCT_GRP(CASE_INTRL_ID,ACCT_GRP_INTRL_ID);
indx_case_nvsmt_mgr_002	KDD_CASE_NVSMGT_MGR(CASE_INTRL_ID,NVSMGT_MGR_INTRL_ID);
indx_case_ext_entity_002	KDD_CASE_EXTERNAL_ENTITY(CASE_INTRL_ID,EXTRL_ENTITY_ID);
indx_case_ext_entity_nm_002	KDD_CASE_EXTERNAL_ENTITY(CASE_INTRL_ID,EXTRL_ENTITY_NM);
indx_case_client_bank_002	KDD_CASE_CLIENT_BANK(CASE_INTRL_ID,CASE_INSTN_SEQ_ID);
indx_case_case_link_002	KDD_CASE_LINKS(PARENT_CASE_ID,LINK_FL);
indx_event_entity_01	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%';
and upper(INDEX_NAME)=upper('indx_case_acct_002')
```

5. If BD 8.0.8.0.0 is installed then apply following:
 - a. Bug 31685032 - OFS BD 8.0.8.0.26 : T2T_FCT_CUST_REVIEW_REASONS TASK UNDER KYC BATCH IS FAILING
 - b. ENH 32650602 - OFS BD 8.0.8.0.54 : COLUMNS PEP_FL AND CUST_INDUS_CD_TYPE NEED TO BE ADDED TO BD DATA MODEL CUSTOMER TABLE
6. If BD 8.0.8.0.0 is not installed then apply following patch, if client is on ML version of Sanction and ECM,
 - ENH 32743426 - OFS SANC 8.0.8.1.10 ENHANCEMENT FOR SLA & CUTOFF
7. SERVER_TIMEZONE param to be configured in CONFIGURATION Table in CONFIG Schema with the proper time zone name.
 - a. According to the user browser's timezone, the dates/Timestamp will be displayed.
 - b. While saving, the browser date will be converted to server timezone date and will be saved in db.

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. Download and copy 32589501_GENERIC.zip (in Binary mode) to the server where OFSAA is installed.
3. 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 32589501_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_8.0.8.1.0.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.

4. Navigate to <USER_PATCH_DIR>/32589501/bin and grant execute (755) permission for all executables.
\$ chmod 755 *
5. Navigate to <USER_PATCH_DIR>/32589501/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##** - If #OFS_ECM_AML_SOURCE# is #DB-LINK-NAME#, then 'DBLINK', else leave it blank.
6. Install the patch by executing install.sh command as below
\$./install.sh
7. Check if patch is applied successfully by verifying the patch install logs under <USER_PATCH_DIR>/32589501/logs. Contact Oracle Support in case of any errors.

8. Navigate to \$FIC_HOME and Copy contents from \$FIC_HOME/Fonts to "/##JRE_PATH##/lib/fonts" in \$JAVA_HOME. Make sure the contents has minimum 755 permissions.
9. Navigate to \$FIC_HOME/ficweb/webroot/WEB-INF and modify the web.xml with below changes

Existing Tag:

```
<filter-mapping>  
<filter-name>CMFilterServlet</filter-name>  
<url-pattern>/solution/cc/reportsForCase.jsp</url-pattern>  
<url-pattern>/ECMServlet</url-pattern>  
</filter-mapping>
```

Modified tag:

```
<filter-mapping>  
<filter-name>CMFilterServlet</filter-name>  
<url-pattern>/solution/cc/reportsForCase.jsp</url-pattern>  
<url-pattern>/ECMServlet</url-pattern>  
<url-pattern>/FormsFrameworkController</url-pattern>  
</filter-mapping>
```

10. In the ECM environment re-create the ear/war files, deploy on the web application server & restart the App and Web servers.
11. Refer ECM808 Installation Guide for deploying Repository under Section Deploying Analytic Reports and Threshold Analyzer.

2 Post Installation Steps

Refer to the following Post Installation procedure:

1. The number of records to be exported in the Case List Grid can be configured:
 - a. Execute the following query in Atomic Schema- select t.*,t.rowid from fcc_ui_module_conf t where t.v_ui_module_id = 'CM_CS_CASELIST_GRID'
 - b. In the column V_MODULE_PROP, find the following configuration - "noOfRowsToExport":100,
 - c. Modify the number 100 to the number required and commit.
2. Navigate to \$FIC_HOME/Entity_Relationship path and execute SQLs in Atomic Schema after replacing the ##n_degree## parameter with the required degree of Parallelism for Query Execution.
3. In order to migrate the Historical Alerts from the BD802 to ECM808 follow the steps a and b else ignore.
 - a. Navigate to \$FIC_HOME/Historical_Events_Migration path and follow the Readme.txt in the same path.
 - b. To view migrated events in UI, you must configure "Include Historical Migrated Alerts" parameter through Manage Common Parameters screen. For more information, see the 'Configuring Include Historical Migrated Alerts Parameter' section in OFS ECM Admin Guide.
4. To minimize the overall batch execution time, the FCC_DM_GATHER_STAT_CONFIG table can be configured for gathering the stats only for the required tables as and when required. Perform the below mentioned steps for the same.

- a. By default all the DM dependent tables will be configured with F_GATHER_STATUS flag set to 'Y' implying gather stat is enabled. If ECM batch execution is taking more time then F_GATHER_STATUS flag can be set to 'N' to skip gather stats on selected tables manually, gather stats can be periodically run after validating its state under sys user in table all_tab_stats_history. Below PLSQL block should be executed in Atomic schema and it is used for initial data load into FCC_DM_GATHER_STAT_CONFIG table:

```
BEGIN
    FOR ecm_tables IN (SELECT DISTINCT UPPER(m.v_target_entity_name) AS
        table_name
        FROM fcc_dm_field_mapping m
        WHERE UPPER(m.v_target_entity_name) LIKE 'FCC%' ORDER BY 1) LOOP
        EXECUTE IMMEDIATE 'INSERT INTO fcc_dm_gather_stat_config
            (v_target_table_name, f_gather_status) ' ||
            'VALUES (' || "" || ecm_tables.table_name || "" || ', "Y")';
    END LOOP;
COMMIT;
END;
```

- b. If the target tables are partitioned then conditionally gather stats is provisioned using F_GATHER_PARTITION_STATUS column in table FCC_DM_GATHER_STAT_CONFIG. Here, value can be either F => Full or C => Conditional where F implies full partitioned table gather stats & C implies gather stats of the active partitions involving the data segment changes only. This is an optional field and should be left null if target tables are not partitioned.
- c. Periodically with the Product version upgrade and Data Model updates, data in table FCC_DM_GATHER_STAT_CONFIG needs to be updated.

5. The task with DM_ID = 62 (FCC_EVENT_DETAILS) will fail when DBlink is used to pull data. Remove the mapping of V_THRESHOLD from the FCC_DM_FIELD_MAPPING by executing the below query in ATOMIC SCHEMA:

```
DELETE FROM FCC_DM_FIELD_MAPPING a WHERE a.DM_ID = 62 AND a.V_FIELD_NAME = 'V_THRESHOLD';
```
6. Perform the below mentioned steps only if we need to view Peer Group Summary Month in ECM, else ignore this step.
 - a. Go to Rule Run Framework > Process and search for process name "Entity Surrogate Key Generation for BD".
 - b. Edit and add the new process "Oracle Behavior Detection to CA Event Entity Map Peer Group Summary Month" and make sure the newly added process is added before the process "BD surrogate Key 1".
 - c. Set "Oracle Behavior Detection to CA Event Entity Map Wire Transaction" as the precedence for "Oracle Behavior Detection to CA Event Entity Map Peer Group Summary Month" process.
 - d. Set "Oracle Behavior Detection to CA Event Entity Map Peer Group Summary Month" as the precedence for "BD surrogate Key 1" process and save.
7. Before executing the "Oracle Behavior Detection Event Processing in ECM" batch, add the Data Transformation task "BD_POPULATE_ENTITY_RELATION" in "Oracle Behavior Detection Event Processing in ECM" batch after the "Oracle Behavior Detection Generate Cases" task.

NOTE	Refer to ECM Administration guide on how to add the Data Transformation task under section "Adding Transformation Rule".
-------------	--

8. The mentioned processes is required to populate HOUSEHOLD Grid in the UI (Event Details Tab), add the below mentioned processes into ECM batch only if we need to populate HOUSEHOLD Grid in the UI (Event Details Tab), else ignore this step.
 - a. Oracle Behavior Detection to CA Group IOS Member Lookup
 - b. Oracle Behavior Detection to CA Group Member Exp Lookup
 - c. Oracle Behavior Detection to CA Evented Group IOS Member Lookup
 - d. Oracle Behavior Detection to CA Evented Group Member Exp
 - e. Oracle Behavior Detection to CA Group Member Exp
 - f. Oracle Behavior Detection to CA Group IOS Member
 - g. Oracle Behavior Detection to CA Event entity Map Group IOS Member
 - h. Oracle Behavior Detection to CA Event entity Map Group Member Exp
9. User should not move to CRR during the "promote to STR" process if the user wants to enter the document name. The list can be provided as a comma-separated value and must get its value from KDD_CASE_CUST_ID_DOC.DOC_NM. The parameter value has to be updated with ATTR_7_VALUE_TX in the table KDD_INSTALL_PARAM (Where PARAM_ID is 7).
For example, the value can be - 'sin, passport, xxx'.
10. The mentioned processes are required to be added in the ECM batch to get the Quantifind card via the Additional_Entity_Information batch Oracle Behavior Detection to CA External Request HS.

11. Applicable if the ECM LP (Language Pack) is already available before applying ECM 8.0.8.1.0. To achieve any additional strings that are available in ECM 8.0.8.1.0 will be rendered in English.

1. If it is a pack on pack setup (BD & ECM), execute the below query in Config Schema:

```
update FORMS_LOCALE_MASTER t set LOCALE_ID='en_US' where
t.form_code='RR_FTC_Efile' and CONTROL_ID=1120 and CONTROL_TYPE=2 and
LOCALE_ID like '%en_US%';
commit;
```

2. Re-start the servers and navigate to \$FIC_HOME/ECM_LP/mls-replicator.

- i. Run the “app_locale_details_prescript.sql” in the CONFIG Schema.
- ii. Run the following command in the \$FIC_HOME/ECM_LP/mls-replicator location:
./mls-replicate.sh NGECEM
- iii. Run the “app_locale_details_postsript.sql” in the CONFIG Schema.

3. Execute the following Update Query in Atomic Schema.

NOTE

If the client has the data in the ATTR_2_VALUE_TX column for param_id=3001, they have to configure the same value in the below query before execution.

```
update KDD_INSTALL_PARAM set
PARAM_VALUE_TYPE_TX='isFlagY',PARAM_DESC_TX='This parameter specifies the
attributes for the Network Analysis Tab. The value of this parameter should be set to
Y.',ATTR_1_CD='MAX_DEG_SEP',ATTR_1_DESC_TX='This attribute specifies the maximum
degrees of
separation.',ATTR_1_VALUE_TYPE_TX='isNumber',ATTR_2_CD='MAX_ENT_ALLWD_IN_SRC
H',ATTR_2_VALUE_TX='15',ATTR_2_DESC_TX='This attribute specifies the maximum number
of entities allowed in network search. This value should be greater than 0 and less than or equal
to the capacity the environment can fetch.',ATTR_2_VALUE_TYPE_TX='isNumber' where
param_id=3001
/
```

12. 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”;

13. 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.

14. Remove the below mentioned duplicate Jars from the \$FIC_HOME/ficdb/lib path.

- i. spring-aop-4.3.24.RELEASE.jar
- ii. spring-aspects-4.3.24.RELEASE.jar
- iii. spring-beans-4.3.24.RELEASE.jar

- iv.** spring-context-4.3.24.RELEASE.jar
- v.** spring-context-support-4.3.24.RELEASE.jar
- vi.** spring-core-4.3.24.RELEASE.jar
- vii.** spring-expression-4.3.24.RELEASE.jar
- viii.** spring-jdbc-4.3.24.RELEASE.jar
- ix.** spring-jms-4.3.24.RELEASE.jar
- x.** spring-messaging-4.3.24.RELEASE.jar
- xi.** spring-oxm-4.3.24.RELEASE.jar
- xii.** spring-tx-4.3.24.RELEASE.jar
- xiii.** spring-web-4.3.24.RELEASE.jar
- xiv.** spring-webmvc-4.3.24.RELEASE.jar