

Oracle Financial Services Enterprise Case Management
Installation Guide
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ORACLE
Financial Services

OFS ECM Installation Guide

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Document Control

Table 1: Document Control

Version Number	Revision Date	Change Log
1.0	January 2022	Created document to capture OFSECM 8.1.1.1.0 Maintenance Level Release.

Table of Content

1	About This Guide	3
1.1	Acronyms.....	3
2	Pre Installation Requirements	4
2.1	How to Apply This Maintenance Level Release?.....	4
3	Post Installation Steps	6
4	JAVA Upgrade	8
4.1	Configuring Existing JAVA 8 Environments.....	8
4.2	Configuring New JAVA 11 Environments	8
5	OFSAA Support Contact Details	9
6	Send Us Your Comments	10

1 About This Guide

OFS ECM 8.1.1.1.0 ML patch is a cumulative rollup of all patches since OFS ECM 8.0.8.1.0 release and enhancements.

This ML release of OFS ECM can be installed on a setup with OFS ECM 8.1.1.0.0 Application Pack.

1.1 Acronyms

Table 1 lists the Acronyms used in this guide.

Table 1: Acronyms Used in this Guide

Acronyms	Descriptions
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
Atomic Schema	Database schema where the application data model is uploaded.
Configuration Schema	Database schema which contains setup related configurations and metadata

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_81110_List_of_files_Modified.

1. This release requires, at a minimum AAI v8.1.1.2.0 (Bug 33071689 - OFSAA 8.1.1.0.0 AAI ML RELEASE #1 (8.1.1.2.0)).
2. SERVER_TIMEZONE param has to be configured in CONFIGURATION Table in CONFIG Schema with the proper timezone name.

For example: *update configuration set paramvalue='Asia/Kolkata' where paramname='SERVER_TIMEZONE';*

NOTE To According to the user browser's timezone, the dates/Time-stamps will be displayed.
While saving, the browser date will be converted to server time-zone date and will be saved in db.

2.1 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 32974978_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 32974978_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_8.1.1.1.0.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>/ 32974978/bin and grant execute (755) permission for all executables.
\$ chmod 755 *
5. Navigate to <USER_PATCH_DIR>/ 32974978/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>/ 32974978/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 of web layer. 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>
```

3 Post Installation Steps

Refer to the following Post Installation procedure:

1. If it is a BD-ECM pack on pack setup then proceed with below step else skip the below step.
 - a. Navigate to #FIC_HOME#/ficweb/webroot/WEB-INF/classes/Reports/Input/Forms path and delete CM_RLT_CASES.xml file if exists.
2. In the ECM environment re-create the ear/war files, deploy on the web application server & re-start the App and Web servers.
3. 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 if not done after 811.

NOTE

To find the degree of parallelism=
CPU_COUNT*PARALLEL_THREADS_PER_CPU;

```
SELECT name, value FROM v$parameter WHERE UPPER(name)
IN ('CPU_COUNT','PARALLEL_THREADS_PER_CPU');
```

4. If the setup is installed/configured with JAVA 11, then execute the below queries by replacing the INFODOM values before executing the ECM batches.
 - Path of RTIImport.sh file: **\$FIC_HOME/ficapp/common/FICServer/bin/RTIImport.sh**
 - a. `./RTIImport.sh #FIC_HOME##/IPE/8.1.1.0.0/OFS_NGECEM/RTIExport_CorelationScoring.xml ##INFODOM## OFS_NGECEM false`
 - b. `./RTIImport.sh ##FIC_HOME##/IPE/8.1.1.0.0/OFS_NGECEM/RTIExport_EntityScoring.xml ##INFODOM## OFS_NGECEM false`
 - c. `./RTIImport.sh ##FIC_HOME##/IPE/8.1.1.0.0/OFS_NGECEM/RTIExport_EventScoring.xml ##INFODOM## OFS_NGECEM false`
5. 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 if not present.

NOTE

See, [ECM Administration Guide](#) on how to add the Data Transformation task under section “Adding Transformation Rule”.

6. Execute the below mentioned script once before starting the ECM batch.


```
##$FIC_HOME/ficdb/bin/initiateCorrelation.sh
```
7. 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
 - a. Oracle Behavior Detection to CA Group Member Exp Lookup
 - b. Oracle Behavior Detection to CA Evented Group IOS Member Lookup
 - c. Oracle Behavior Detection to CA Evented Group Member Exp

- d. Oracle Behavior Detection to CA Group Member Exp
 - e. Oracle Behavior Detection to CA Group IOS Member
 - f. Oracle Behavior Detection to CA Event entity Map Group IOS Member
 - g. Oracle Behavior Detection to CA Event entity Map Group Member Exp
8. The mentioned processes is required to be added in ECM batch to get Quantifind card via Additional_Entity_Information batch
- Oracle Behavior Detection to CA External Request HS

4 JAVA Upgrade

NOTE From ECM 8.1.1.0 onwards, JAVA11 is supported with the below mentioned web servers,

1. Weblogic 14.1.x.x
2. Apache Tomcat 9.0.xx

Existing web servers have to be re-configured/re-installed with JAVA11.

4.1 Configuring Existing JAVA 8 Environments

Follow the below procedure to upgrade from JAVA8 to JAVA11:

1. Install the JAVA11 in the server.
2. Use the below command to list the files and note the file names.
`grep -r -l '/scratch/jdk1.8.0_161'` (Change the JAVA path accordingly).

NOTE The above command should be executed in the \$FICHOME.

3. Modify the listed files from JAVA8 to JAVA11.
4. Use the below command to change from JAVA8 to JAVA11.
`grep -r -l 'OLDPATH/jdk1.8.0_161' . | sed "s|^|\"|g" | sed "s|$|\"|g" | xargs sed -i "s|OLDPATH/jdk1.8.0_161|NEWPATH/jdk-11.0.11|g" (Change the JAVA paths accordingly).`
5. Update the JAVA8 path with JAVA11 in the .profile.
6. Re-create and Re-deploy the OFSAA EAR/WAR file and Restart the OFSAA app server and web server.

4.2 Configuring New JAVA 11 Environments

Follow the below steps for creating new environment with JAVA11,

1. Configure and complete the installation of ECM 8.1.1.0.0 with JAVA11.

NOTE Do not bring up the environment until ECM 8.1.1.0 is applied and configured.

2. Follow the steps from [Pre Installation Requirements](#) for applying ECM 8.1.1.0.

OFSAA Support Contact Details

Raise a Service Request (SR) in [My Oracle Support \(MOS\)](#) for queries related to OFSAA applications.

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