

Installer Troubleshooting  
Oracle FLEXCUBE Investor Servicing  
Release 12.0.4.7.11  
[December] [2017]



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# 1. Troubleshooting

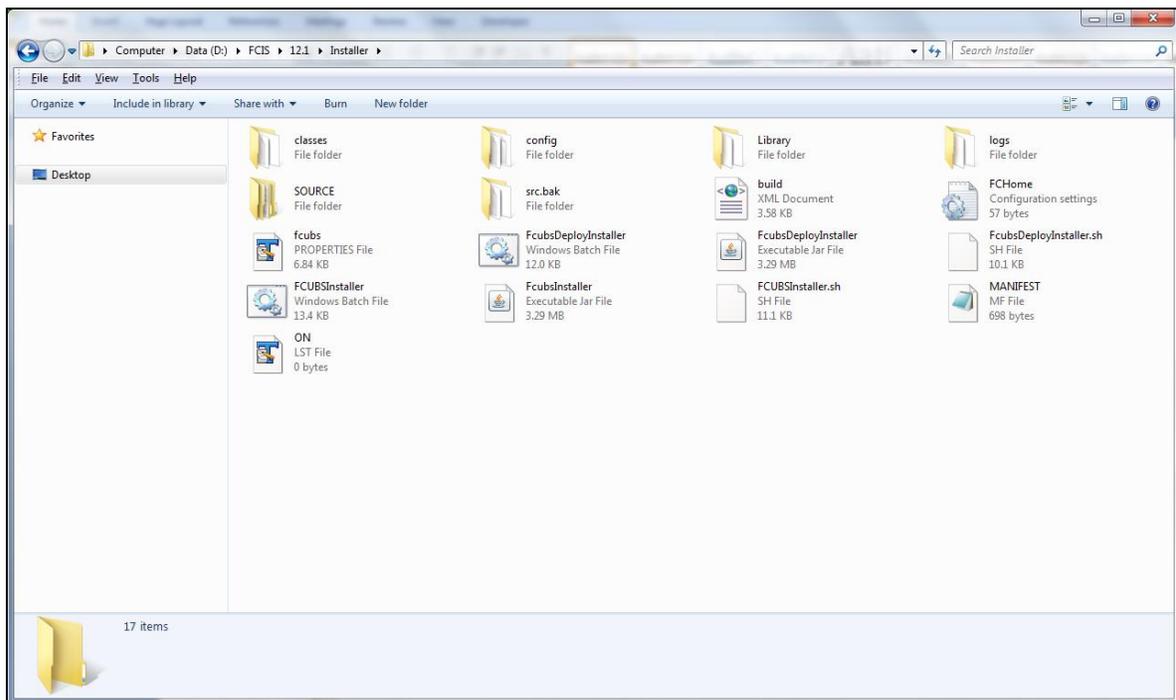
## 1.1 Introduction

This chapter guides you through the troubleshooting methods while installing Oracle FLEXCUBE Investor Servicing. You can follow the methods described here to figure out the error and then troubleshoot it.

## 1.2 Checking Logs

If you get an error message while doing an Oracle FLEXCUBE Investor Servicing Installation activity, you can check the log file to figure out the part of the code that caused the error. The log contains detailed information about executed methods and the type of error, if any.

In order to check the log file, go to the folder 'logs' in the Oracle FLEXCUBE Investor Servicing Installer source in the local system.



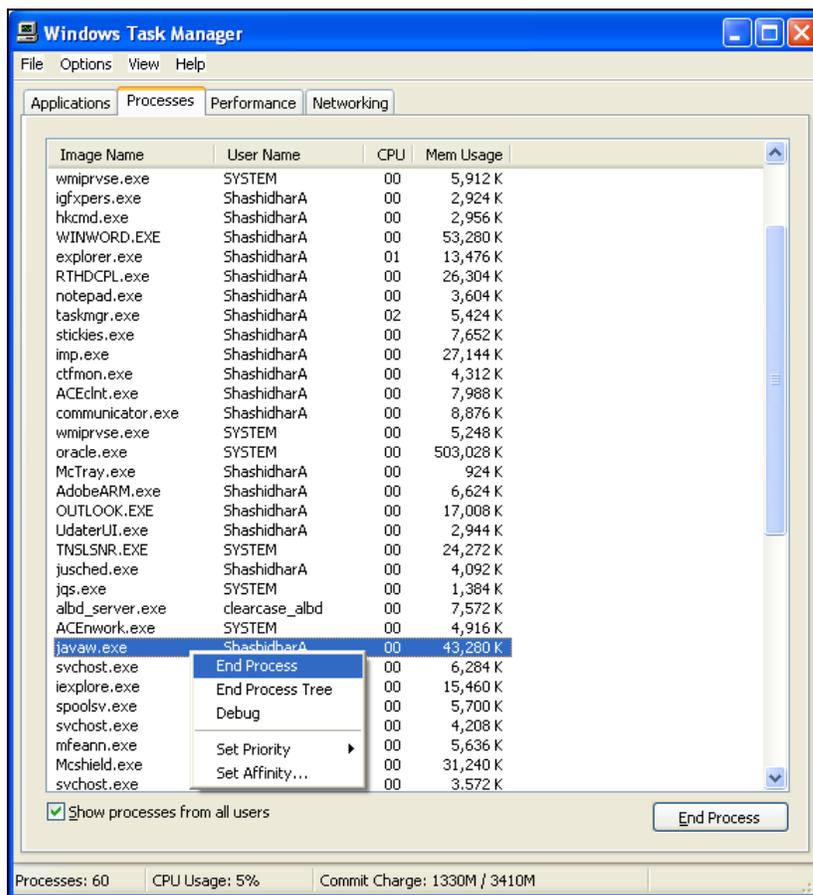
Inside the folder 'logs', you will find the log file 'FCUBSInstaller.log'. This file contains detailed information about the methods executed.

### 1.3 Abrupt Exit from Installer (Windows Only)

In case for some reason the Oracle FLEXCUBE Investor Servicing Installer hangs and you are not able to proceed further, you may need to exit the Installer and restart the process. If you exit the Installer when it is hung, the application will be closed but the process will still be running in the background. In case of abrupt exits, you need to manually end the process running in the background.

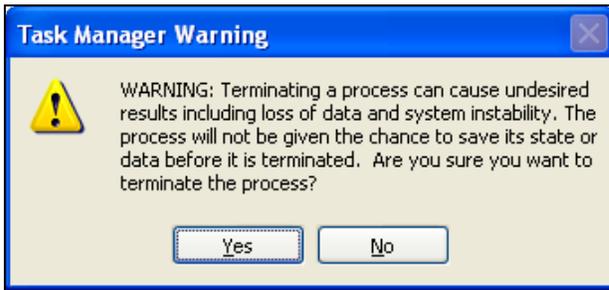
Follow the steps given below:

1. Exit Installer.
2. Open 'Task Manager'. Go to 'Processes' tab and find 'javaw.exe' process.



3. Right-click the 'javaw.exe' process and click 'End Process'.

Windows shows a warning message.



4. Click 'Yes' to accept the message.

This will end all the processes initiated by Oracle FLEXCUBE Investor Servicing Installer. This action will also delete the log files or the Destination Directory files which the Oracle FLEXCUBE Investor Servicing Installer has accessed earlier.

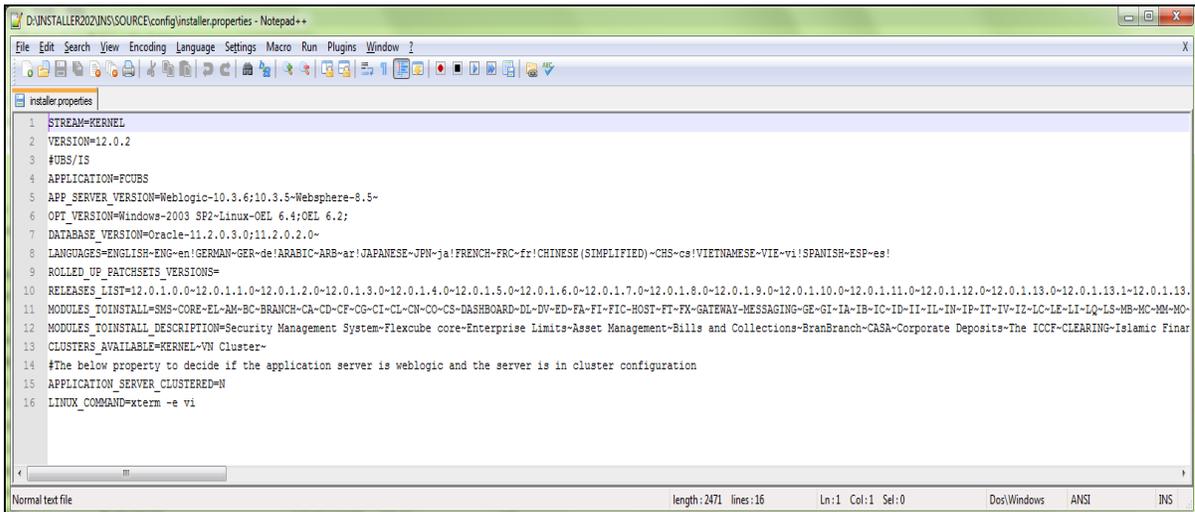


You need to delete the file `chk.flg` from the Installer Source directory before restarting the Installer.

## 1.4 Installer Configuration

Using Oracle FLEXCUBE Investor Servicing Installer, you may install Executable FCIS\_12.4.0.0.0. For installing Executable FCIS\_12.4.0.0.0, you need to use the INSTALLER sources from the executable shipment location.

If the application server is WebLogic and has cluster configurations, then you need to modify the file '`<INSTALLER>/SOURCE/config/installer.properties`'.



Modify the following property to decide whether the application server is Weblogic and the server is in cluster configuration:

`APPLICATION_SERVER_CLUSTERED=Y`



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