

Installer Troubleshooting
Oracle Banking ELCM
Release 14.5.0.0.0
[May] [2021]



Table of Contents

- 1. TROUBLESHOOTING 1-1
 - 1.1 INTRODUCTION 1-1
 - 1.2 BASIC SETUP 1-1
 - 1.3 CHECKING LOGS 1-1
 - 1.4 ABRUPT EXIT FROM INSTALLER (WINDOWS ONLY) 1-2

1. Troubleshooting

1.1 Introduction

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

1.2 Basic Setup

Before Launching Installer following software's needs to be installed in Local Machine (Windows/Linux - where Installer setup will be done)

1. Installation of Java JDK with version specified in document

Note:

For Windows Machine:

After Installing Java JDK, user has to set JAVA_HOME and PATH variables in Environment Variables

For Linux Machine:

After Installing Java JDK, user has to set JAVA_HOME and PATH variables using command line arguments

2. Installation of Oracle WebLogic Server with version specified in document.

3. Installation of Oracle DB Client with version specified in document.

Note:

For Windows and Linux machines, TNS entries of the Database in which FLEXCUBE Installation needs to be done must be updated.

For windows machine, System will automatically update PATH variable of Client installed in Environment Variables, if not updated manually update the PATH variable.

For Linux machine user need to set ORACLE_HOME variable using command line arguments



If Backend Compilations will is not happening verify TNS entries and schema credentials.

4. Note down Installed Locations of Java JDK, Oracle Weblogic Server and Oracle DB Client. These must be provided while running Installer GUI.

Example of above software paths:

Java JDK Home - C:/Program Files/Java/jdk<version>

Oracle DB Client - C:/app/client/<user>/product/<version>/client_1

Oracle Weblogic Server - C:/Oracle/Middleware/Oracle_Home/wlserver

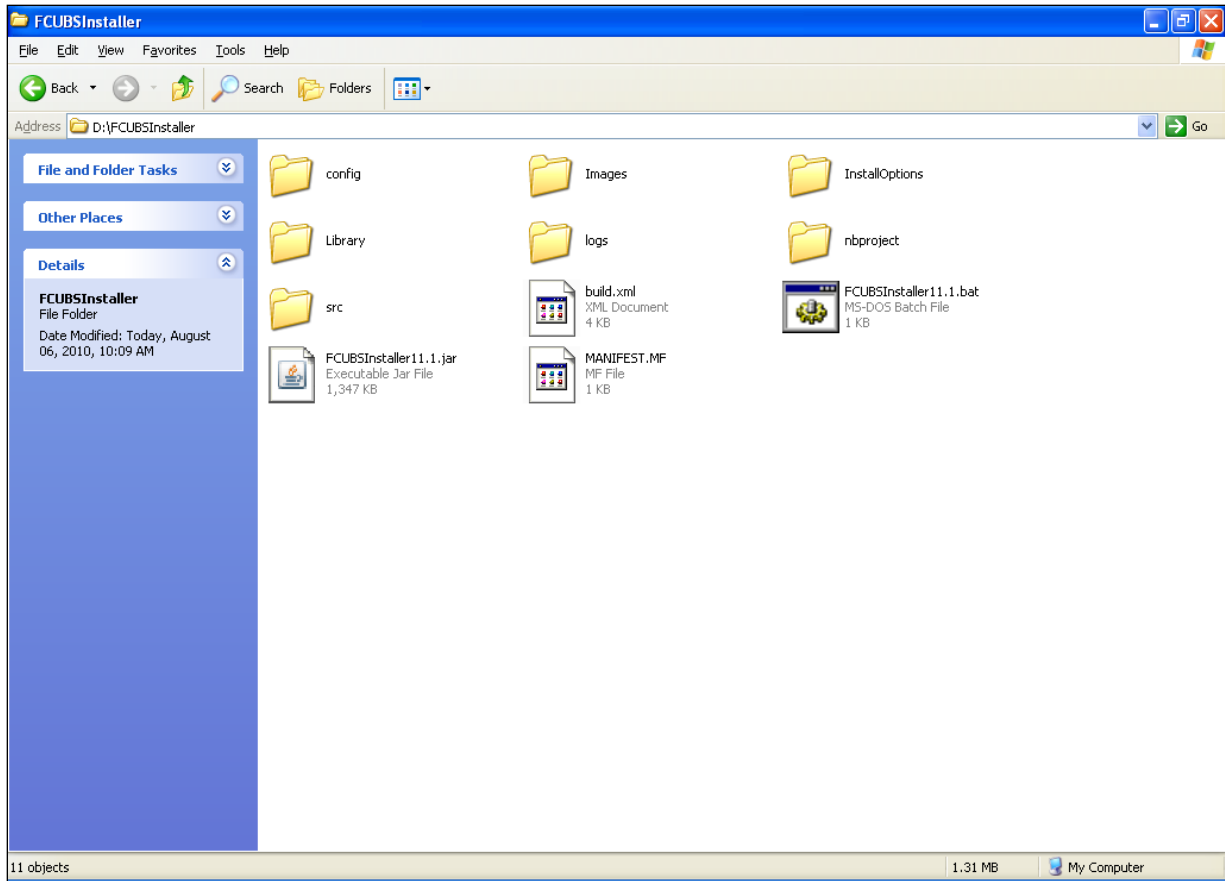


If GUI installer not Launched, recheck the above Paths entered.

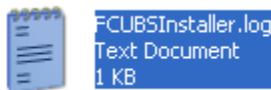
1.3 Checking Logs

If you get an error message while doing an Oracle FLEXCUBE 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 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.



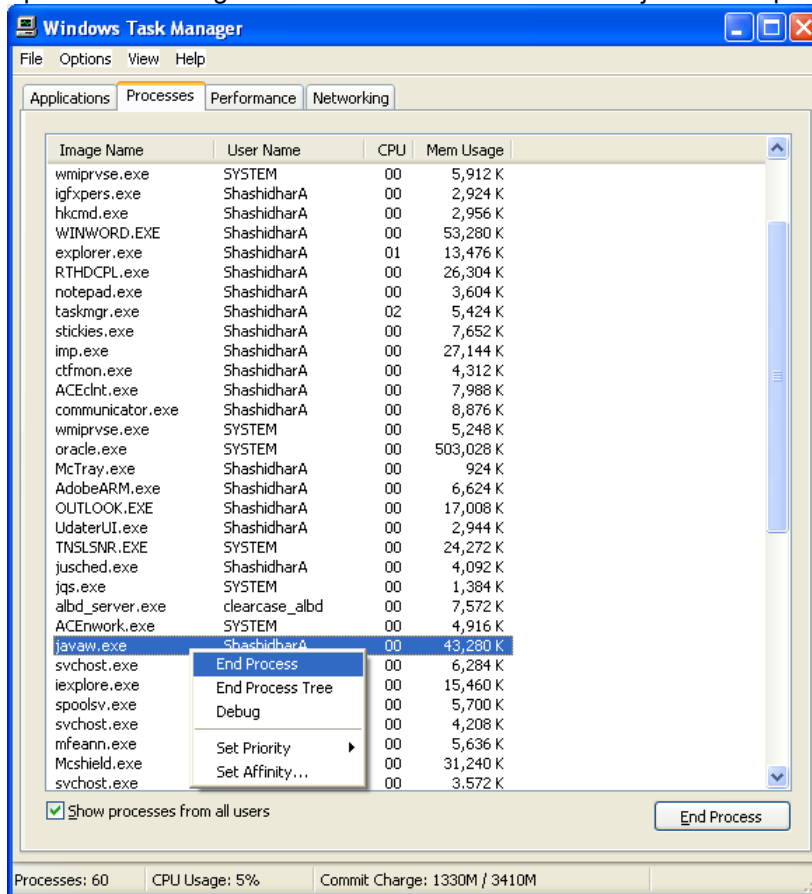
1.4 **Abrupt Exit from Installer (Windows Only)**

In case for some reason the Oracle FLEXCUBE 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:

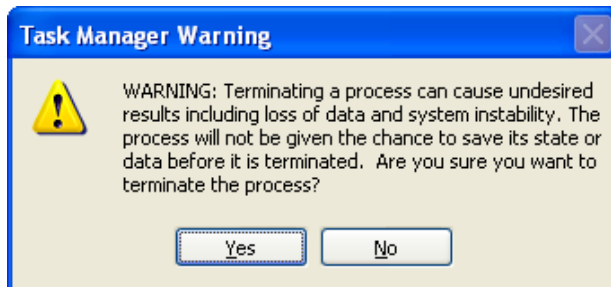
1. Exit Installer.

- Open 'Task Manager'. Go to 'Processes' tab and find 'javaw.exe' process.



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

Windows shows a warning message.



- Click 'Yes' to accept the message.

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



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



Installer Troubleshooting
[May] [2021]
Version 14.5.0.0.0

Oracle Financial Services Software Limited
Oracle Park
Off Western Express Highway
Goregaon (East)
Mumbai, Maharashtra 400 063
India

Worldwide Inquiries:
Phone: +91 22 6718 3000
Fax: +91 22 6718 3001
<https://www.oracle.com/industries/financial-services/index.html>

Copyright © [2007], [2021], Oracle and/or its affiliates. All rights reserved.

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

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 failsafe, 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.

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.

This software or hardware and documentation may provide access to or information on 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. 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.