

Functional Troubleshooting Guide
Oracle Banking Corporate Lending Process
Management Release 14.5.2.0.0
Part No. F46490-01
Aug 2021



Functional Troubleshooting Guide

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
www.oracle.com/financialservices/

Copyright © 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.

Table of Contents

- 1. PREFACE 1-1
 - 1.1 INTRODUCTION 1-1
 - 1.2 DOCUMENTATION ACCESSIBILITY 1-1
- 2. FUNCTIONAL TROUBLESHOOTING 2-2

1. Preface

1.1 Introduction

This guide would help you to troubleshoot the 'Oracle Banking Corporate Lending Process Management'.

1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>

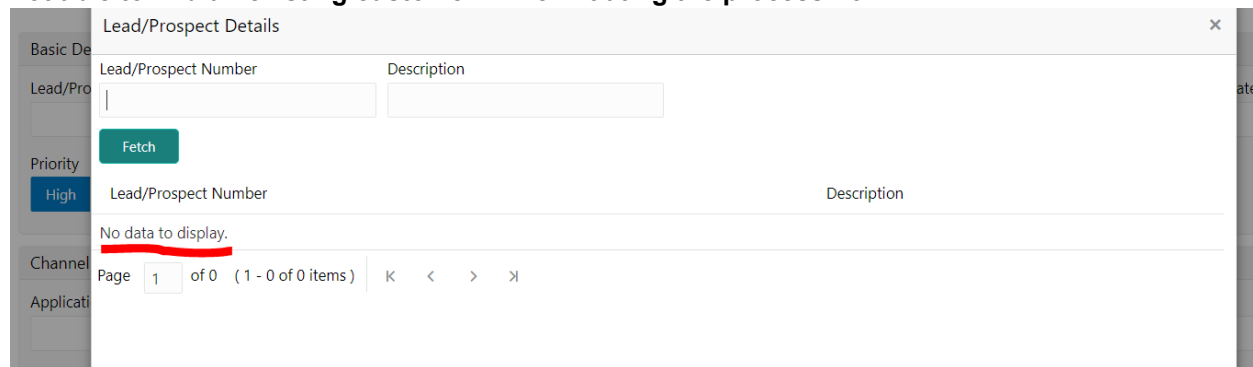
2. Functional Troubleshooting

1. User is not able to initiate the task and getting the below error.



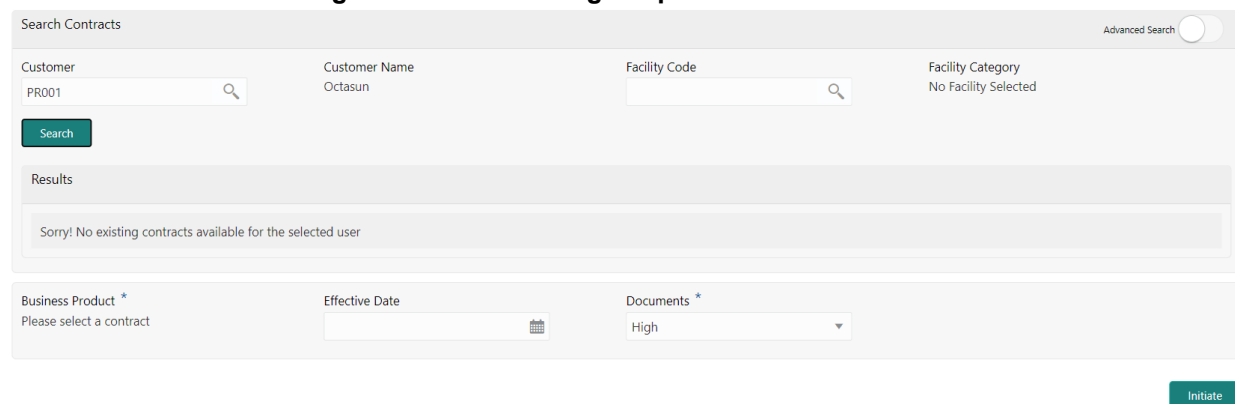
1. _____
2. _____
3. For these case user need to ensure that Business Product and Business Process is maintained.
4. In order to maintain the Business Product and Process user has to go to
5. Corporate Lending => Maintenance => Business Process => Add new
6. Corporate Lending => Maintenance => Business Product => Add new

2. User is not able to find an existing customer while initiating the process flow.



1. All the existing customer needs to be replicated to common core.

3. User is not able to find an existing loan while initiating the process flow.



1. There is 2 solution to this issue:

- (a) User need to make sure that there is at least one active contract for selected customer in back office
- (b) All the existing contract needs to be replicated from back office to mid office.

4. User is not able to find an existing task in free task pool.

- 1. If the task is acquired by any other user then the task is assigned under other users “My Task” menu and hence 1st user will not be able to see that in free task pool. User 2 has to release this task from his queue then the task will be available in free task.

5. User is not able to edit or updated any data segment in a process.

Loan Details				
Loan Amount *	Value Date *	Loan Tenor *	Maturity Type *	
USD5,500.00	1 Feb 2015	13	Month(s)	Fixed
Maturity Date *				
1 Feb 2016				

- 1. This is a maintenance issue, User has to change the configuration
- 2. Corporate Lending => Maintenance => Business Process => View Business Process => Edit Business Process =>
- 3. Change the configuration from read only to editable

Business Process Definition			
Business Process Code *	Business Process Description *	Lifecycle *	Lifecycle Description
LNPMNT	Payment Process	Payment	Payment
Process Code *	Process Description	Business Product Code *	MultiLevel Approval
LNPMNT	Loan Payment	ALL	Off
			Process Full View

Payment Application Entry

Payment Application Enrichment

Payment Application Verification

Payment Application Approval

Payment Handoff Retry

Payment Application Entry				
Data Segments				
Documents				
Checklist				
Advices				

1 Additional Loan Details
Optional
Readonly

2 Loan Details
Optional
Readonly

3 Payment Details
Mandatory
Editable

4 Parties
Optional
Editable

- 6. User is not able to save and proceed from one data segment to another in a process.**
Check if all the mandatory data has been filled in.