Installer Troubleshooting Oracle FLEXCUBE Universal Banking Release 14.5.4.0.0 Part No. F52800-01 [February] [2022]

FINANCIAL SERVICES

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# 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.

 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/wiserver

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.



FCUBSInstaller								
Eile Edit View Favorites Iools Help								
🚱 Back 🔹 🐑 🕆 Ď 🔎 Se	earch 😥 Folders 🔢 🕂							
Address 🗀 D:\FCUBSInstaller				🖌 🄁 Go				
File and Folder Tasks 🛛 📚	config	Images	InstallOptions					
Other Places 😵	Library	logs	nbproject					
FCUBSInstaller File Folder	src src	XML Document 4 KB	FCUBSInstaller11.1.bat MS-DOS Batch File 1 KB					
Date Modified: Today, August 06, 2010, 10:09 AM	FCUBSInstaller11.1.jar Executable Jar File 1,347 KB	MANIFEST.MF MF File 1 KB						
11 objects			1.31 MB	😼 My Computer				

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.



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

plications Processes	Performance Netwo	orking			
		- 1			
Image Name	User Name	CPU	Mem Usage		^
wmiprvse.exe	SYSTEM	00	5,912 K		
igfxpers.exe	ShashidharA	00	2,924 K		
hkcmd.exe	ShashidharA	00	2,956 K		
WINWORD.EXE	ShashidharA	00	53,280 K		
explorer.exe	ShashidharA	01	13,476 K		
RTHDCPL.exe	ShashidharA	00	26,304 K		
notepad.exe	ShashidharA	00	3,604 K		
taskmgr.exe	ShashidharA	02	5,424 K		
stickies.exe	ShashidharA	00	7,652 K		
imp.exe	ShashidharA	00	27,144 K		
ctfmon.exe	ShashidharA	00	4,312 K		
ACEcInt.exe	ShashidharA	00	7,988 K		
communicator.exe	ShashidharA	00	8,876 K		
wmiprvse.exe	SYSTEM	00	5,248 K		
oracle.exe	SYSTEM	00	503,028 K		
McTray.exe	ShashidharA	00	924 K		
AdobeARM.exe	ShashidharA	00	6,624 K		
OUTLOOK.EXE	ShashidharA	00	17,008 K		
UdaterUI.exe	ShashidharA	00	2,944 K		_
TNSLSNR.EXE	SYSTEM	00	24,272 K		
jusched.exe	ShashidharA	00	4,092 K		
jqs.exe	SYSTEM	00	1,384 K		
albd_server.exe	clearcase_albd	00	7,572 K		
ACEnwork.exe	SYSTEM	00	4,916 K		
javaw.exe	ShashidharA	00	43,280 K		
svchost.exe	End Process	00	6,284 K		
iexplore.exe	End Process Tree	00	15,460 K		
spoolsv.exe	Debug	00	5,700 K		
svchost.exe	,	_ 00	4,208 K		
mfeann.exe	Set Priority 🔹 🕨		5,636 K		
Mcshield.exe	Set Affinity	00	31,240 K		
svchost.exe		00	3.572 K		 ×
Show processes from all users End Process					

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

Windows shows a warning message.

Task Manager Warning						
⚠	WARNING: Terminating a process can cause undesired results including loss of data and system instability. The process will not be given the chance to save its state or data before it is terminated. Are you sure you want to terminate the process?					
	Yes No					

4. 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.





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