

Functional Troubleshooting Guide
Oracle Banking Corporate Lending
Process Management
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Functional Troubleshooting Guide

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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>

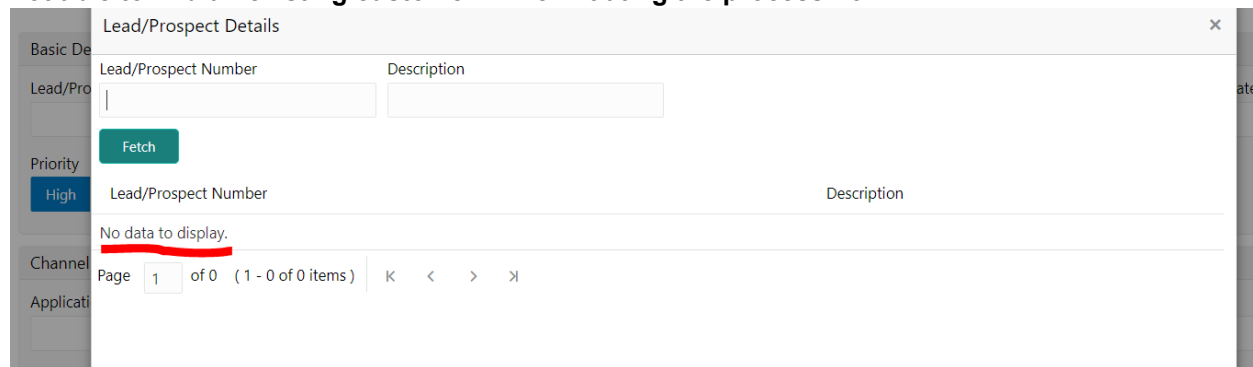
2. Functional Troubleshooting

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



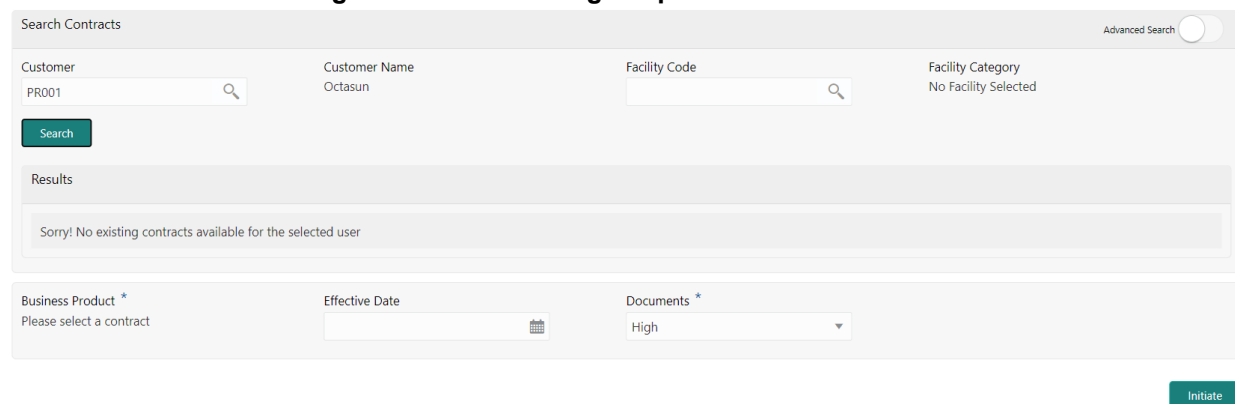
1. _____
2. _____
3. For these case user need to ensure that Business Product and Business Process is maintained.
4. In order to maintain the Business Product and Process user has to go to
5. Corporate Lending => Maintenance => Business Process => Add new
6. Corporate Lending => Maintenance => Business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