Troubleshooting Guide Oracle Banking Electronic Data Exchange for Corporates Release 14.7.0.0.0

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## ORACLE

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## **Table of Contents**

1.	Preface	1-1
1.	1 Purpose	1-1
1.	2 Audience	1-1
1.	3 Document Accessibility	1-1
1.	4 Acronyms and Abbreviations	1-1
1.	5 List of Topics	1-1
1.	6 Prerequisites	1-2
1.	7 General Prevention	1-2
1.	Best Practices	1-2
1.	9 Related Documents	1-3
2.	Troubleshooting Technical Flows	2-1
2.	1 Where is the problem	2-1
2.	2 Preliminary checks from UI	2-1
2.	3 Troubleshooting Environmental Issues	2-5
3.	Troubleshooting Kafka	3-1
3.	1 Consumer Services	3-1
3.	2 Producer Services	3-1
3.	3 Debugging Consumer/Producer health and troubleshooting	3-1
3.	4 Configurations	3-1
4.	Health Checks	4-1
4.	1 Eureka Dashboard	4-1
4.	2 Application Services	4-1
4.	3 Database	4-2
5.	Troubleshooting Application Workflows	5-1
5.	1 Oracle Banking Electronic Data Exchange for Corporates – Subdomains List	5-1
5.	2 Troubleshooting SMS Errors	5-7
5.	3 Oracle Banking Routing Hub Configuration	5-2
6.	Troubleshooting OutOfMemory issues	6-1
6.	1 Extracting Heapdump	6-1
6.	2 JFR Tool in Java	6-1
6.	3 Quick Recovery	6-2
7.	Troubleshooting Deployment Errors/Exceptions	7-1

7	7.1	Solutions for Errors/Exceptions that can occur due to flyway while deployment
8.	Bus	siness Error Codes

# 1. Preface

#### 1.1 **Purpose**

This guide provides guidance to users for the issues within the application. It describes various methods to figure out the error and then troubleshoot it.

#### 1.2 Audience

This guide is intended for the software developers and software testers.

#### 1.3 **Document 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.

#### 1.4 **Acronyms and Abbreviations**

The following acronyms/abbreviations are used in this guide:

Acronyms	Definition
SMS	Security Management System
СМС	Common Core
MOC	Mid office Common Core
ELK	Elasticsearch Logstash Kibana
OBEDX	Oracle Banking Electronic Data Exchange for Corporates

### **Table 1: Acronyms and Abbreviations**

#### List of Topics 1.5

**Table 2: List of Topics** 

This guide is organized into the following topics. The chapters 1 to 3 are generic and applicable for Oracle Banking Microservice Architecture platform wide troubleshooting and chapter 4 to 7 are specific to Oracle Banking Electronic Data Exchange for Corporates product.

•	
Торіс	Description

Торіс	Description
Preface	This chapter provides the information about this guide and intended audience. It also lists the various chapters covered in this User Manual.



Troubleshooting Technical Flows	This chapter describes the platform wide troubleshooting of technical flows and includes UI side checking and some environment issues of WebLogic.				
Troubleshooting Kafka	This chapter describes the information on the troubleshooting kafka.				
Health Checks This chapter describes the health check measures and observative required.					
Troubleshooting Functional WorkflowsThis chapter describes the Oracle Banking Electronic Data Exchange Corporates specific troubleshooting of flows and specific data stores that be checked for issues.					
Troubleshooting OutOfMemory issues	This chapter describes about the information on troubleshooting OutOfMemory issues.				
Troubleshooting Deployment Errors/Exceptions	This chapter describes about the information on troubleshooting Deployment Errors/Exceptions.				
Business Error Codes	This chapter provides the list of error codes expected out of Oracle Banking Electronic Data Exchange for Corporates				

## 1.6 <u>Prerequisites</u>

The prerequisites are as follows:

- Basic understanding of Event platform
- Basic understanding application log analysis using tools.
- Basic understanding DB changes.

The following softwares should be pre-installed.

- Zipkin
- Kafka
- ELK
- Any SQL Database like SQLDEVELOPER
- WinSCP

## 1.7 General Prevention

Do not make changes to Flyway scripts manually.

## 1.8 Best Practices

The best practices are as follows:

• It is ideal to have ELK stack installed on a separate VM outside the product VMs to ensure flow of logs in case of app crash.



• Log levels can be adjusted to INFO and above to enable relevant logs to flow in.

## 1.9 Related Documents

The related documents are as follows:

- Oracle Banking Common Core User Guide
- Getting Started User Guide
- Oracle Banking Security Management System User Guide
- Oracle Banking Electronic Data Exchange for Corporate User Guide



# 2. Troubleshooting Technical Flows

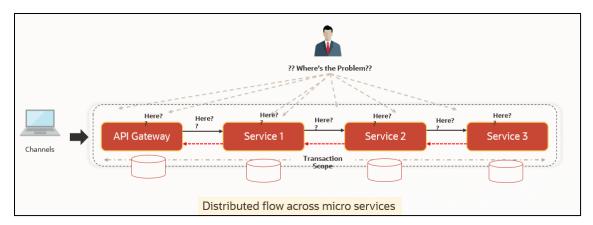
This chapter describes various programming issues, possible causes, and solutions to resolve the issues. This topic contains the following sections:

- 2.1 Where is the problem
- 2.2 Preliminary checks from UI
- 2.3 Troubleshooting Environmental Issues

## 2.1 <u>Where is the problem</u>

Troubleshooting the problem in distributed system could be bit challenging if not understood fully. Each product has UI application components and service side application components. Each side requires different troubleshooting techniques and various logs that can be used to corroborate the problem.

The below picture shows that on service side, it is important to establish the area of the problem. This can be achieved by complete understanding of UI, Service side flows along with the data architecture of application.



### Figure 1: Distributed Flow across Micro Services

## 2.2 Preliminary checks from UI

This section describes how to launch the application and check for the basic errors. Perform the following steps:

- 1. Launch the application with delegated URL.
- 2. Press F12 key, and select Inspect and See network tab.
- 3. Verify that all the calls responses are successful. Usually RED color indicates non 2xx HTTP response.



### Figure 2: Call Responses

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		fsgbu-ob-cmn-ct-rs-json-compare.js	2	script	require.js:5	15.4 kB	51 ms		
		fsgbu-ob-cmn-ct-rs-json-compare.json	2	xhr	text.js:325	351 B	44 ms		
		fsgbu-ob-cmn-ct-rs-json-compare.css	2	stylesheet	css.js:149	850 B	46 ms		
		fsgbu-ob-cmn-ct-json-compare.html	2	xhr	text.js:325	3.4 kB	44 ms		
		[_] fsgbu-ob-cmn-ct-json-compare.js	2	script	require.js:5	12.5 kB	46 ms		
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		open.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.4 kB	31 ms		
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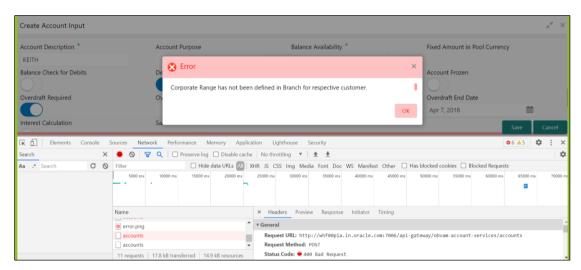
### Figure 3: Non 2xx response

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	refresh.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.1 kB	31 ms			
	open.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.4 kB	31 ms			
	arrow.png	2	png	fsgbu-ob-cmn-ct-act-sum	3.5 kB	32 ms			
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		refresh.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.1 kB	31 m	s			
		open.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.4 kB	31 m	s			l
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		Name	S	Туре	Initiator	Size	Time	Waterfall		
		loader.js	2	script	require.js:5	1.2 ki	28 ms	5		
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		cmnctrsjsoncomparemodel.js	2	script	require.js:5	4.8 ki	3 36 ms	5	1	
		jojrowexpander.js	2	script	require.js:5	107 ki	8 89 ms	5		
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		open.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.4 ki	31 ms	5		
		arrow.png	2	png	fsgbu-ob-cmn-ct-act-sum	3.5 ki	3 32 ms	5		
		authorized.png	2	png	png u-ob-cmn-ct-act-sum	5.0 ki	32 ms	5		
		unauthorized.png	2	png	isyou-ob-cmn-ct-act-sum	5.3 k	3 30 ms	5		



- 4. You can also export the trace using export option in browsers
- 5. Example in Chrome you would see this option as below

### Figure 4: Export Option



🕞 📋 Elements	Console S	ources Network Performance Memory Applie	catior	n Lighthouse	Security			0	4 🗛 3	\$
Search	×	🔵 🛇 🛛 🔽 🔍 🗆 Preserve log 🗔 Disable cach	e	No throttling	* ± ±					z)
Aa .* Search	CO	Filter Hide data URLs All	XHR	JS CSS Ima	Media Font Doc WS Man	ifest Other	Has blocked cookies 🗌 Block	ed Requests		
		200 ms 400 ms 600 ms		800 ms	1000 ms	1200 ms	1400 ms 1600 ms		ms	200
			-			-				
		Name	S	Туре	Initiator	Size	Time	Waterfall		
		loader.js	2	script	require.js:5	1.2 kB	28 ms			
		fsgbu-ob-cmn-ct-rs-json-compare.html	2	xhr	text.js:325	4.8 kB	35 ms			
		fsgbu-ob-cmn-ct-rs-json-compare.js	2	script	require.js:5	15.4 kB	51 ms			
		fsgbu-ob-cmn-ct-rs-json-compare.json	2	xhr	text.js:325	351 B	44 ms			
		fsgbu-ob-cmn-ct-rs-json-compare.css	2	stylesheet	css.js:149	850 B	46 ms			
		fsgbu-ob-cmn-ct-json-compare.html	2	xhr	text.js:325	3.4 kB	44 ms			
		fsgbu-ob-cmn-ct-json-compare.js	2	script	require.js:5	12.5 kB	46 ms			
		fsgbu-ob-cmn-ct-json-compare.json	2	xhr	text.js:325	741 B	75 ms			
		sgbu-ob-cmn-ct-json-compare.css	2	stylesheet	css.js:149	962 B	56 ms	4		
		cmnctrsjsoncomparemodel.js	2	script	require.js:5	4.8 kB	36 ms	1		
		ojrowexpander.js	2	script	require.js:5	107 kB	89 ms			
		jflattenedtreetabledatasource.js	2	script	require.js:5	20.7 kB	49 ms			
		?userId=ADMINUSER1&branchCode=000&ccaName	2	preflight	Preflight 🚯	0 B	29 ms		1	
		vserId=ADMINUSER1&branchCode=000&ccaName	2	xhr	jquery-3.5.1.min.js:2	551 B	71 ms			
		accounts?includecloseandunauth=true&offset=0&li	2	preflight	Preflight 🚯	0 B	30 ms		1.1	
		accounts?includecloseandunauth=true&offset=0&li	2	xhr	jquery-3.5.1.min.js:2	17.3 kB	282 ms			
		refresh.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.1 kB	31 ms			
		open.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.4 kB	31 ms			- 4
		arrow.png	2	png	fsgbu-ob-cmn-ct-act-sum	3.5 kB	32 ms			1
		authorized.png	2	png	png u-ob-cmn-ct-act-sum	5.0 kB	32 ms			- 1
		unauthorized.png	2	png	isguu-ob-cmn-ct-act-sum	5.3 kB	30 ms			- 1 <sup>5</sup>
		52 reguests 371 kB transferred 362 kB resources								

Elements	Console 5	Sources Network Performance Memory Applie	catior	n Lighthouse	Security			<b>Q</b> 4 <b>A</b> 3	\$
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			-			-	-		
		Name	S	Туре	Initiator	Size	Time	Waterfall	
		🔄 loader.js	2	script	require.js:5	1.2 kB	28 ms		
		fsgbu-ob-cmn-ct-rs-json-compare.html	2	xhr	text.js:325	4.8 kB	35 ms		
		fsgbu-ob-cmn-ct-rs-json-compare.js	2	script	require.js:5	15.4 kB	51 ms		
		fsgbu-ob-cmn-ct-rs-json-compare.json	2	xhr	text.js:325	351 B	44 ms		
		fsgbu-ob-cmn-ct-rs-json-compare.css	2	stylesheet	<u>css.js:149</u>	850 B	46 ms		
		fsgbu-ob-cmn-ct-json-compare.html	2	xhr	text.js:325	3.4 kB	44 ms		
		fsgbu-ob-cmn-ct-json-compare.js	2	script	require.js:5	12.5 kB	46 ms	•	
		fsgbu-ob-cmn-ct-json-compare.json	2	xhr	text.js:325	741 B	75 ms		
		fsgbu-ob-cmn-ct-json-compare.css	2	stylesheet	css.js:149	962 B	56 ms	4	
		cmnctrsjsoncomparemodel.js	2	script	require.js:5	4.8 kB	36 ms		
		ojrowexpander.js	2	script	require.js:5	107 kB	89 ms		
		jflattenedtreetabledatasource.js	2	script	require.js:5	20.7 kB	49 ms	•	
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		accounts?includecloseandunauth=true&offset=0&li	2	preflight	Preflight 🚱	0 B	30 ms		
		accounts?includecloseandunauth=true&offset=0&li	2	xhr	jquery-3.5.1.min.js:2	17.3 kB	282 ms	C	
		refresh.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.1 kB	31 ms		
		open.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.4 kB	31 ms		- 4
		arrow.png	2	png	fsgbu-ob-cmn-ct-act-sum	3.5 kB	32 ms		4
		authorized.png	2	png	png u-ob-cmn-ct-act-sum	5.0 kB	32 ms		- 4
		unauthorized.png	2	png	isypu-ob-cmn-ct-act-sum	5.3 kB	30 ms		1



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		Name	S	Туре	Initiator	Size	Time	Waterfall	
		loader.js	2	script	require.js:5	1.2 kB	28 ms		
		fsgbu-ob-cmn-ct-rs-json-compare.html	2	xhr	text.js:325	4.8 kB	35 ms	1 C C	
		fsgbu-ob-cmn-ct-rs-json-compare.js	2	script	require.js:5	15.4 kB	51 ms		
		fsgbu-ob-cmn-ct-rs-json-compare.json	2	xhr	text.js:325	351 B	44 ms		
		fsgbu-ob-cmn-ct-rs-json-compare.css	2	stylesheet	css.js:149	850 B	46 ms		
		fsgbu-ob-cmn-ct-json-compare.html	2	xhr	text.js:325	3.4 kB	44 ms		
		fsgbu-ob-cmn-ct-json-compare.js	2	script	require.js:5	12.5 kB	46 ms		
		fsgbu-ob-cmn-ct-json-compare.json	2	xhr	text.js:325	741 B	75 ms		
		fsgbu-ob-cmn-ct-json-compare.css	2	stylesheet	css.js:149	962 B	56 ms		
		cmnctrsjsoncomparemodel.js	2	script	require.js:5	4.8 kB	36 ms	1	
		ojrowexpander.js	2	script	require.js:5	107 kB	89 ms	•	
		jflattenedtreetabledatasource.js	2	script	require.js:5	20.7 kB	49 ms	4	
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		estimate 2008.000 ?userId=ADMINUSER1&branchCode=000&ccaN	lame 2	xhr	jquery-3.5.1.min.js:2	551 B	71 ms		
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		accounts?includecloseandunauth=true&offset=0	08di 2	xhr	jquery-3.5.1.min.js:2	17.3 kB	282 ms		
		refresh.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.1 kB	31 ms	1	
		open.png	2	png	fsgbu-ob-cmn-ct-act-sum	4.4 kB	31 ms		
		arrow.png	2	png	fsgbu-ob-cmn-ct-act-sum	3.5 kB	32 ms		- 4
		authorized.png	2	png	png u-ob-cmn-ct-act-sum	5.0 kB	32 ms		
		unauthorized.png	2	png	isyou-ob-cmn-ct-act-sum	5.3 kB	30 ms		



**NOTE:** The tools such as **fiddler** and **wireshark** to get the browser to API gateway web traffic. This would help to investigate exact request and response payloads exchanged between UI and API Gateway.

## 2.3 Troubleshooting Environmental Issues

This section contains the following subsections:

- 2.3.1 Possible issues while deploying services
- 2.3.2 Possible issues in login and screen launch

### 2.3.1 Possible issues while deploying services

This subsection describes the possible issues that may occur in the environment.

### 2.3.1.1 Service deployment is failing due to flyway

If the service deployment is failing due to flyway, verify that the object or record is already present and make changes in the flyway scripts accordingly.

You may check **flyway\_schema\_history** table of the respective schema for finding the flyway script entries.

### 2.3.1.2 Other possible issues

The other possible issue while deploying services could be multiple versions of dependency jars present in the war file. For example, "weblogic.application.naming.EnvironmentException: duplicate persistence units with name PLATO in scope cmc-customer-services-{version}.war."



### 2.3.2 Possible issues in login and screen launch

This subsection describes the possible issues that may occur while logging in and launching the screens.

### 2.3.2.1 Login page is not launching

If the login page is not launching, check if the app-shell war file is deployed. If it is deployed, make sure that the war file is up and running in the deployed managed server and try to login. In addition, check if you are logged in with the appshell URL according to the war file deployed.

Also, check if the required component-server wars like cmc-component-server, obvam-component-server etc are also deployed along with the app-shell.

For example, <u>https://<ip-address>:<port>/appshell/index.jsp</u> will load the login page of the application.

### Figure 5: Login Page

<b>c</b>	
Sign In	
User Name *	
Password *	
	Sign In
	Cancel

### 2.3.2.2 Unable to login after launching the application

If you are not able to login after the application is launched, make sure that the plato-api-gateway service, plato-ui-config service, sms-core-service, and common-core-services are up and running.

### Figure 6: Services

PLATO-API-GATEWAY	<b>n/a</b> (1)	(1)	UP (1) -
PLATO-BATCH-SERVER	<b>n/a</b> (1)	(1)	UP (1) -
PLATO-DISCOVERY-SERVICE	<b>n/a</b> (1)	(1)	UP (1) -
PLATO-O	<b>n/a</b> (1)	(1)	UP (1) -
PLATO-ORCH-SERVICE	<b>n/a</b> (1)	(1)	UP (1) -
PLATO-UI-CONFIG-SERVICES	<b>n/a</b> (1)	(1)	UP (1) -
SMS-CORE-SERVICES	<b>n/a</b> (1)	(1)	UP (1) -

### 2.3.2.3 Unable to login after restarting the services

If you are not able to login after restarting the services, make sure that the LDAP server is up and running, and check if the entered credentials are correct.



### 2.3.2.4 Menus are not displayed after logging in

After you log in, if the menus are not displayed, map the functional activity codes in the table SMS\_TM\_ROLE\_ACTIVITY. Once it is mapped, check if the corresponding role is assigned to your user id.

### 2.3.2.5 Screens are not launching after logging in

If you are not able to launch the screens after logging in, make sure that the respective services are up and running.

Note: Verify the VPN connection while trying to troubleshoot the issues related to page launching, etc.



## 3. Troubleshooting Kafka

## 3.1 <u>Consumer Services</u>

Oracle Banking Electronic Data Exchange for Corporates consumer service can be referred at <u>https://docs.oracle.com/cd/F73521-01/PDF/API/Async-API.zip</u>

### 3.2 **Producer Services**

Oracle Banking Electronic Data Exchange for Corporates Producer service can be referred at <u>https://docs.oracle.com/cd/F73521-01/PDF/API/Async-API.zip</u>

## 3.3 Debugging Consumer/Producer health and troubleshooting

### 3.3.1 Logs to analyze

- 1. Under the domain folder of Weblogic Logs related to any issue in Kafka connection and authentication can be found here.
- 2. On a user defined log path if we are facing issues in produce/consume operation of event

### 3.3.2 <u>Tables to analyze</u>

The below table provides the values to be verified to confirm accurate functioning of the consumer/producer service.

Table Name	Column Name	Possible Values
plato_eventhub_in_log		
plato_eventhub_out_log	status	SENT -> Published successfully

## 3.4 Configurations

For kafka setup, refer to **Oracle Banking Microservices Platform Foundation Installation Guide** and for the application-level setup, all the properties are declared in the yaml file of integration services.



# 4. Health Checks

## 4.1 Eureka Dashboard

Until we get heath check APIs implemented, the health needs to be monitored using weblogic JVM managed server status and Eureka instance.

### **Figure 7: Health Checks**

OBEDX-CORE-SERVICE	n/a (1) (1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com:obedx-core-service:16062
OBEDX-INQUIRY-SERVICE	n/a (1) (1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com:obedx-inquiry-service:16062
OBEDX-NOTIFICATION-SERVICE	n/a (1) (1)	$\textbf{UP(1)} \ of ss-mum-119. snbomprshared 1. gbucds int 02 born. or a cleven. com: obedx-notification-service: 16062 to the standard stand$
OBEDX-WORKFLOW-SERVICE	n/a (1) (1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com:obedx-workflow-service:16062

## 4.2 Application Services

Catalog of services required for Oracle Banking Electronic Data Exchange for Corporates to run

Group	Service List	Usage
OBEDX	obedx-core-service	Maintenance Service
OBEDX	obedx-workflow-service	Workflow Service
OBEDX	obedx-notification-service	For email alerts and output generation
OBEDX	obedx-inquiry-service	Inquiry
OBEDX	obedx-component-server	UI
PLATO	plato-config-service	Required for PLATO framework
PLATO	plato-alerts-management-services	Required for PLATO framework
PLATO	plato-api-gateway	Required for PLATO framework
PLATO	plato-batch-server	
PLATO	plato-discovery-service	Required for PLATO framework
PLATO	plato-feed-services	

### Table 3: Application Services



Group	Service List	Usage
PLATO	plato-orch-service	Required for PLATO framework
PLATO	plato-o	Required for PLATO framework
PLATO	plato-ui-config-services	Required for PLATO framework
SMS	sms-core-services-{version}.war	SMS services
SMS	sms-component-server- {version}.war	UI
CMC	cmc-account-services	Common Core Services
CMC	cmc-base-services	Common Core Services
CMC	cmc-branch-services	Common Core Services
CMC	cmc-businessoverrides-services	
CMC	cmc-currency-services	Common Core Services
CMC	cmc-customer-services	Common Core Services
CMC	cmc-datasegment-services	Common Core Services
СМС	cmc-obrh-service	Used for routing via OBRH
СМС	cmc-obrh-kafka-consumer	Used for routing via OBRH
СМС	cmc-resource-segment- orchestrator-service	Used in screens using gcs like maintenanace screens
СМС	cmc-resourceclass-services	Common Core Services
CMC	cmc-screenclass-services	Common Core Services
CMC	cmc-transactioncontroller-services	Used in screens using gcs like maintenanace screens
СМС	cmc-component-server- {version}.war	UI
PLATO	app-shell-{version}.war	UI

## 4.3 Database

## 4.3.1 Configure Data Sources in WebLogic

To add the Data Sources, follow the below steps:



3. Go to Services, select Data Sources option.

	rver A			
Change Center				
View changes and restarts				
Configuration editing is enabled. Future changes will automatically be activated as you modify, add or delete items in this domain.				
Domain Structure				
Deployments				
-Services				
Messaging				
Data Sources				
Persistent Stores				
Foreign JNDI Providers				
Work Contexts				
XML Registries				
XML Entity Caches				
jCOM				
Mail Sessions				
File T3				
ATC	-			

Click New button and add the data source providing the required details.

A Home Log Out Preferences	i Home Log Out Preferences 🕢 Record Help					
Home >Summary of Servers >Sum	Home >Summary of Servers >Summary of JDBC Data Sources >PLATO >Summary of JDBC Data Sources					
Summary of JDBC Data Source						
Configuration Monitoring	onfiguration Monitoring					
A JDBC data source is an object	t bound to the JNDI to	ee that provides database connectivity thro	ugh a pool of JDBC connections. Applications can look up a data source on the JNDI tree and then borrow a database co			
This page summarizes the JDB	C data source objects	that have been created in this domain.				
Customize this table						
-						
Data Sources (Filtered - Mo	re Columns Exist)					
New v Delete						
Generic Data Source	Туре	JNDI Name	Targets			
GridLink Data Source	Generic	jdbc/ICL	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6			
Proxy Data Source	Generic	jdbc/LMB	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5			
UCP Data Source	Generic	jdbc/LMC	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5			
OCP Data Source	Generic	jdbc/LMD	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5			
LMR	Generic	jdbc/LMR	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6			
LMX	Generic	jdbc/LMX	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5			
LRT	Generic	jdbc/LRT	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5			
PLATO	Generic	jdbc/PLATO	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6			
PLATOBATCH	Generic	jdbc/PLATOBATCH	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6			
PLATO_UI_CONFIG	Generic	jdbc/PLATO_UI_CONFIG	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6			
SMS	SMS Generic Jdbc/sms managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6					
New v Delete	New v Deleta					



Create a New JDBC Data Sour	се
Back Next Finish Ca	ancel
JDBC Data Source Propertie	es
The following properties will be * Indicates required fields	e used to identify your new JDBC data source.
What would you like to name yo	our new JDBC data source?
街 * Name:	PLATO
What scope do you want to crea	ite your data source in ?
Scope:	Global 🗸
What JNDI name would you like	to assign to your new JDBC Data Source?
街 JNDI Name:	
jdbc/PLATC	
What database type would you I	like to select?

Create a New JDBC Data Source          Back       Next       Finith       Cancel         Connection Properties       Define Connection Properties.       OBLMDB         What is the name of the database you would like to connect to?       OBLMDB         Database Name:       OBLMDB         What is the name or IP address of the database server?       whf00bdga in.oracle.com         Host Name:       whf00bdga in.oracle.com         What is the port on the database server used to connect to the database?       Port:         Port:       1521         What database account user name do you want to use to create database connections?       OBLM144DEVPLATO         What is the database account password to use to create database connections?       Password:         Confirm Password:	Home >Summary of Servers >Summary of JDBC Data Sources >PLATO >Summary	ary of JDBC Data Sources
Connection Properties         Define Connection Properties.         What is the name of the database you would like to connect to?         Database Name:       OBLMDB         What is the name or IP address of the database server?         Host Name:       whf00bqa.in.oracle.com         What is the port on the database server used to connect to the database?         Port:       1521         What database account user name do you want to use to create database connections?         Database User Name:       OBLM144DEVPLATO         What is the database account password to use to create database connections?         Password:	Create a New JDBC Data Source	
Define Connection Properties.         What is the name of the database you would like to connect to?         Database Name:       OBLMDB         What is the name or IP address of the database server?         Host Name:       whf00bqa.in.oracle.com         What is the port on the database server used to connect to the database?         Port:       1521         What database account user name do you want to use to create database connections?         Database User Name:       OBLM144DEVPLATO         What is the database account password to use to create database connections?         Password:	Back Next Finish Cancel	
What is the name of the database you would like to connect to?         Database Name:       OBLMDB         What is the name or IP address of the database server?         Host Name:       whf00bqa.in.oracle.com         What is the port on the database server used to connect to the database?         Port:       1521         What database account user name do you want to use to create database connections?         Database User Name:       OBLM144DEVPLATO         What is the database account password to use to create database connections?         Password:	Connection Properties	
Database Name:     OBLMDB       What is the name or IP address of the database server?     whf00bqa in oracle.com       Host Name:     whf00bqa in oracle.com       What is the port on the database server used to connect to the database?     Interference       Port:     1521       What database account user name do you want to use to create database connections?     OBLM144DEVPLATO       Database User Name:     OBLM144DEVPLATO       What is the database account password to use to create database connections?     Password:       Password:	Define Connection Properties.	
What is the name or IP address of the database server?         Host Name:       whf00bqa in oracle.com         What is the port on the database server used to connect to the database?         Port:       1521         What database account user name do you want to use to create database connections?         Database User Name:       OBLM144DEVPLATO         What is the database account password to use to create database connections?         Password:	What is the name of the database you would like to connect to?	
Host Name:       whf00bqa.in.oracle.com         What is the port on the database server used to connect to the database?         Port:       1521         What database account user name do you want to use to create database connections?         Database User Name:       OBLM144DEVPLATO         What is the database account password to use to create database connections?         Password:	Database Name:	OBLMDB
Host Name:       whf00bqa.in.oracle.com         What is the port on the database server used to connect to the database?       Port:         Port:       1521         What database account user name do you want to use to create database connections?       Database User Name:         OBLM144DEVPLATO       OBLM144DEVPLATO         What is the database account password to use to create database connections?       Password:         Confirm Password:	What is the name or TD address of the database server2	
Whit is the port on the database server used to connect to the database?         Port:       1521         What database account user name do you want to use to create database connections?         Database User Name:       OBLM144DEVPLATO         What is the database account password to use to create database connections?         Password:		
Port:     1521       What database account user name do you want to use to create database connections?     OBLM144DEVPLATO       Database User Name:     OBLM144DEVPLATO       What is the database account password to use to create database connections?     Password:       Password:	Host Name:	whf00bqa.in.oracle.com
Interface       Interface         What database account user name do you want to use to create database connections?       OBLM144DEVPLATO         Database User Name:       OBLM144DEVPLATO         What is the database account password to use to create database connections?       Password:         Password:	What is the port on the database server used to connect to the database?	
Database User Name:     OBLM144DEVPLATO       What is the database account password to use to create database connections?     Password:       Password:     ••••••••••••••••••••••••••••••••••••	Port:	1521
OBEM144DEVPEATO       What is the database account password to use to create database connections?       Password:       Confirm Password:       Additional Connection Properties:       oracle.jdbc.DRCPConnectionClass:	What database account user name do you want to use to create database	connections?
Password:	Database User Name:	OBLM144DEVPLATO
Confirm Password: Additional Connection Properties: oracle.jdbc.DRCPConnectionClass:	What is the database account password to use to create database connect	ions?
Additional Connection Properties: oracle.jdbc.DRCPConnectionClass:	Password:	
oracle.jdbc.DRCPConnectionClass:	Confirm Password:	
oracle.jdbc.DRCPConnectionClass:		
	Additional Connection Properties:	
Back Next Finish Cancel	oracle.jdbc.DRCPConnectionClass:	
	Back Next Finish Cancel	

## 4.3.2 Day0 Scripts

Make sure that all the Day0 scripts available in the product package are run successfully.



## **5. Troubleshooting Application Workflows**

This topic describes the troubleshooting functional workflows applicable to Oracle Banking Electronic Data Exchange for Corporates. It contains the following sections:

- 5.1 Oracle Banking Electronic Data Exchange for Corporates Subdomains List
- 5.2 Troubleshooting SMS Errors
- 5.3 Oracle Banking Routing Hub Configuration

## 5.1 <u>Oracle Banking Electronic Data Exchange for Corporates –</u> <u>Subdomains List</u>

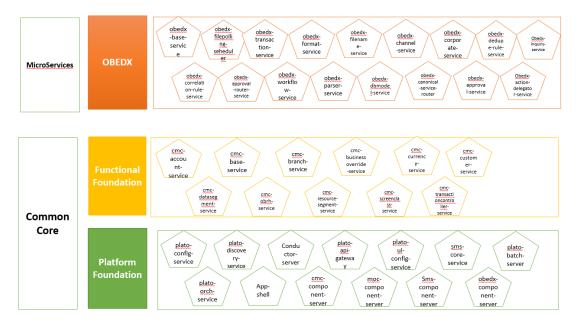


Figure 8: Subdomains

On successful login, the Oracle Banking Electronic Data Exchange for Corporates dashboard screen appears depending on the user privileges.

### • User Role Issues

Role Profile includes access rights to the functional activities that are common to a group of users. A user can be linked to a Role Profile by which you give the user access rights to all the functional activities in the Role Profile.

Go to: Security Management > Role screen.



### Figure 9: Role Maintenance

Role Mainte	enance	, <sup>2</sup> ×
Role Code * VAM_ALL_ROL	LE	Description " Role contains all functional activity for VAM
Role Activity		
	Functional Activity Code	Functional Activity Description
	IC_FA_ISLAMIC_UDE_MAINTENANCE_AUTHORIZE	
	CMC_FA_COUNTRY_CODE_SERVICE_MODIFY	
	IC_FA_BRANCH_DATES_DELETE	
	VAB_FA_ECA_BLOCK_RELEASE	External Credit Approval Block Release
	CMC_FA_RH_CONFIG_DELETE	Delete configuration in routing hub maintenance
Page 1	(1-5 of at least 1707 items) $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$	
Audit		

Only authorized users can access the system with the help of a unique User Login ID and password. The user profile of a user contains the details of the user in four sections - User details, Status, Other details and User role branches.

Go to: Security Management > User screen.



Figure		10.	lleore	Maintenance
Users Maintenance				× <sup>ب</sup> ر
JserD	etails			Í
Userna	me *	Login ID *	Home Branch *	
ESPUSI	ER	ESPUSER	000	
Status				
User St	atus *	Status Changed On	Is Supervisor	Manager ID
Enable	1	Apr 7, 2018	On	ADMINUSER1
Start Da	ate *	End Date		ADMINUSER1
Apr 7,		Apr 7, 2024		
Other	Details			
Access	to PII	Staff Customer Restriction Required	Customer ID	Email ID
On		Off		oracle.oracle@oracle.com
Telepho	one Number	Home Phone Number Mobile Number		Fax
Theme		Language Code *		
VAM		Eanguage Code		
Jser Ro	ole Branches			
	Branch Code	Role Code	Role Description	
	000	ADMIN_ROLE	Detault role for initial forein	
	000	ENTITY_ADMIN_ROLE	Data iltinola tor initial Ionin	
	000	VAM_ALL_ROLE	Role contains all functional activity for VAM	
Page	1 of 1 (1-3 of 3 items) K < 1	K ×		
Jser A	pplications			
				Select All Applications
	Application Name		Application Description	
	VAP		VAP	
	VAB		Ман	
	VAE		V/di-	
	VAS		VA%	
	VAI		VAI	
Page	1 (1-5 of at least 16 items) K K	1 2 3 4 > >		
Audit	_			

Note: Make sure that the required Role and User Applications are mapped to the user.

### 5.1.1 First level issues

This subsection describes the possible issues that may occur during the basic investigation.

### 5.1.1.1 Error Message not shown

If there is any improper calls, check ERTB\_MSGS table of the respective schema to understand the cause of the error. Open the Networks tab (F12), check the error code in the response.

### SELECT \* FROM ERTB\_MSGS WHERE ERR\_CODE='GCS\_AUTH-03'



🕞 🖬 Elements Console Sources Ne	twork Application Performance Lighthouse Memory Security								
● 🛇   🍸 🔍   🗹 Preserve log 🗌 Disable c	ache 🛛 No throttling 🔻 生								
Filter 🗌 Hide data URLs 🔊	XHR JS CSS Img Media Font Doc WS Manifest Other 🗌 Has blocked cookies 🗌 Blocked Requests								
Use large request rows	Group by frame								
Show overview	Capture screenshots								
Name	× Headers Preview Response Initiator Timing								
approve	¥ { ; }								
approve	<pre>b data: {links: []} w messages: {keyId: "d24a66cd-93c5-4394-bb2a-6465385adfdb", status: "FAILURE", codes: [,_], requestId: null,_} w codes: [,_]</pre>								
error.png									
	▼0: {args: null, arg: null, information: false, override: false, error: true, overrideAuthLevelsReqd: null,}								
	arg: null								
	args: cull								
	code: <mark>"GCS-AUTH-03"</mark>								
	desc: "Maker cannot authorize"								
	error: true information: false								
	Information: Taise								
	override: false								
	overrideAuthlevelsReqd: null								
	type: "E"								
a classes a classes	hannah un da un da								

### 5.1.1.2 Setting Log file path

Log generation path needs to be defined in **PLATO\_LOGGER\_PARAM\_CONFIG** table of PLATO schema.

### Select \* from PLATO\_LOGGER\_PARAM\_CONFIG;

		select * from pl	ato_logger_param_co	nfig							
-	Quer	y Result ×									
*	📌 📇 🙀 😹 SQL   All Rows Fetched: 3 in 0.05 seconds										
		10 MODIFY_FIEL	PARAM_NAME	<pre>     PARAM_VAL </pre>							
	1	1 N	LOG_PATH	/scratch/oblm/request-logs							
	2	2 N	LOG_LEVEL	INFO							
	3	3 N	LOG_MSG_WITH_TIME	Y							

#### 5.1.1.3 Dynamic log generation issues

For generating dynamic service logs, you need to insert data to **PLATO\_DEBUG\_USERS** table as shown in below screenshot.

### Select \* from PLATO\_DEBUG\_USERS;

/scratch/obvam/app/user_logs/										
Name	Size	Changed	Rights	Owner						
		23-04-2021 17:39:20	rwxrwxrwx	obvam						
obvam-account-services_OBDX01_HEL_2021-05-07.log	4,784 KB	07-05-2021 16:02:23	rw-r	obvam						
bvam-account-services_SHUB01_000_2021-05-07.log	20,336 KB	07-05-2021 16:02:20	rw-r	obvam						
bvam-core-services_ARP02_000_2021-05-07.log	393 KB	07-05-2021 15:57:32	rw-r	obvam						
obvam-entity-services_OBDX01_HEL_2021-05-07.log	6,141 KB	07-05-2021 15:57:31	rw-r	obvam						
bvam-core-services_ADMINUSER1_000_2021-05-07.log	702 KB	07-05-2021 15:57:25	rw-r	obvam						
obvam-account-services_OBDX01_HEL_2021-05-07.2021-05-07.0	153,619 KB	07-05-2021 15:53:39	rw-r	obvam						
bvam-statement-services_OBDX01_HEL_2021-05-07.log	1,081 KB	07-05-2021 15:53:31	rw-r	obvam						
bvam-statement-services_DEB01_000_2021-05-07.log	355 KB	07-05-2021 15:53:26	rw-r	obvam						



		S  Statistics  Triggers  Flashback  Dependencies	Details   Partitions   Indexes   SQL	
ି କ୍ରେ	🛃 🗙 📪 🖪 🛛 Sort	t   Filter:		
	ID DEBUG_ENABLED	SERVICE_CODE	USER_ID	
25	42 Y	obvam-core-services	ARP1	
26	2 Y	obvam-core-services	SHUB01	
27	8 Y	obvam-core-services	KEITH01	
28	38 Y	obvam-eca-services	ARP1	
29	26 Y	obvam-eca-services	ADMINUSER1	
30	30 Y	obvam-entity-services	DEB01	
31	22 Y	obvam-entity-services	ARP2	
32	55 Y	obvam-entity-services	SYSTEM	
33	7 Y	obvam-entity-services	KEITH01	
34	21 Y	obvam-entity-services	ARP1	
35	12 Y	obvam-entity-services	ADMINUSER1	
36	23 Y	obvam-entity-services	KEITH02	
37	19 Y	obvam-identifier-services	ARP2	
38	32 Y	obvam-identifier-services	DEB01	
39	9 Y	obvam-identifier-services	SHUB01	
40	20 Y	obvam-identifier-services	ADMINUSER1	
41	18 Y	obvam-identifier-services	ARP1	
42	24 Y	obvam-identifier-services	KEITH02	
43	13 Y	obvam-identifier-services	KEITHO1	
44	77 Y	obvam-projection-services	ADMINUSER1	
45	78 Y	obvam-projection-services	ADMINUSER2	
46	14 Y	obvam-statement-services	ADMINUSER1	
47	57 Y	obvam-statement-services	ARP2	

### 5.1.1.4 Call is failing in Gateway

If any API call is failing in Gateway, hit the same API endpoint without passing through api-gateway via postman.

GE	т -	http://whf00bjp.in.oracle.com:7205/ob	Im-maintenance-services/a	Send 🔻		
	ders 💿 7 hid	norization Headers (11) Body	Pre-request Script	Tests Settings		
	KEY		VALUE		DESCRIPTION	••• Bulk Edit
$\checkmark$	appId		LMM			
$\checkmark$	branchCode		LMB			
Body Pr	Cookies He	eaders (7) Test Results Preview Visualize JSON 🕶	<del>5</del>	) Status: 20	0 OK Time: 881 ms	Size: 16.88 KB Sa
	1 { 2 "data 3 { 4 } 5 5 7 8	": [ "keyId": "668792b5-343e-4b19-8b "makerId": "KANNAN1", "makerDateStamp": "2018-11-30T "checkerId": "KANNAN2", "checkerDateStamp": "2018-11-30"	1:29:29.000+00:00",			

### Note: Restart the specific services if required.

### 5.1.1.5 Exact error through exception log

If there is an exact error through exception log, login to WINSCP and check server logs with NIS credentials. The path is /scratch/obvam/app\_logs/UserLogs



Documents - sampkulk@whft	00phz - WinSCP					- 0	×
Local Mark Files Commands	Session Options R	emote Help					
🕀 🛜 🤕 Synchronize 🛛 📰 🤘	P 🕞 🚳 🖓 Ou	eue • Transfer Setting	ıs Default 🔹 💋 •				
sampkulk@whf00phz ×		ene i numbrer betang					
			📕 UserLog 🔹 🚰 • 🕎 • 📔 🌠 🏠 🧟 🛍 Find Files 🔩 🖛 • 🔶	Ĩ.			
🖟 Upload 🔹 📝 Edit 🔹 🗙 🗌	Properties	* + - V	🛿 🔐 Download 🔹 📝 Edit - 🗙 📝 🕼 Properties  🖆 New - 🛛 💽 🗹				
\Users\sampkulk\Documents\			/scratch/obvam/app_logs/UserLogs/				
lame	Size Ty	Changed	Name	Size Changed	Rights	Owner	
	P	23-Apr-2021 11:19:	1	21-Apr-21 1:16:07 PM	rwxrwxrwx	obvam	
Zoom	Fi	23-Apr-2021 11:19:	obvam-account-services_ADMINUSER1_000_2021-05-06.log	13,712 KB 06-May-21 12:16:01 PM	rw-r	obvam	
			obvam-entity-services_SYSTEM_000_2021-05-06.log	209 KB 06-May-21 12:13:56 PM	rw-r	obvam	
			obvam-projection-services_ADMINUSER1_000_2021-05-06.log	34 KB 06-May-21 12:03:27 PM	rw-r	obvam	
			obvam-account-services_ADMINUSER1_000_2021-05-05.log	24 KB 06-May-21 12:08:00 AM	rw-r	obvam	
			obvam-entity-services_SYSTEM_000_2021-05-05.log	1 KB 06-May-21 12:01:15 AM	rw-r	obvam	
			obvam-account-services_ADMINUSER1_000_2021-05-05.2021-05-05.0.log	27,353 KB 05-May-21 11:59:01 PM	rw-r	obvam	
			obvam-entity-services_SYSTEM_000_2021-05-05.2021-05-05.0.log	400 KB 05-May-21 11:46:15 PM	rw-r	obvam	
			obvam-entity-services_KEITH01_000_2021-05-05.log	144 KB 05-May-21 7:07:55 PM	rw-r	obvam	
			obvam-account-services_KEITH01_000_2021-05-05.log	47 KB 05-May-21 7:07:00 PM	rw-r	obvam	
			obvam-entity-services_ARP1_000_2021-05-05.log	73 KB 05-May-21 7:05:57 PM	rw-r	obvam	
			obvam-account-services_ARP1_000_2021-05-05.log	64 KB 05-May-21 7:00:00 PM	rw-r	obvam	
			obvam-projection-services_ADMINUSER1_000_2021-05-05.log	34 KB 05-May-21 4:02:37 PM	rw-r	obvam	
			obvam-entity-services_SYSTEM_000_2021-05-04.log	1 KB 05-May-21 12:12:48 AM	rw-r	obvam	
			obvam-account-services_ADMINUSER1_000_2021-05-04.log	24 KB 05-May-21 12:05:00 AM	rw-r	obvam	
			obvam-account-services_ADMINUSER1_000_2021-05-04.2021-05-04.0.log	27,395 KB 04-May-21 11:59:02 PM	rw-r	obvam	
			obvam-entity-services_SYSTEM_000_2021-05-04.2021-05-04.0.log	404 KB 04-May-21 11:57:48 PM	rw-r	obvam	
			obvam-projection-services_ADMINUSER1_000_2021-05-04.log	34 KB 04-May-21 11:35:08 AM	rw-r	obvam	
			cmc-transactioncontroller-services_KEITH01_000_2021-05-04.log	10 KB 04-May-21 10:36:53 AM	rw-r	obvam	
			cmc-resource-segment-orchestrator-service_KEITH01_000_2021-05-04.log	12 KB 04-May-21 10:36:51 AM	rw-r	obvam	
			obvam-entity-services_SYSTEM_000_2021-05-03.log	1 KB 04-May-21 12:08:29 AM	rw-r	obvam	
			obvam-account-services_ADMINUSER1_000_2021-05-03.log	28 KB 04-May-21 12:06:00 AM	rw-r	obvam	
		>	obvam-account-services_ADMINUSER1_000_2021-05-03.2021-05-03.0.log	27,350 KB 03-May-21 11:59:02 PM	FW-F	obvam	
B of 0 B in 0 of 1		4 hidden	0 B of 205 MB in 0 of 61				

### 5.1.1.6 Logs are not generated

If you are not getting logs, put the loggers across API, hit through postman, and test again.

Pos													- 0	×
File I	dit Vi	ew Help												
Hor	ne	Workspaces	<ul> <li>Reports</li> </ul>	Explore			Q, Search Postman							ount
					a w	orking local	lly in Scratch P	ad. Switch to a Workspa	ce					×
3	GET h	:tp:// • GET	http:// • G	ET http:// • GET http://	• GE	T http://	:// • GET http://	● GET http://l ●	+ 000	Account_F	acility	~	$\odot$	
00	http	://localhost:7001	l/obvam-account	-services/accounts?realCusto	merNo=2	20233					🖺 Save	~		
0.														
e	GET	~ I	http://localhost:70	101/obvam-account-services/ac	counts?re	ealCustome	erNo=20233						Send ~	
	Param	is 🌒 Auth He	aders (12) Bod	ly Pre-req. Tests Settings			Cookies	Response					+	
<u>^</u>	Head	ders 💿 7 hidde	en											
45		KEY	VALUE	DESCRIPTION	000	Bulk Edit	Presets $ \smallsetminus $							
	~	appld	VAM											
	~	branchCode	000											
	~	userld	ADMINUSER1											
	~	Content-Type	application/j											
	~	entityld	DEFAULTEN											
		Key	Value	Description					Hit Send to	o get a respo	nse			
E	Q Find	and Replace	Console										Runner	• ?

### 5.1.2 Call is failing in OBRH

If any call is failing in OBRH, open CMC\_RH\_AUDIT\_EVENT\_LOG for getting Gateway response (**SUCCESS** or **FAILED**). Select the following query to verify results:

select \* from CMC\_RH\_AUDIT\_EVENT\_LOG



MC RH AUDIT EVENT LOG	Dependencies		
	Statistics Triggers Flashback Dependencies Details Partitions Indexes SQL		
🐻 🗟 🗶 🖪 🖪 🗆 Sor			▼ Action
REQUEST ID	DATA	EVENT TYPE	ALDON
	<pre>UATA . ["body":("data":null."messages":("kevId":null."status":"FAI</pre>		V
adeato final futura da sector de la constante de la		and shows a summarized and shows the state of the state o	
	("headers": ("Accept": ["application/xml, text/xml, applicati ("headers": ("deta"example": "management" ("headers": """)		
	. {"body":{"data":null,"messages":{"keyId":null,"status":"FAI		
	<pre>{"headers":{"Accept":["application/xml, text/xml, applicati</pre>	-	
	. ("body":{"data":null, "messages":{"keyId":null, "status":"FAI		
	. {"headers":("Accept":["application/xml, text/xml, applicati		
	. {"headers": ["Accept": ["application/xml, text/xml, application]		
	. {"body":{"data":null,"messages":{"keyId":null,"status":"FAI		
9 ZOqn16AcaXjdaQDo	. {"body":{"data":null, "messages":{"keyId":null, "status":"FAI	LURE", " DISPATCH_RESPONSE	8d187759-f806-4a06-82fe-ec3fe
10 P7F5IrwT6qkdlmAf	. {"headers":{"Accept":["application/xml, text/xml, applicati	on/json DISPATCH_REQUEST	2a27932b-bf9c-4f20-b9be-829b9
11 1Y58Q2VcmHcy0xYk	. {"headers":{"Accept":["application/xml, text/xml, applicati	on/json DISPATCH_REQUEST	a092b8c3-b784-4a30-9e60-89d2c
12 1Y58Q2VcmHcy0xYk	. {"body":{"data":null, "messages":{"keyId":null, "status":"FAI	LURE"," DISPATCH_RESPONSE	2c74c94b-e583-4524-ac39-b9657
13 1NhKkMgmgQeS63cP	. {"headers":{"Accept":["application/xml, text/xml, applicati	on/json DISPATCH_REQUEST	d9c5b5ca-8d0e-42f3-9cc4-3e210
14 nrSWHpeWg7nMbeVJ	. {"body":{"data":null,"messages":{"keyId":null,"status":"FAI	LURE", " DISPATCH_RESPONSE	6aef5372-5652-4516-967b-8bab5
15 rDn21UVoU4erjkMV	. {"headers":{"Accept":["application/xml, text/xml, applicati	on/json DISPATCH_REQUEST	bcf24888-0dea-4f85-87fa-42876
16 KDZnxGSwsL9WdxPd	. {"body":{"data":null,"messages":{"keyId":null,"status":"FAI	LURE"," DISPATCH_RESPONSE	bedlef6d-b965-4c75-8924-c3692
17 SX7Kg2xL5Fcsk0Zq	. {"headers":{"Accept":["application/xml, text/xml, applicati	on/json DISPATCH_REQUEST	dace9a7c-e4d7-4606-bf20-586a0
18 1NhKkMgmgQeS63cP	. {"body":{"data":null, "messages":{"keyId":null, "status":"FAI	LURE", " DISPATCH_RESPONSE	0d98527f-c33a-4f6b-8795-fe169
19 nrSWHpeWg7nMbeVJ	. {"headers":{"Accept":["application/xml, text/xml, applicati	on/json DISPATCH_REQUEST	5edb0891-f215-4f9a-929b-fe2f9
20 rDn21UVoU4erjkMV	. {"body":{"data":null, "messages":{"keyId":null, "status":"FAI	LURE"," DISPATCH_RESPONSE	61677103-2e51-462b-a44b-0ecco
21 JCBGbF1DSYbrByP2	. {"body":{"data":null, "messages":{"keyId":null, "status":"FAI	LURE"," DISPATCH_RESPONSE	390b25fa-314e-479d-9371-8f714
22 jDxkFBochv6X02JX	. {"headers":{"Accept":["application/xml, text/xml, applicati	on/json DISPATCH_REQUEST	d650a6d3-1641-4d21-a705-3cfd6
-	. {"body":{"data":null, "messages":{"keyId":null, "status":"FAI	-	
	<pre>{"headers":{"Accept":["application/xml, text/xml, applicati</pre>	-	
	<pre>("headers":("Accept":["application/xml, text/xml, applicati</pre>		

### 5.1.2.1 Code error in GCS side

If there is any error in GCS side codes, use java de-complier to debug the error.

### 5.1.2.2 404 error

The possible causes for 404 error are as follows:

- Check service is not running on Eureka
- Check service is not deployed in Weblogic

### 5.1.2.3 500 internal error

The possible causes for 500 internal error are as follows:

- Issue with Plato entries
- Issue with Eureka
- Issue with any peace of code

The server-side debugging is needed for the above-mentioned issues, if it is not captured in logs.

## 5.2 Troubleshooting SMS Errors

The possible issues occur in Security Management System are mentioned below.

- Unable to login after launching the application
- Menus are not displayed after logging in



## 5.3 Oracle Banking Routing Hub Configuration

Refer to **Routing Hub Configuration User Guide** for the detailed explanation.



# 6. Troubleshooting OutOfMemory issues

## 6.1 <u>Extracting Heapdump</u>

If there is an error like GC Overhead limit exceeded or OutOfMemoryException is thrown while starting the services, the following details need to be shared.

### 6.1.1 Heap Dump

A heap dump is a snapshot of objects that are in memory in the JVM at a certain timestamp in a transaction. Heap dumps help to troubleshoot memory-leak problems and optimize memory usage in microservices. Heap dumps are usually stored in binary format hprof files.

The HeapDumpOnOutOfMemoryError command-line option that generates a heap dump when a java.lang.OutOfMemoryError is thrown can be used to generate heap dumps:

java -XX:+HeapDumpOnOutOfMemoryError -XX:HeapDumpPath=<file-or-dir-path>

### 6.1.1.1 Remote Heap Monitor setup

Alternatively, one can setup remote heap monitor to observe the memory leaks in the product. Perform the following steps:

- 1. To enable jmx, set the following environment variable to start jmx:
  - -Dcom.sun.management.jmxremote
  - -Dcom.sun.management.jmxremote.port=8888
  - -Dcom.sun.management.jmxremote.authenticate=false
  - -Dcom.sun.management.jmxremote.ssl=false

Note: If the above variable are set, a jmx service will start on specified port.

2. Setup JVisualVM as follows, to collect heap dumps:

Start JVisualVM.

Under "Remote" option, add a host.

Under new host, add new *jmx* connection.

Note: With this setup, the JAVA process can be monitored remotely.

## 6.2 JFR Tool in Java

**Java** Flight Recorder (**JFR**) is a **tool** for collecting diagnostic and profiling data about a running **Java** application. It is integrated into the **Java** Virtual Machine (JVM) and causes almost no performance overhead, so it can be used even in heavily loaded production environments.



The below documentation provides steps to use JFRs to collect performance details and profiling data of services and can be used to report performance issues for OBMA services.

### 6.3 **Quick Recovery**

As a quick fix, try to restart the managed server or try to increase the memory allocated to the managed server. Perform the following steps to increase the memory:

1. Click Servers.

### Figure 11: Domain Structure

Change Center							
View changes and restarts							
Configuration editing is enabled. Future changes will automatically be activated as you modify, add or delete items in this domain.							
Domain Structure							
servicing_release							
Domain Partitions							
E-Environment							
Servers							
Clusters	I						
Coherence Clusters							
Resource Groups							
Resource Group Templates							
Machines	ł						
Virtual Hosts							
Virtual Targets							
Work Managers							
Concurrent Templates							
Resource Management							

2. Select the managed server from which you are getting OutOfMemoryException or GC Overhead Limit exceeded, and click **Server Start** tab.

### Figure 12: Server Start

attango to																
Configura	tion	Protocols	Logging	Debug	Monitoring	Control	Deployments	Services	Security	Notes						
General	Cluste	r Servio	es Keysto	res SS	L Federation	n Services	Deployment	Migration	Tuning	Overload	Concurrency	Health Monitoring	Server Start	Web Services	Coherence	
Save																

3. Specify the memory (which needs to be increased) according to requirement in 512, 1024, 2048 etc., and restart the managed server to fix the issue.

### Figure 13: Memory Requirements



-Xm×2048m



# 7. Troubleshooting Deployment Errors/Exceptions

## 7.1 <u>Solutions for Errors/Exceptions that can occur due to flyway</u> while deployment

The Error Description is given below:

org.springframework.beans.factory.UnsatisfiedDependencyException : Error creating bean with name 'application': Unsatisfied dependency expressed through field 'flywayApplicationConfig'; nested exception is org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'executeDomain' defined in class path

In the error, the bean-name can be any of the following:

- executeDomain
- executePlato
- executePlatoSec
- executePlatoUI
- executeSms
- executeCmc
- executeMidofcmc
- executePlatofeed
- executePlatobatch
- executePlatoorch

### Solution:

- 1. At first for each case, it is to be checked that whether the service is pointing to the correct schema via the **plato-config-service**.
- 2. After checking that it is to be ensured that for that particular APPLICATION, the following entries are present in the PROPERTIES table in the plato schema.

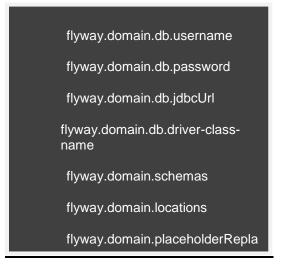
executeDomain	flyway.domain.db.*
executePlato	flyway.plato.db.*
executePlatoSec	flyway.platosec.db.*
executePlatoUl	flyway.platoui.db.*



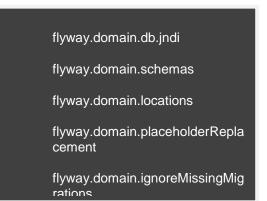
executeSms	flyway.sms.db.*
executeCmc	flyway.cmc.db.*
executeMidofcmc	flyway.domain.db.*
executePlatofeed	flyway.platofeed.db.*
executePlatobatch	flyway.platobatch.db.*
executePlatoorch	flyway.platoorch.db.*

3. Depending on whether for the flyway db connection, JNDI name is being used or the JDBC URL and other details are used, each property set will look as follows:

### CASE 1: USING JDBC



CASE 2: USING JNDI



4. Make sure that in each case all the placeholders need to be present whichever are available in the scripts in the respective locations.



### **Error Description:**

No value provided for placeholder: \${eureka.host}. Check your configuration!

5. In the above example, the error has occurred due to the absence of passing the following parameter in the properties table:

#### flyway.domain.placeHolders.eureka.host

### Solution:

6. Similar to this, any placeholder for which the error occurs, that needs to be passed to the environment via the properties table or the command line arguments (as -D parameters).



# 8. Business Error Codes

This section list the possible error codes that you might receive and possible solutions.

### **Table 4: Error codes and Descriptions**

Error Code	Message
GC-CLS-02	Record Successfully Closed
GC-REOP-03	Successfully Reopened
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthroized modifications found for approval.
GCS-CLOS-002	Record Successfully Closed
GCS-CLOS-01	Record Already Closed
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper ModNo
GCS-COM-004	Please send makerId in the request
GCS-COM-005	Request is Null. Please Resend with Proper Values
GCS-COM-006	Unable to parse JSON
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.
GCS-COM-009	Resource ID cannot be blank or "null".
GCS-COM-010	Successfully cancelled \$1.
GCS-COM-011	\$1 failed to update.



Error Code	Message
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didnt match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthroized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.
GCS-MOD-004	Only maker of the record can modify before once auth
GCS-MOD-005	Not amendable field, cannot modify
GCS-MOD-006	Natural Key cannot be modified
GCS-MOD-007	Only the maker can modify the pending records.
GCS-REOP-003	Successfully Reopened
GCS-REOP-01	Unauthorized Record cannot be Reopened
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records
GCS-REOP-03	Successfully Reopened
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized
GCS-SAV-001	Record already exists
GCS-SAV-002	Record Saved Successfully.
GCS-SAV-003	The record is saved and validated successfully.



Error Code	Message
GCS-VAL-001	The record is successfully validated.
EDX-PAR-023	Failure in sending file to Parsing Service during try-\$1
EDX-FPS-000	Success
EDX-FPS-001	Failure
EDX-FPS-002	Channel Not Found
EDX-FPS-003	Configured Path is not accessible
EDX-FPS-004	File not found / Unable to read file size
EDX-FPS-005	Given file name, in request, is not found in filesystem
EDX-FPS-006	Unable to rename file
EDX-FPS-007	File size exceeds against configured size
EDX-FPS-008	Unable to put message in Kafka
EDX-FPS-009	File is under process via earlier request
EDX-FPS-010	File content type is not allowed
EDX-FPS-011	Unable to move file to backup area
EDX-FPS-012	Due to channel is closed, unable to process file
EDX-DBM-000	Success
EDX-DBM-001	Failure
EDX-DBM-002	Success
EDX-DBM-003	Update Success
EDX-DBM-004	No records found.
EDX-FLW-000	Success
EDX-FLW-001	Failure
EDX-FLW-002	Missing Mandatory parameter in input
EDX-FNM-000	Success
EDX-FNM-001	Failure



Error Code	Message
EDX-FNM-002	Channel maintenance not found
EDX-FNM-003	File name template not found
EDX-FNM-004	File Extension not found
EDX-FNM-005	File Extension does not match with configured data
EDX-FNM-006	File name not matched with configured attributes
EDX-FNM-007	Expecting Alphanumeric characters only for \$1
EDX-FNM-008	Expecting Alphanumeric and space characters only for \$1
EDX-FNM-009	Expecting Alphanumeric and spacial characters only for \$1
EDX-FNM-010	Expecting Numeric characters only for \$1
EDX-FNM-011	Expecting Numeric and . characters only for \$1
EDX-FNM-012	Expecting Alphabets characters only for \$1
EDX-FNM-013	Expecting Alphabets and space characters only for \$1
EDX-FNM-014	Expecting Alphabets and spacial characters only for \$1
EDX-FNM-015	Expecting valid date format for \$1
EDX-FNM-016	Expecting valid constant value \$1
EDX-FNM-017	Unable to move file to backup area
EDX-FNM-018	Transaction not Found
EDX-FNM-019	Format not Found
EDX-CRP-000	Success
EDX-CRP-001	Failure
EDX-CRP-002	Corporate Alias not found.
EDX-CRP-003	Channel maintenance not found
EDX-CRP-004	Transaction Name is not subscribed with corporate
EDX-CRP-005	Transaction Name and Channel's combination is not subscribed with corporate



Error Code	Message
EDX-CRP-006	Transaction, Channel and Format's unique combination is not subscribed with corporate
EDX-CRP-007	Unable to move file to backup area
EDX-PAR-000	PARSING SUCESS
EDX-PAR-001	PARSING DONE with exceptions
EDX-PAR-002	Channel maintenance not found for channel \$1
EDX-PAR-003	MT message parsing exception for tag \$1
EDX-PAR-004	MT tag \$1 is mandatory.
EDX-PAR-005	MT tag \$1 has max length \$2 allowed.
EDX-PAR-006	IO exception has occurred for mt file
EDX-PAR-007	File details not found in cache for id
EDX-PAR-008	File \$1 not found.
EDX-PAR-009	Paring failed for MX file
EDX-PAR-010	Missing or invalid closing bracket in block \$1
EDX-BAS-001	Enumeration is empty.
EDX-EXCE-001	Something went wrong.
EDX-EXCE-002	Error Message is \$1
EDX-OBDXUSR-001	User Creation has been failed in OBDX
EDX-OBDXUSR-002	Unable to save Record.Failed to Unlock the Corporate Channel User ID !
EDX-OBDXUSR-003	Unable to save Record.Failed to lock the Corporate Channel User ID !
EDX-OBDXUSR-004	Unable to save the Record due to failure in fetching Status for Corporate Channel User.
EDX-VLDN-001	Server Side validation Failed \$1
EDX-AVF-001	File Level Validations Failed.
EDX-AVF-002	Max Files per day count breached.
EDX-AVF-003	Max Records per file count breached.



Error Code	Message
EDX-AVF-004	Max Records per day count breached.
EDX-AVF-005	File Amount Limit breached.
EDX-AVF-006	Max Amount per day limit breached.
EDX-DUR-000	Record Dedupe Validation Passed
EDX-DUR-001	Record Dedupe Validation Failed
EDX-DUR-002	Record Dedupe Validation Failed Within Same File
EDX-DUR-003	Record Dedupe Validation Failed Across Files
EDX-DUR-004	No Record Dedupe rule defined
EDX-DUR-999	Record Dedupe partial failure
EDX-AVR-000	Record Level Validations Successful.
EDX-AVR-001	Record Level Validations Failed.
EDX-AVR-002	Record Amount Limit breached.
EDX-AVR-999	Record Level Validations Partially Successful.
EDX-CAC-001	Error In Approval Module
EDX-CAC-700	Approval Required
EDX-CAC-800	Approval Not Required
EDX-RAS-000	Approved
EDX-RAS-001	Rejected
EDX-RAS-200	Success
EDX-RAS-700	Partially Approved
EDX-TRS-002	Service Definition not found
EDX-TRS-003	Unable to derive key from given input
EDX-COF-000	Correlation Passed
EDX-COF-001	Correlation Failed
EDX-COF-002	No Correlation Rule defined



Error Code	Message
EDX-COF-003	No Attribute mapping found for transaction
EDX-COF-004	No File Correlated
EDX-COF-999	File partially correlated
EDX-COR-000	Correlation Pass
EDX-COR-001	Correlation Fail
EDX-PCB-000	Record Created successfully
EDX-PCB-001	Record Deleted successfully
EDX-PCB-002	All Records Deleted successfully
EDX-HCB-000	Record Created successfully
EDX-HCB-001	Record Deleted successfully
EDX-HCB-002	All Records Deleted successfully
EDX-COR-003	Exception from Host is: \$1
EDX-CRP-008	Transaction not Found
EDX-CRP-009	Format not Found
EDX-AVR-003	Real Customer Number does not match with File Corporate ID
EDX-PAR-024	Technical Error in Parsing
EDX-CRP-010	Technical Error in Corporate Preference Check
EDX-DUR-005	Technical Error in Record Dedupe Validation
EDX-DUF-004	Technical Error in File Dedupe Validation
EDX-FNM-020	Technical Error in File Name Validation
EDX-FPS-013	Technical Error in File Reception
EDX-COR-004	Accepted
EDX-COR-005	Processed
EDX-COR-006	Rejected
EDX-COR-007	In Progress



Error Code	Message
EDX-DBM-008	Invalid Action present in file
EDX-COR-008	Reconciled
EDX-COR-009	Reconciled
EDX-COR-010	Reconciled
EDX-COR-011	Reconciled
EDX-COR-012	Reconciled
EDX-COR-013	Reconciled
EDX-PPR-700	Handoff Creation In Progress
EDX-ADS-009	Response File request accepted
EDX-ADS-010	Response File request rejected
EDX-PAR-031	Expected value for \$1 is \$2, actual value provided \$3
EDX-PAR-032	Invalid date \$1
EDX-PAR-033	Max length of the field with value \$1 is breached. Expected max length is \$2
EDX-PAR-034	\$1 is mandatory
EDX-PAR-035	Invalid currency \$1
EDX-ADS-000	Notification success
EDX-ADS-001	Notification Failed
EDX-ADS-002	No Eligible Status Defined
EDX-ADS-003	Cache Id not generated from Canonical Service Router
EDX-ADS-004	No Action Defined to call file generator
EDX-ADS-005	No Product Processor defined for Handoff
EDX-ADS-006	Handoff Generation Failed
EDX-ADS-007	Unable to fetch Corporate Preference
EDX-ADS-008	No Filter Code Defined



Error Code	Message
EDX-PPR-007	Failure while generating handoff file
EDX-PPR-006	Failure in notifying host for handoff file
EDX-PAR-011	Block \$1 missing for the file
EDX-PAR-012	MT file type is \$1, expected file type is \$2
EDX-PAR-013	Invalid number of transactions \$1 in the File Header
EDX-PAR-014	Schema validation Error: \$1
EDX-PAR-016	Invalid control Sum \$1 in the File Header
EDX-PAR-017	Integration Preferences not found for the format \$1 and transaction \$2.
EDX-PAR-018	File is not Parsable
EDX-PAR-019	File Parsed
EDX-DBM-005	Datatype of the field with value \$1 is invalid. Expected datatype is \$2
EDX-DBM-006	Max length of the field with value \$1 is breached. Expected max length is \$2
EDX-DBM-007	Data Missing for certain fields
EDX-PPR-000	File Generation Success
EDX-PPR-001	File Generation Fail
EDX-PPR-002	File upload to PP failed
EDX-PPR-004	File Name template not found.
EDX-PPR-005	Backup File Generation Failed
EDX-PPR-999	Handoff created partially
EDX-RSC-000	RSC Success
EDX-RSC-001	RSC Failure
EDX-RSC-999	Response File Sent Partially
EDX-DUF-000	File Dedupe Validation Passed
EDX-DUF-001	File Dedupe Validation Failed



Error Code	Message
EDX-DUF-002	No File Dedupe rule defined
EDX-DUF-003	File Dedupe Validation Failed : Duplicate File Exist
EDX-AVF-000	File Level Validations Successful.

