

Installer Troubleshooting  
Oracle FLEXCUBE Investor Servicing  
Release 14.7.4.0.0  
[March] [2024]



---

# Table of Contents

- 1. TROUBLESHOOTING ..... 1-1
  - 1.1 INTRODUCTION ..... 1-1
  - 1.2 CHECKING LOGS ..... 1-1
  - 1.3 ABRUPT EXIT FROM INSTALLER (WINDOWS ONLY) ..... 1-2
  - 1.4 INSTALLER CONFIGURATION ..... 1-3

# 1. Troubleshooting

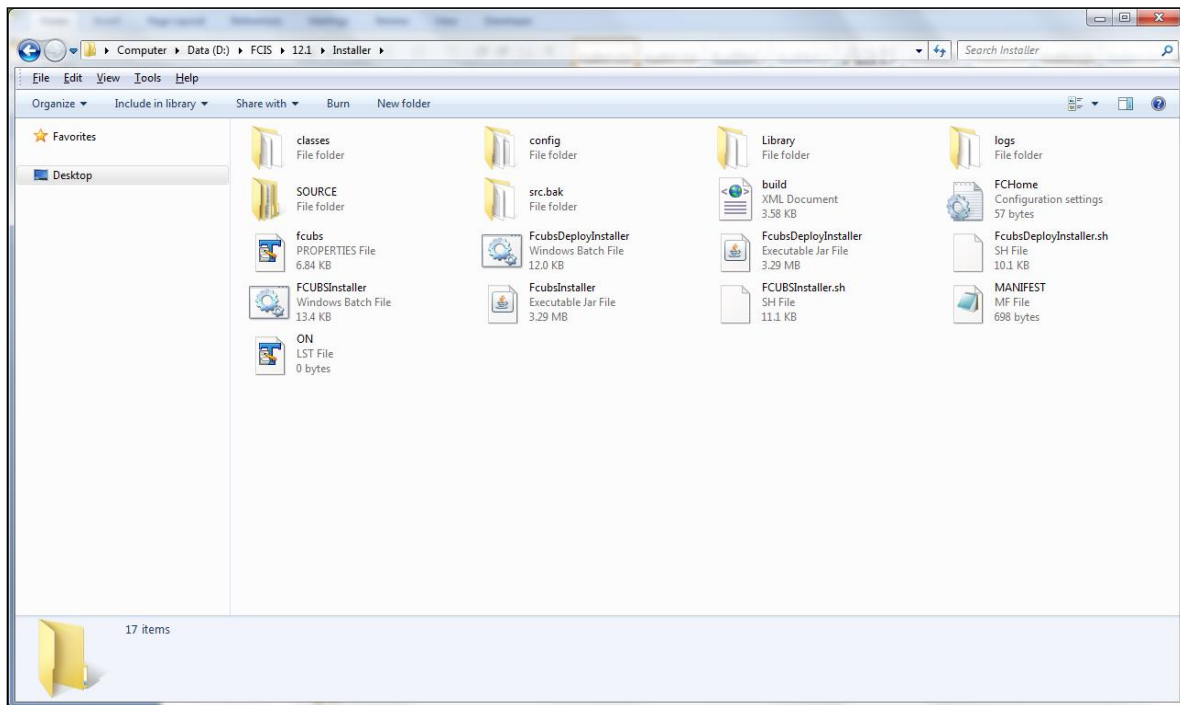
## 1.1 Introduction

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

## 1.2 Checking Logs

If you get an error message while doing an Oracle FLEXCUBE Investor Servicing 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 Investor Servicing Installer source in the local system.



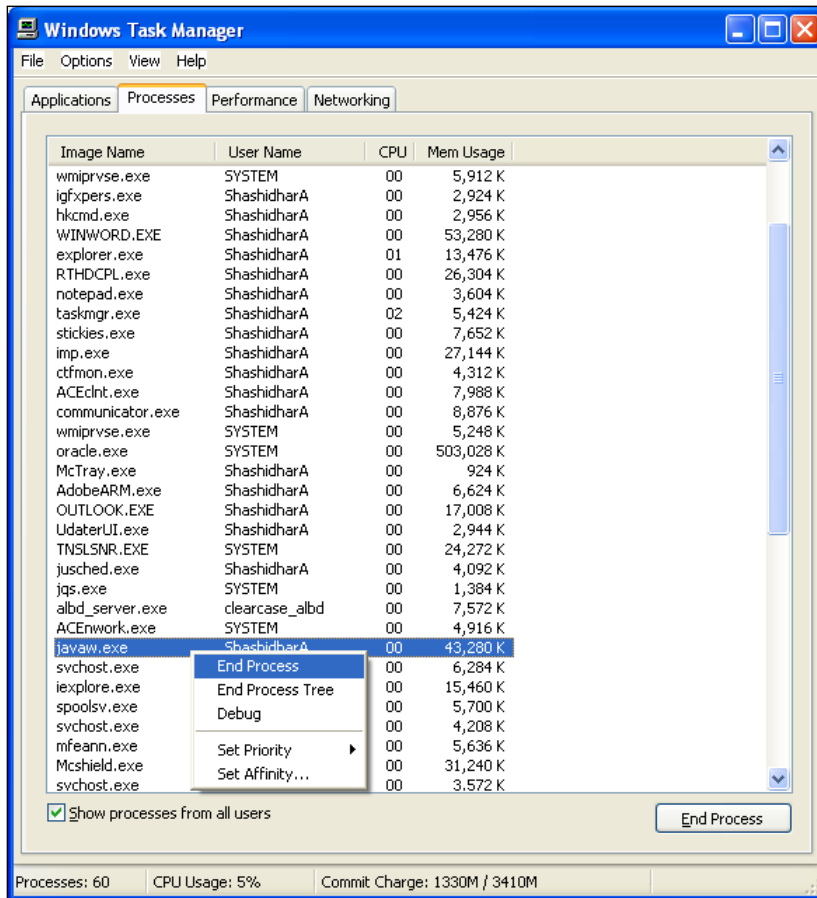
Inside the folder 'logs', you will find the log file 'FCUBSInstaller.log'. This file contains detailed information about the methods executed.

### 1.3 Abrupt Exit from Installer (Windows Only)

In case for some reason the Oracle FLEXCUBE Investor Servicing 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.

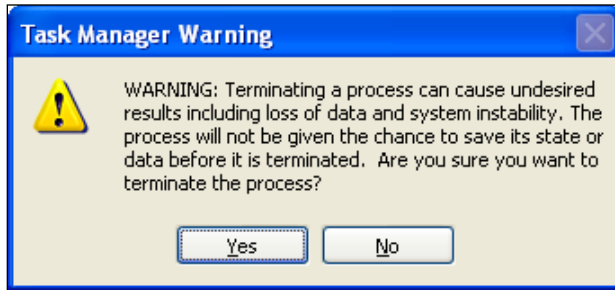
Follow the steps given below:

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



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

Windows shows a warning message.



4. Click 'Yes' to accept the message.

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

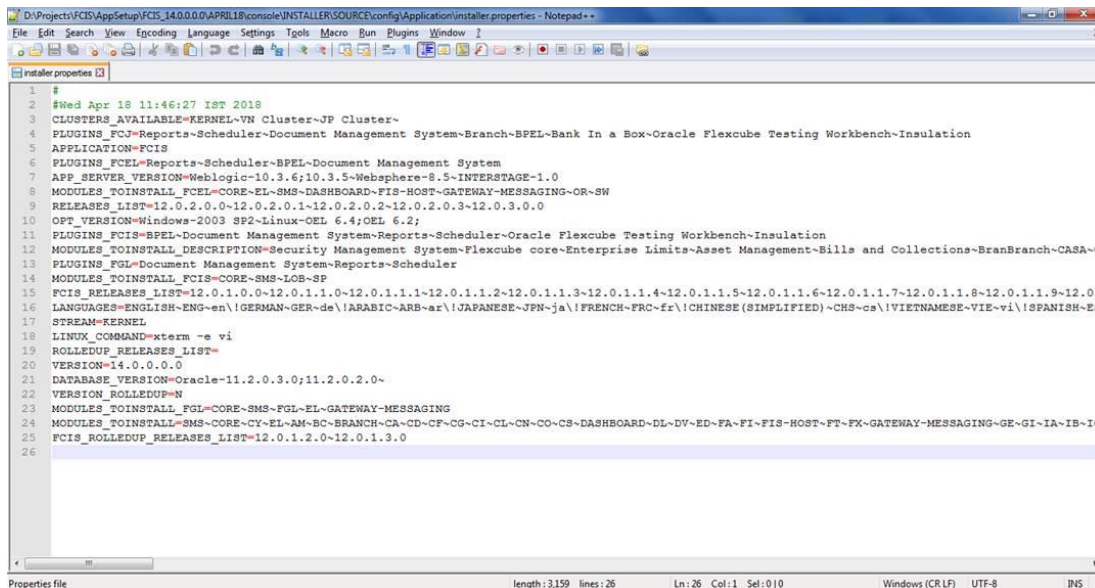


You need to delete the file `chk.flg` from the Installer Source directory before restarting the Installer.

## 1.4 Installer Configuration

Using Oracle FLEXCUBE Investor Servicing Installer, you may install Executable FCIS\_14.0.0.0.0. For installing Executable FCIS\_14.0.0.0.0, you need to use the INSTALLER sources from the executable shipment location.

If the application server is WebLogic and has cluster configurations, then you need to modify the file `<INSTALLER>\SOURCE\config\Application\installer.properties'`

A screenshot of a Notepad++ window showing the contents of the file `D:\Projects\FCIS\AppSetup\FCIS_14.0.0.0\APRIL18\console\UNINSTALLER\SOURCE\config\Application\installer.properties`. The file contains various configuration properties for the installer, including dates, cluster names, application names, plugin versions, server versions, modules to install, release lists, languages, stream, and Linux command. The status bar at the bottom shows "length:3159 lines:26 Ln:26 Col:1 Sel:0|0 Windows (CR LF) UTF-8 INS".

```
1 #
2 #Wed Apr 18 11:46:27 IST 2018
3 CLUSTERS_AVAILABLE=KERNEL-VN Cluster-JP Cluster~
4 PLUGINS_FCJ=Reports-Scheduler-Document Management System-Branch-BPEL-Bank In a Box-Oracle Flexcube Testing Workbench-Insulation
5 APPLICATION=FCIS
6 PLUGINS_FCEL=Reports-Scheduler-BPEL-Document Management System
7 APP_SERVER_VERSION=Weblogic-10.3.6;10.3.5-WebSphere-8.5-INTERSTAGE-1.0
8 MODULES_TOINSTALL_FCEL=CORE-EL-SMS-DASHBOARD-FIS-HOST-GATEWAY-MESSAGING-OR-SW
9 RELEASES_LIST=12.0.2.0.0~12.0.2.0.1~12.0.2.0.2~12.0.2.0.3~12.0.3.0.0
10 OPT_VERSION=Windows-2003 SP2-Linux-OEL 6.4;OEL 6.2;
11 PLUGINS_FCIS=BPEL-Document Management System-Reports-Scheduler-Oracle Flexcube Testing Workbench-Insulation
12 MODULES_TOINSTALL_DESCRIPTION=Security Management System-Flexcube core-Enterprise Limits-Asset Management-Bills and Collections-BranBranch-CASA-C
13 PLUGINS_FOJ=Document Management System-Reports-Scheduler
14 MODULES_TOINSTALL_FCIS=CORE-SMS-LOB-SF
15 FCIS_RELEASES_LIST=12.0.1.0.0~12.0.1.1.0~12.0.1.1.1~12.0.1.1.2~12.0.1.1.3~12.0.1.1.4~12.0.1.1.5~12.0.1.1.6~12.0.1.1.7~12.0.1.1.8~12.0.1.1.9~12.0.
16 LANGUAGES=ENGLISH-ENG-en\GERMAN-GER-de\ARABIC-ARB-ar\JAPANESE-JPN-ja\FRENCH-FRC-fr\CHINESE (SIMPLIFIED)-CHS-CS\VIETNAMESE-VIE-vi\SPANISH-ES
17 STREAM=KERNEL
18 LINUX_COMMAND=xterm -e vi
19 ROLLEDUP_RELEASES_LIST=
20 VERSION=14.0.0.0.0
21 DATABASE_VERSION=Oracle-11.2.0.3.0;11.2.0.2.0~
22 VERSION_ROLLEDUP=N
23 MODULES_TOINSTALL_FGL=CORE-SMS-FGL-EL-GATEWAY-MESSAGING
24 MODULES_TOINSTALL_SMS=CORE-CY-EL-AM-BC-BRANCH-CA-CD-CF-CG-CI-CL-CN-CO-CS-DASHBOARD-DL-DV-ED-FA-FI-FIS-HOST-FT-FX-GATEWAY-MESSAGING-GE-GI-IA-IB-IC
25 FCIS_ROLLEDUP_RELEASES_LIST=12.0.1.2.0~12.0.1.3.0
26
```

Modify the following property to decide whether the application server is WebLogic and the server is in cluster configuration:

`APPLICATION_SERVER_CLUSTERED=Y`



Installer Troubleshooting  
[March] [2024]  
Version 14.7.4.0.0

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  
[www.oracle.com/financialservices/](http://www.oracle.com/financialservices/)

Copyright © [2007], [2024], Oracle and/or its affiliates.

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.