Customer Service Installation Guide
Oracle FLEXCUBE Universal Banking
Release 14.8.3.0.0

Part No. G61377-01
October 2026

ORACLE
FINANCIAL SERVICES

Table of Contents

1. CUSTOMER SERVICE INSTALLATION GUIDE 1-1

1.1 INTRODUCTION 1-1
1.2 PREREQUISITES 1-1
1.3 CUSTOMER SERVICE 1-1
1.3.1 Server Setup 1-2
1.3.2 Customer Service Maintenance 1-3
1.3.3 WAR Deployment 1-4
1.3.4 Server Restart 1-5

1. Customer Service Installation Guide

1.1 Introduction

This document provides step-by-step instructions to install Customer Services in the OFLO Application Server.

1.2 Prerequisites

- Weblogic domain

1.3 Customer Service

The Customer Services Setup has the following set of services:

- INFRA Services
  - Discovery Service
  - Config Service
- Customer Services

The following table describes the services available in Customer Services Setup:

Table 1: Service Details

Service		Service Name	Usage
INFRA Services	**Discovery**	**plato-discovery-service**	This service is required for registering all the Customer Services during start-up. The registered services use the Discovery Service to make inter service calls.
	Config Service	**plato-config-service**	This service provides required configuration details for the corresponding Customer Services during service start-up, by referring the database table (table name: PROPERTIES). The mentioned database table stores all the configuration related details.
Customer Services		**Customer Services**	This service is used to fetch the customer details

1.3.1 Server Setup

Before deploying the Customer Services WAR files, the user must setup managed servers for the services.

1. In the Application Server, set up two Managed Servers for **INFRA Service** and **Customer Service**, respectively.
2. Name the Managed Servers as **ConfigServer** and **CustomerServer**, respectively.

NOTE: Any name can be provided to the Managed Servers, and the INFRA Service and Customer Service can be deployed in the any corresponding server created for that service.

3. Create the following Data Sources for **INFRA and Customer Services**:

Data Source JNDI Name	Type	Target
jdbc/UBSCUSTOMER	Non-XA Datasource	Customer Service
jdbc/PLATO	Non-XA Datasource	ConfigServer

4. Include the following line in **setDomainEnv.cmd** or **setDomainEnv.sh** of the Weblogic domain:

For Linux Server:

Syntax

JAVA_OPTIONS="${JAVA_OPTIONS} ${JAVA_PROPERTIES} -Dflyway.enabled=false -Dspring.flyway.enabled=false -Dplato.services.config.uri=http://<config-server-ip>:<config-server-port> -Dplato.service.logging.path=<Debug Path where Logs are to be written>"

export JAVA_OPTIONS

Sample

JAVA_OPTIONS="${JAVA_OPTIONS} ${JAVA_PROPERTIES} -Dflyway.enabled=false -Dspring.flyway.enabled=false -Dplato.services.config.uri=http://10.10.10.10:1010 -Dplato.service.logging.path=/mnt/FC144/ICLogs"

export JAVA_OPTIONS

For Windows Server:

Syntax

set JAVA_OPTIONS=%JAVA_OPTIONS% %JAVA_PROPERTIES% -Dplato.services.config.uri=http://<config-server-ip>:<config-server-port> -Dflyway.enabled=false -Dspring.flyway.enabled=false -Dplato.service.logging.path=<Debug Path where Logs are to be written>

Sample

set JAVA_OPTIONS=%JAVA_OPTIONS% %JAVA_PROPERTIES% -Dflyway.enabled=false -Dspring.flyway.enabled=false -Dplato.services.config.uri=http://whf00bir:9005 -Dplato.service.logging.path=D:/ICLogs

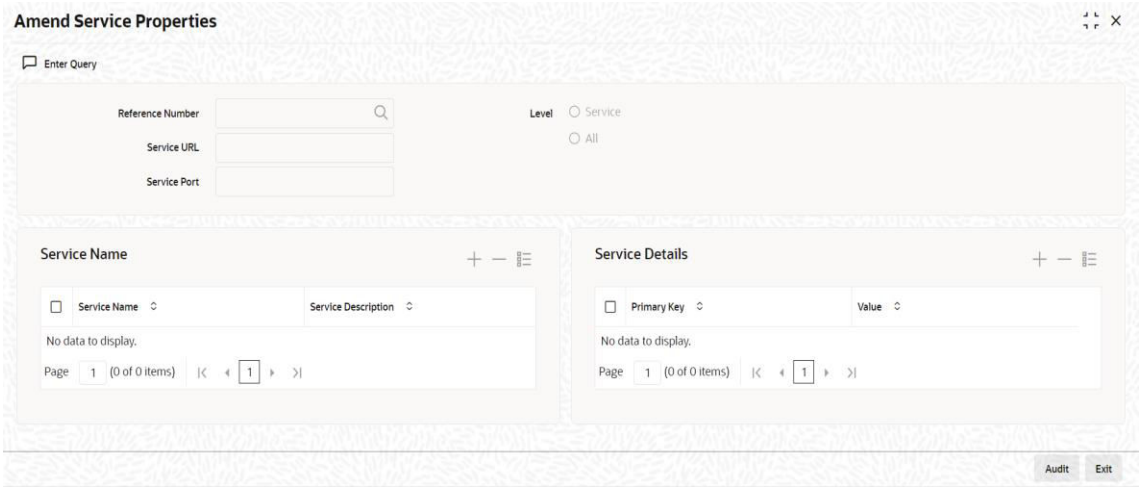
NOTE: If the Node-Manager is used to start the Managed Servers, the user can navigate to Servers > Managed Server > Server Start and set parameters specific to the Managed Server in the argument section.

1.3.2 Customer Service Maintenance

After setting up the Managed Servers for the **Customer Services**, the services must be enabled in the **FCUBS Maintenance** page.

5. Launch the Properties Maintenance (CSDPROPM) screen.

Figure 2: Properties Maintenance



6. Click **Unlock** at the top left corner.
7. Query the **Reference Number** from the list of values.
8. Type the **Service URL**.

Service URL Syntax:

http://<config-server-ip>:<config-server-port>/plato-discovery-service/eureka

Service URL Sample:

http://10.10.10.10:1010/plato-discovery-service/eureka

9. Specify the port of Managed Server (CustomerServer) in **Service Port** field.
10. Click **Save**.

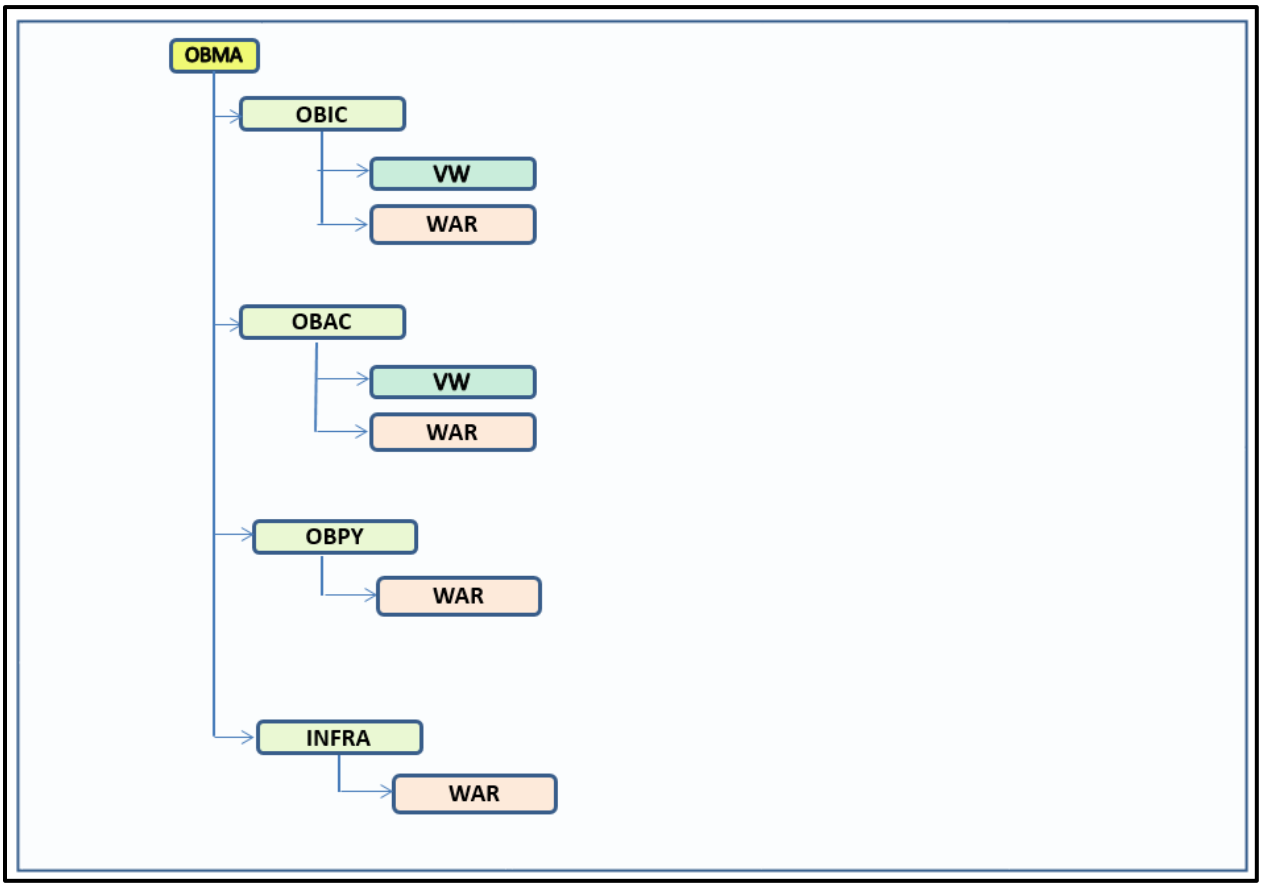
1.3.3 WAR Deployment

While creating a FCUBS EAR build, Customer and INFRA war files are automatically copied into the destination location through installer along with FCUBS EAR.

After the completion of build creation, the following files will be available in the destination folder:

- FCUBS Application EAR and All Adapter EAR
- INFRA
- OBPY

Figure 3: Destination Folder Structure



11. Navigate to **INFRA** in the destination folder and copy the following INFRA Service WAR files:

- plato-discovery-services-6.0.0.war
- plato-config-services-6.0.0.war

12. Deploy the copied INFRA Service WAR files in **ConfigServer**.
13. Navigate to the **OBPY** in the destination folder and copy the **Customer Service WAR** files.
14. Deploy the copied Customer Service WAR files in **CustomerServer**.

1.3.4 Server Restart

After deploying the Customer Services or restarting the Application server, start the services in the following sequence:

- plato-config-service
- plato-discovery-service
- Customer Services

NOTE:

- After restarting the Application server, start the ConfigServer first and then start the CustomerServer.
- To enable Discovery service to fetch properties entries for self-registration from plato-config-service, plato-discovery-service must be stopped and started whenever the ConfigServer is restarted.

The deployed Customer Services are listed in the service discovery URL.

To confirm the running status of all the services, check the service discovery URL.

Service Discovery URL Syntax:

http://<config-server-ip>:<config-server-port>/plato-discovery-service

Service Discovery URL Sample:

http://10.10.10.10:1010/plato-discovery-service

Please note that the Customer service (obpy-customer-services) the below values should be correctly set using the screen CSDPROPM

Key: remoEndpoint
Value: Point to the host and port where the obpy-adaptor-service is running (Sample http://hostname:port



Customer Service Installation Guide
October 2026
Version 14.8.3.0.0

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/

Copyright © [2007], [2026], 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.