Installer Troubleshooting
Oracle FLEXCUBE Universal Banking
Release 14.8.3.0.0
Part No. G61377-01
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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.

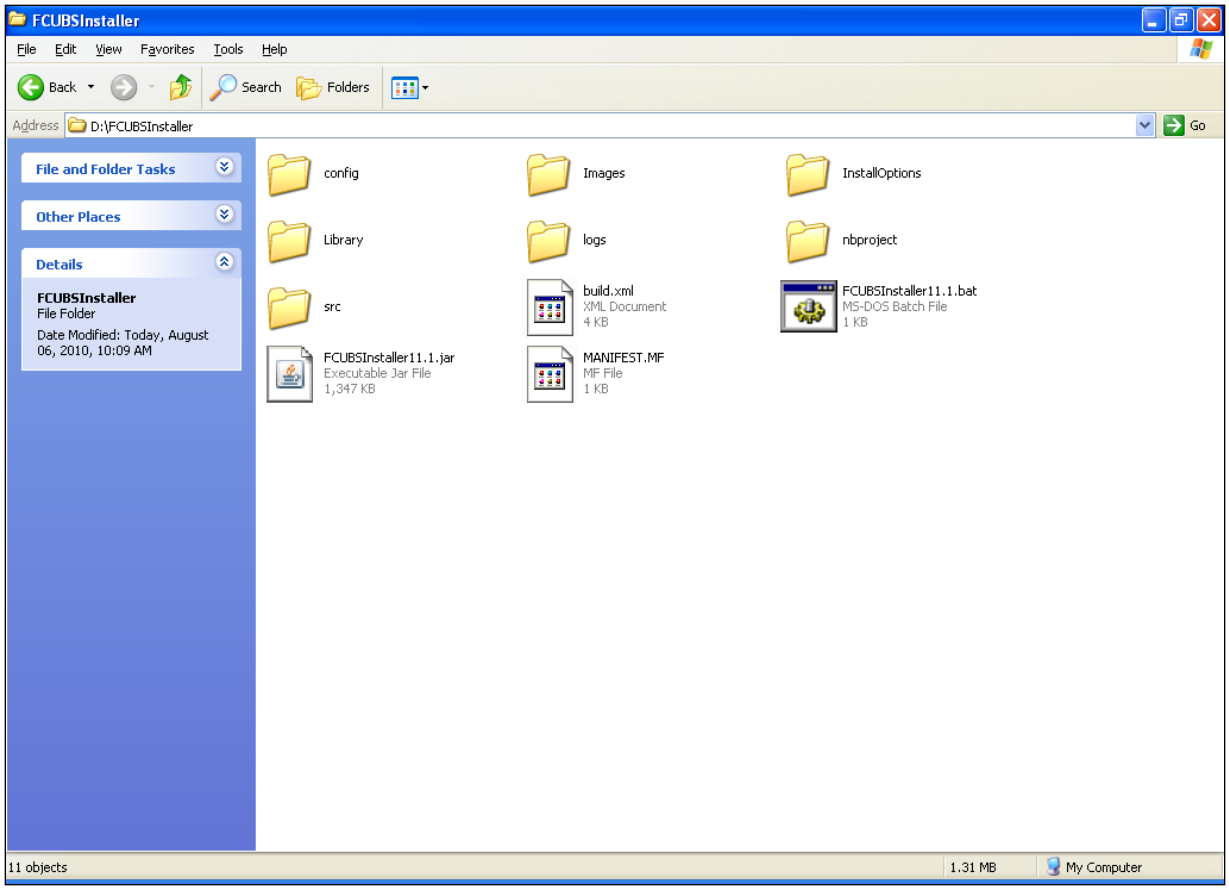
4. Note down Installed Locations of Java JDK, Oracle Weblogic Server and Oracle DB Client.
   These must be provided while running Installer GUI.
   Example of above software paths:
   Java JDK Home - C:/Program Files/Java/jdk<version>
   Oracle DB Client - C:/app/client/<user>/product/<version>/client_1
   Oracle Weblogic Server - C:/Oracle/Middleware/Oracle_Home/wlserver

    If GUI installer not Launched, recheck the above Paths entered.

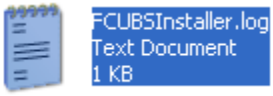
1.3 Checking Logs

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.



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



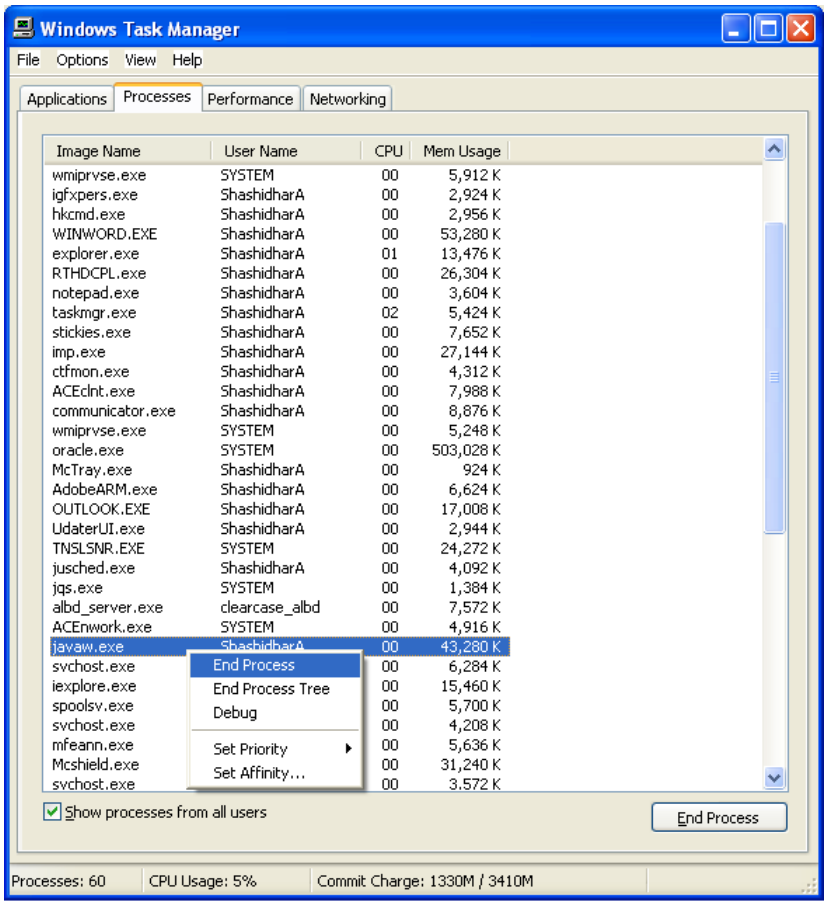
1.4 Abrupt Exit from Installer (Windows Only)

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:

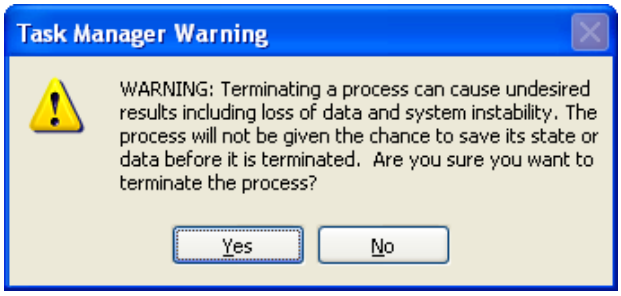
1. Exit Installer.

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



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 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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