Oracle® Banking Corporate Lending Process Management Troubleshooting Guide





Oracle Banking Corporate Lending Process Management Troubleshooting Guide, Release 14.7.2.0.0

F89850-01

Copyright © 2018, 2023, Oracle and/or its affiliates.

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.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. 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 fail-safe, 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.

Oracle®, Java, MySQL and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about 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 unless otherwise set forth in an applicable agreement between you and Oracle. 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, except as set forth in an applicable agreement between you and Oracle.

Contents

Preface

Audience		i\
List of Symbols List Of Topics Related Resources		i\
		V
		vi
Intr	oduction	
Intr		
1.1	Functional Troubleshooting Errors	1-1
		1-3
1.1	Functional Troubleshooting Errors	



Preface

This topic contains following sub-topics:

- Audience
- List of Symbols
- · List Of Topics
- Related Resources

Audience

This manual is intended for the following User/User Roles:

- Relationship Managers (RMs)
- Credit Risk Mangers (CRMs)
- Legal
- Back end operation
- Other loan executive staffs in charge of maintaining the loan accounts in the bank.
- WebLogic admin or ops-web team who are responsible for installing OFSS Banking Products.

List of Symbols

The following are some of the Symbols you are likely to find in the manual:

Table 1 Symbols

Icons	Functions	
	Edit Icon	
[N		



Table 1 (Cont.) Symbols

Icons	Functions
	Delete Icon
×	Exit Icon
	Search Icon
Q	
	Customer Information Icon
(i)	
J L	Minimize
J L	Maximize
•	Open a List
+	Add a new record
K	Navigate to the first record
X	Navigate to the last record
<	Navigate to the previous record



Table 1 (Cont.) Symbols

Icons	Functions
>	Navigate to the next record
88	Grid View
=	List View
G	Refresh
÷	Click to unlock, delete, authorize or view the created record.
+	Click this icon to add a new row.
□ TI	Click this icon to delete an existing row.
Ŧ	Filter
i	Date

For more information, refer to Getting Started User Guide.

List Of Topics

This manual is organized into the following topics.

Table 2 List of Topics

Topics	Description and Cross References
Functional Troubleshooting Errors	This topic describes various functional issues, possible causes, and solutions to resolve the issues.
Errors / Exceptions on Flyway Deployment	This topic provides the information about errors/ exceptions that can occur due to flyway while deployment.
Solution for Errors/ Exceptions	This topic provides the information about solution for errors/exceptions.



Related Resources

For more information on Oracle Banking Corporate Lending Process Management application, refer to the following Oracle Banking Corporate Lending Process Management manuals:

- Bilateral Loans
- · Loan Syndication
- Configuration

For more information on installation, refer to Oracle Banking Corporate Lending Process Management Installation Guides.



1

Introduction

This chapter describes various functional and technical issues, possible causes, and solutions to resolve the issues.

- Functional Troubleshooting Errors
 - This section describes how to check and debug the basic Oracle Banking Corporate Lending Process Management application errors.
- Errors / Exceptions on Flyway Deployment
 This topic describes about errors / exceptions that can occur due to flyway while deployment.
- Solution for Errors/Exceptions
 This topic describes about solution for errors/exceptions on flyway deployments.

1.1 Functional Troubleshooting Errors

This section describes how to check and debug the basic Oracle Banking Corporate Lending Process Management application errors.

The following errors are the functional errors of Oracle Banking Corporate Lending Process Management application.

You are not able to initiate a task and below error is displayed.

You need to ensure that Business Product and Business Process are maintained.

To maintain the Business Product and Business Process perform the following:

- Corporate Lending > Maintenance > Business Process > Add new
- Corporate Lending > Maintenance > Business Product > Add new

Figure 1-1 Object Error



You are not able to find an existing customer while initiating the process flow.

All the existing customer needs to be replicated to common core.

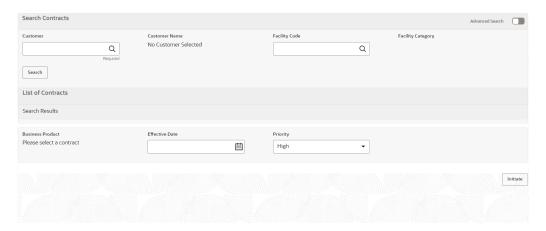
Figure 1-2 Lead-Prospect Details



You are not able to find an existing loan while initiating the process flow.

- Ensure that there is at least one active contract for selected customer in back office
 Or
- All the existing contract needs to be replicated from back-office to mid-office.

Figure 1-3 Search contracts



You are not able to find an existing task in free task pool.

If the task is acquired by any other user then the task is assigned under other users **My Task** menu, therefore, the first user is not able to see that in free task pool. Second user has to release this task from his queue then the task is available in free task.

You are not able to edit or update any data segment in a process.

Due to maintenance issue, you have to change the configuration.

Corporate Lending > Maintenance > Business Process > View Business
 Process > Edit Business Process

Change the configuration from read only to editable



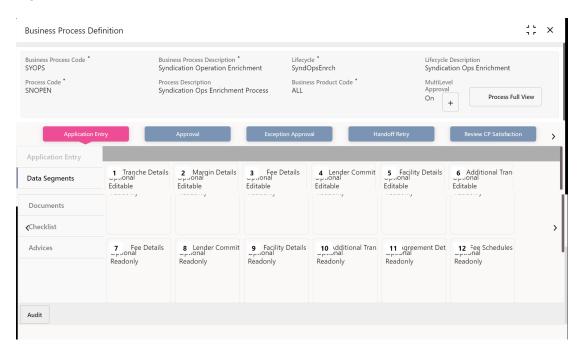
Figure 1-4 Loan Details



Unable to save and proceed from one data segment to another in a process.

Check if all the mandatory data has been filled in.

Figure 1-5 Business Process Definition



1.2 Errors / Exceptions on Flyway Deployment

This topic describes about errors / exceptions that can occur due to flyway 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 resource [oracle/fsgbu/plato/flyway/FlywayConfig.class]: Bean instantiation via factory method failed; nested exception...SQL State: 42000

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



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

1.3 Solution for Errors/Exceptions

This topic describes about solution for errors/exceptions on flyway deployments.

- At first for each case,, the service through Plato-configuration-service should be checked to see if it is suggesting the correct scheme via the plato-config-service.
- After checking that it is to be ensured for that particular APPLICATION, the following entries are present in the PROPERTIES table in the plato Schema.

Table 1-1 Properties Table

BEAN	PROPERTY SET NEED TO BE PRESENT
executeDomain	flyway.domain.db.*
executePlato	flyway.plato.db.*
executePlatoSec	flyway.platosec.db.*
executePlatoUI	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.*

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

flyway.domain.db.username flyway.domain.db.password flyway.domain.db.jdbcUrl

flyway.domain.db.driver-class-name

flyway.domain.schemas
flyway.domain.locations

flyway.domain.placeholderReplacement



```
flyway.domain.ignoreMissingMigrations
flyway.domain.outOfOrder
```

CASE 2: USING JNDI

```
flyway.domain.db.jndi
flyway.domain.schemas
flyway.domain.locations
flyway.domain.placeholderReplacement
flyway.domain.ignoreMissingMigrations
flyway.domain.outOfOrder
flyway.jndi.datasource.enabled
```

In each case, make sure that all the relevant placeholders are available in the scripts in the respective locations.

Error Description:

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

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

flyway.domain.placeHolders.eureka.host

Solution:

Similarly, any placeholder where the error occurred must pass to the environment through the properties table or the command line arguments (as -D parameters).



Index

E	
Errors / Exceptions on Flyway Deployment, 1-3	<u>S</u>
	Solution for Errors/Exceptions, 1-4
F	
Functional Troubleshooting Errors, 1-1	

