

Oracle® Banking Corporate Lending Process Management Troubleshooting Guide



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Preface

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Purpose

This manual is designed to help acquaint user with the Oracle Banking Corporate Lending Process Management (OBCLPM) application. This manual provide troubleshoot with basic application related issues of OBCLPM system.

Before You Begin

Refer to the Getting Started User Guide for information on common functionalities like login, navigation, and general settings. Reviewing that guide is advisable before proceeding with this document.

Module Prerequisite

Specify the **User ID** and **Password**, and login to **Home** screen.

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.

Basic Actions

Table 1 List of Basic Actions

Action	Description
Approve	Click Approve to approve the initiated report. This button is displayed, once the user click Authorize .
Audit	Click Audit to view the maker details, checker details of the particular record, and record status. This button is displayed only for the records that are already created.
Authorize	Click Authorize to authorize the record created. A maker of the screen is not allowed to authorize the report. Only a checker can authorize a record. This button is displayed only for the already created records.
Close	Click Close to close a record. This action is available only when a record is created.
Confirm	Click Confirm to confirm the performed action.
Cancel	Click Cancel to cancel the performed action.
Compare	Click Compare to view the comparison through the field values of old record and the current record. This button is displayed in the widget, once the user click Authorize .
Collapse All	Click Collapse All to hide the details in the sections. This button is displayed, once the user click Compare .
Expand All	Click Expand All to expand and view all the details in the sections. This button is displayed, once the user click Compare .
New	Click New to add a new record. The system displays a new record to specify the required data. (Note: The fields which are marked with Required are mandatory.)
OK	Click OK to confirm the details in the screen.
Save	Click Save to save the details entered or selected in the screen.
View	Click View to view the report details in a particular modification stage. This button is displayed in the widget, once the user click Authorize .
View Difference only	Click View Difference only to view a comparison through the field element values of old record and the current record, which has undergone changes. This button is displayed, once the user click Compare .

Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at [Critical Patches, Security Alerts and Bulletins](#). All critical patches should be applied in a timely manner to make sure effective security, as strongly recommended by [Oracle Software Security Assurance](#).

Conventions

The following text conventions are used in this document:

Table 2 Conventions

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which user supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that user enter.

Diversity and Inclusion

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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>.

Access to Oracle Support

Oracle customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

Related Resources

For more information on any related features, refer to the following documents:

- *OBCLPM Bilateral Loans User Guide*
- *OBCLPM Loan Syndication User Guide*
- *OBCLPM Configuration User Guide*

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

Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.

Module Prerequisite

After finishing all the requirements, please log out from the Homescreen.

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Introduction

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

- [Functional Troubleshooting Errors](#)
This topic 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 topic 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.

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

User 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



User 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
User 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
User 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.

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

Due to maintenance issue, user 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

Loan Details				
Loan Amount *	Value Date *	Loan Tenor *	Maturity Type *	
USD5,500.00	1 Feb 2015	13	Month(s)	Fixed
Maturity Date *				
1 Feb 2016				

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

Business Process Definition

Business Process Code *

SYOPS

Process Code *

SNOPEN

Business Process Description *

Syndication Operation Enrichment

Process Description

Syndication Ops Enrichment Process

Lifecycle *

SyndOpsEnrich

Business Product Code *

ALL

Lifecycle Description

Syndication Ops Enrichment

MultiLevel Approval

On

+

Process Full View

Application Entry

Approval

Exception Approval

Handoff Retry

Review CP Satisfaction

Application Entry

Data Segments

Documents

Checklist

Advises

Audit

1 Tranche Details

Optional Editable

2 Margin Details

Optional Editable

3 Fee Details

Optional Editable

4 Lender Commit

Optional Editable

5 Facility Details

Optional Editable

6 Additional Tran

Optional Editable

7 Fee Details

Optional Readonly

8 Lender Commit

Optional Readonly

9 Facility Details

Optional Readonly

10 Additional Tran

Optional Readonly

11 Agreement Det

Optional Readonly

12 Fee Schedules

Optional Readonly

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**
- **executePlatoUI**
- **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 foundation 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).

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