

# Oracle® Banking Electronic Data Exchange for Corporates Troubleshooting Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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# Preface

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## Purpose

This guide provides guidance to users for the issues within the application. It describes various methods to figure out the error and then troubleshoot it.

## Audience

This guide is intended for the software developers and software testers.

## Acronyms and Abbreviations

The list of the acronyms and abbreviations used in this guide are as follows:

**Table 1 Acronyms and Abbreviations**

Abbreviation	Description
SMS	Security Management System
CMC	Common Core
MOC	Mid office Common Core
ELK	Elasticsearch Logstash Kibana
OBEDX	Oracle Banking Electronic Data Exchange for Corporates

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## Screenshot Disclaimer

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

## List of Topics

This guide is organized as follows:

**Table 2 List of Topics**

Topics	Description
<a href="#">Troubleshooting Technical Flows</a>	This topic provides the information about the platform-wide troubleshooting of technical flows. It includes UI side checking, Service side logs, tracing using Zipkin, debugging using ELK stack, and some environmental issues of Weblogic.
<a href="#">Troubleshooting Kafka</a>	This topic provides the information on the troubleshooting kafka.
<a href="#">Health Checks</a>	This topic provides the information about the health check measures and observability required.
<a href="#">Troubleshooting Functional Workflows</a>	This topic provides the information about the Oracle Banking Electronic Exchange for Corporates specific troubleshooting flows and specific data stores that can be checked for issues. It includes Oracle Banking Electronic Exchange for Corporates sub-domain (wars) and high-level flow of Cash Deposit transaction and key Process Log table to be checked to troubleshoot transaction flow.
<a href="#">Troubleshooting OutOfMemory issues</a>	This topic provides the information on troubleshooting OutOfMemory issues.
<a href="#">Troubleshooting Deployment Errors/ Exceptions</a>	This topic provides the troubleshooting information for Errors/ Exceptions that can occur due to flyway while deployment.

## Prerequisites

### Prerequisites

The prerequisites are as follows:

- Basic understanding of Eventing platform
- Basic understanding application log analysis using tools
- Basic understanding DB changes

### Pre-installed Softwares

The following softwares should be pre-installed:

- Zipkin
- Kafka
- ELK
- Any SQL Database like SQLDEVELOPER
- WinSCP

## General Prevention

Do not make any changes to Flyway scripts manually.

## Related Documents

The related documents are as follows:

- *Oracle Banking Common Core User Guide*
- *Oracle Banking Getting Started User Guide*
- *Oracle Banking Security Management System User Guide*
- *Overview User Guide*
- *Charges User Guide*
- *Configuration User Guide*
- *Customer and Accounts User Guide*
- *Identifier User Guide*
- *Transactions User Guide*

# A

## Troubleshooting Technical Flows

This topic describes about various programming issues, possible causes, and solutions to resolve the issues.

- Where is the problem
- Preliminary checks from UI
- Troubleshooting Environmental Issues
- [Where is the Problem](#)  
This topic describes about troubleshooting the problem in the distributed system.
- [Preliminary Checks from UI](#)  
This topic provides systematic instructions to launch the application and check for the basic errors.

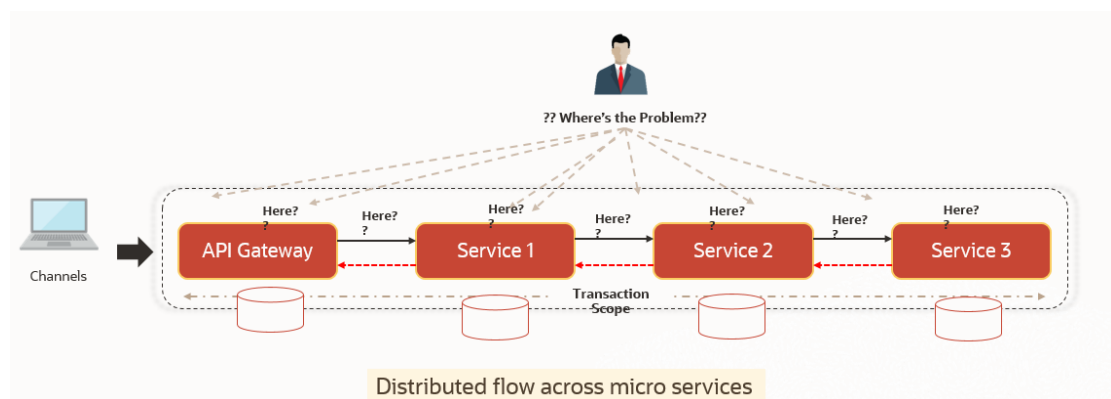
### A.1 Where is the Problem

This topic describes about troubleshooting the problem in the distributed system.

Troubleshooting the problem in the distributed system can be challenging, if not understood fully. Each product has UI application components and service side application components. Each side requires different troubleshooting techniques and various logs that can be used to corroborate the problem.

It is important to establish the area of the problem on the service side. It can be achieved by a complete understanding of UI and service side flows along with the data architecture of an application.

**Figure A-1 Distributed Flow Across Micro Services**



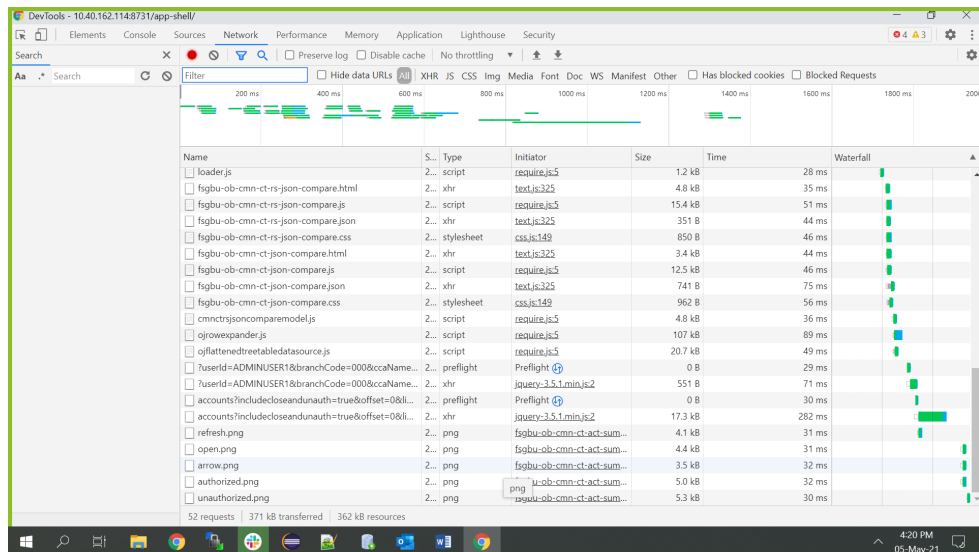


## A.2 Preliminary Checks from UI

This topic provides systematic instructions to launch the application and check for the basic errors.

1. Launch the application with delegated URL.
2. Press **F12** key and select **Inspect and See network**.
3. Verify that all the call responses are successful.

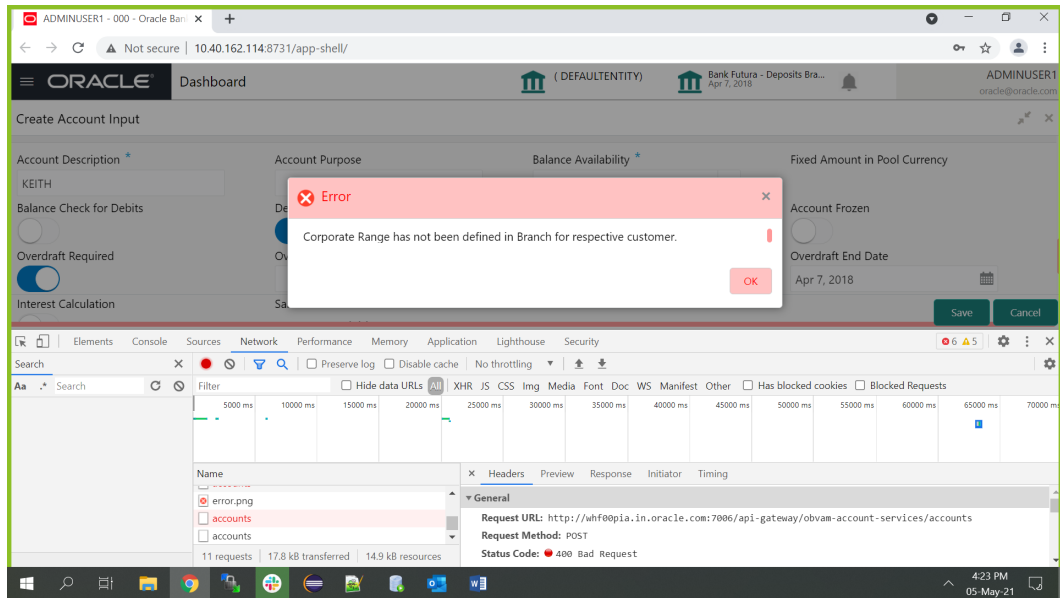
**Figure A-2 Call Responses**



 **Note:**

Usually Red color indicates non 2xx HTTP response.

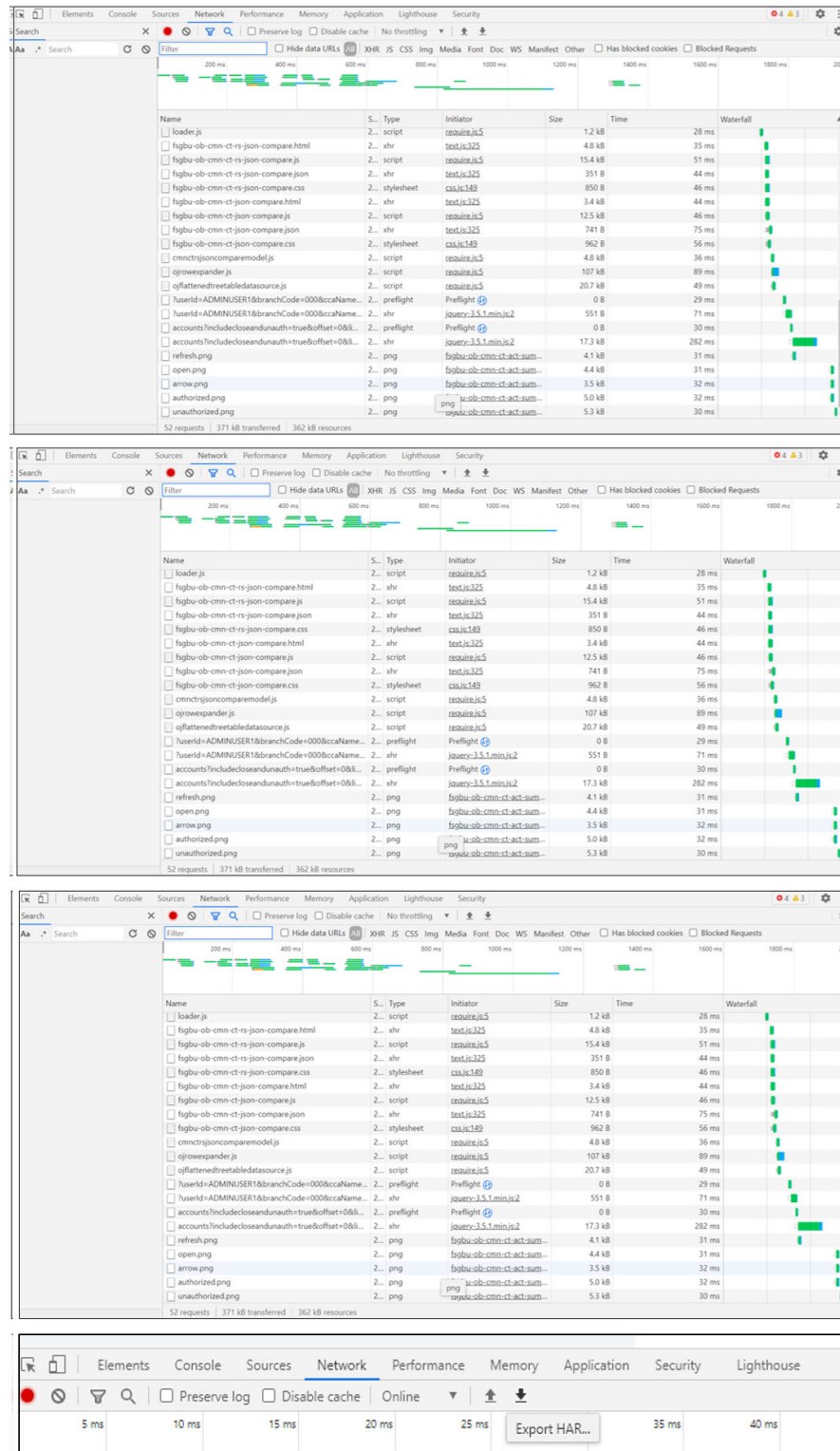
Figure A-3 Non 2xx Response



4. Export the trace using the **Export** in browsers.

**Example:** The user can see the export option as shown below in Chrome.

Figure A-4 Export Option



 **Note:**

The tools such as **Fiddler** and **Wireshark** can be used to get the browser to API gateway web traffic. This helps to investigate the exact request and response payloads exchanged between UI and API Gateway.

# B

## Troubleshooting Kafka

This topic describes about the troubleshooting Kafka.

This topic contains the following subtopics:

- [Consumer Services](#)  
This topic describes about the Consumer Services provided in Oracle Banking Electronic Data Exchange for Corporates.
- [Producer Services](#)  
This topic describes about the Producer Services on Oracle Banking Electronic Data Exchange for Corporates.
- [Debugging Consumer/Producer health and troubleshooting](#)  
This topic describes about the Debugging Consumer/Producer health and troubleshooting.
- [Configurations](#)  
This topic describes about the various configurations for the kafka and integration services.

### B.1 Consumer Services

This topic describes about the Consumer Services provided in Oracle Banking Electronic Data Exchange for Corporates.

Oracle Banking Electronic Data Exchange for Corporates consumer service can be referred **API documentation** at [https://docs.oracle.com/cd/F92984\\_01/PDF/API/SwaggerUI.zip](https://docs.oracle.com/cd/F92984_01/PDF/API/SwaggerUI.zip).

### B.2 Producer Services

This topic describes about the Producer Services on Oracle Banking Electronic Data Exchange for Corporates.

Oracle Banking Electronic Data Exchange for Corporates Producer service can be referred **API documentation** at [https://docs.oracle.com/cd/F92984\\_01/PDF/API/SwaggerUI.zip](https://docs.oracle.com/cd/F92984_01/PDF/API/SwaggerUI.zip).

### B.3 Debugging Consumer/Producer health and troubleshooting

This topic describes about the Debugging Consumer/Producer health and troubleshooting.

#### Logs to analyze

- Under the domain folder of Weblogic - Logs related to any issue in Kafka connection and authentication can be found here.

- On a user defined log path - if we are facing issues in produce/consume operation of event.

### Tables to analyze

The below table provides the values to be verified to confirm accurate functioning of the consumer/producer service.

**Table B-1 Tables to analyze**

Table Name	Column Name	Possible Values
plato_eventhub_in_log	-	-
plato_eventhub_out_log	status	SENT -> Published successfully

## B.4 Configurations

This topic describes about the various configurations for the kafka and integration services.

Refer to *Oracle Banking Microservices Platform Foundation Installation Guide* for kafka setup and all the properties are declared in the yaml file of integration services for the application-level setup.

# C

## Health Checks

This topic describes about Health Checks.

This topic contains the following subtopics:

- [Eureka Dashboard](#)  
This topic describes about Eureka Dashboard.
- [Application Services](#)  
This topic describes about application services.
- [Database](#)  
This topic describes about the data source configuration in Weblogic and Day0 scripts on Database.

### C.1 Eureka Dashboard

This topic describes about Eureka Dashboard.

Until the health check API's implemented, the health must be monitored using WebLogic JVM managed server status and Eureka instance.

**Figure C-1 Eureka Dashboard**

OBEDX-CORE-SERVICE	n/a (1) (1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com/obedx-core-service:16062
OBEDX-INQUIRY-SERVICE	n/a (1) (1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com/obedx-inquiry-service:16062
OBEDX-NOTIFICATION-SERVICE	n/a (1) (1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com/obedx-notification-service:16062
OBEDX-WORKFLOW-SERVICE	n/a (1) (1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com/obedx-workflow-service:16062

### C.2 Application Services

This topic describes about application services.

Catalog of services required for Oracle Banking Electronic Data Exchange for Corporates are as follows:

**Table C-1 Services List**

Group	Service List	Usage
OBEDX	obedx-workflow-service	Workflow Service
OBEDX	obedx-notification-service	For email alerts and output generation
OBEDX	obedx-inquiry-service	Inquiry
OBEDX	obedx-component-server	UI
PLATO	plato-config-service	Required for PLATO framework
PLATO	plato-alerts-management-services	Required for PLATO framework

Table C-1 (Cont.) Services List

Group	Service List	Usage
PLATO	plato-api-gateway	Required for PLATO framework
PLATO	plato-batch-server	
PLATO	plato-discovery-service	Required for PLATO framework
PLATO	plato-feed-services	
PLATO	plato-orch-service	Required for PLATO framework
PLATO	plato-o	Required for PLATO framework
PLATO	plato-ui-config-services	Required for PLATO framework
SMS	sms-core-services-{version}.war	SMS services
SMS	sms-component-server-{version}.war	UI
CMC	cmc-account-services	Common Core Services
CMC	cmc-base-services	Common Core Services
CMC	cmc-branch-services	Common Core Services
CMC	cmc-businessoverrides-services	
CMC	cmc-currency-services	Common Core Services
CMC	cmc-customer-services	Common Core Services
CMC	cmc-datasegment-services	Common Core Services
CMC	cmc-obrh-service	Used for routing via OBRH
CMC	cmc-obrh-kafka-consumer	Used for routing via OBRH
CMC	cmc-resource-segment-orchestrator-service	Used in screens using gcs like maintenace screens
CMC	cmc-resourceclass-services	Common Core Services
CMC	cmc-screenclass-services	Common Core Services
CMC	cmc-transactioncontroller-services	Used in screens using gcs like maintenace screens
CMC	cmc-component-server-{version}.war	UI
PLATO	app-shell-{version}.war	UI
OBEDX	obedx-core-service	Maintenance Service

## C.3 Database

This topic describes about the data source configuration in Weblogic and Day0 scripts on Database.

This topic contains the following subtopics:

- [Configure Data Sources](#)  
This topic provides the systematic instructions to configure the data sources in WebLogic.
- [Day0 Scripts](#)  
This topic describes about the Day0 Scripts.



## C.3.1 Configure Data Sources

This topic provides the systematic instructions to configure the data sources in WebLogic.

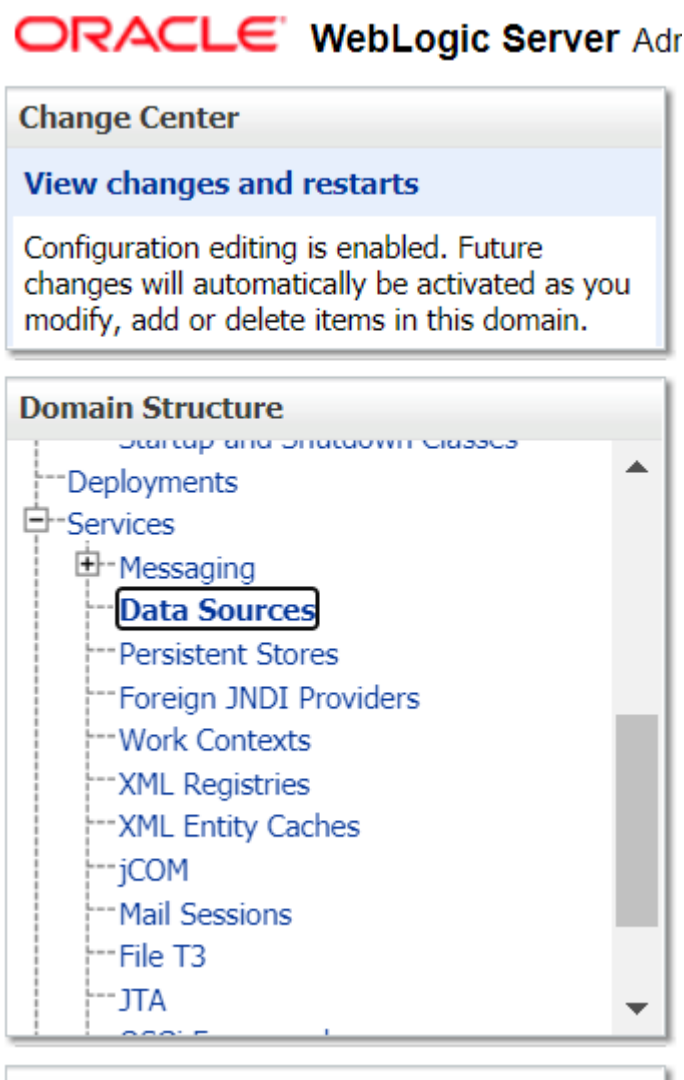
To add the Data Sources, follow the below steps:

Specify **User ID** and **Password**, and login to **Oracle WebLogic Administration Console**.

1. On **Domain Structure**, click **Services**.

The **Domain Structure** screen displays.

Figure C-2 Domain Structure



2. Under **Services**, click **Data Sources**.

The **Summary of JDBC Data Sources** screen displays.

**Figure C-3 Summary of JDBC Data Sources**

Home Log Out Preferences Record Help

Home > Summary of Servers > Summary of JDBC Data Sources > PLATO > Summary of JDBC Data Sources

**Summary of JDBC Data Sources**

**Configuration** Monitoring

A JDBC data source is an object bound to the JNDI tree that provides database connectivity through a pool of JDBC connections. Applications can look up a data source on the JNDI tree and then borrow a database connection from the pool.

This page summarizes the JDBC data source objects that have been created in this domain.

Customize this table

Data Sources (Filtered - More Columns Exist)

	Type	JNDI Name	Targets
<input type="checkbox"/> Generic Data Source	Generic	jdbc/JCL	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6
<input type="checkbox"/> GridLink Data Source	Generic	jdbc/LMB	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
<input type="checkbox"/> Multi Data Source	Generic	jdbc/LMC	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
<input type="checkbox"/> Proxy Data Source	Generic	jdbc/LMD	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
<input type="checkbox"/> UCP Data Source	Generic	jdbc/LMR	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6
<input type="checkbox"/> LMR	Generic	jdbc/LMX	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
<input type="checkbox"/> LMX	Generic	jdbc/LRT	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
<input type="checkbox"/> LRT	Generic	jdbc/PLATO	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6
<input type="checkbox"/> PLATO	Generic	jdbc/PLATOBATCH	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6
<input type="checkbox"/> PLATOBATCH	Generic	jdbc/PLATO_UI_CONFIG	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6
<input type="checkbox"/> PLATO_UI_CONFIG	Generic	jdbc/sms	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6
<input type="checkbox"/> SMS	Generic		

New Delete

3. Click **New** and add the data source providing the required details.  
The **Create New JDBC Data Source - Properties** screen displays.

Figure C-4 Create New JDBC Data Source - Properties

**Create a New JDBC Data Source**

Back | Next | Finish | Cancel


---

**JDBC Data Source Properties**

The following properties will be used to identify your new JDBC data source.  
\* Indicates required fields

---

What would you like to name your new JDBC data source?

 \* Name:


---

What scope do you want to create your data source in ?

Scope:  ▾

---

What JNDI name would you like to assign to your new JDBC Data Source?

 JNDI Name:

---

What database type would you like to select?

Database Type:  ▾

**Figure C-5 Create New JDBC Data Source - Connection Properties**

Home > Summary of Servers > Summary of JDBC Data Sources > PLATO > Summary of JDBC Data Sources

---

**Create a New JDBC Data Source**

---

**Connection Properties**  
Define Connection Properties.

What is the name of the database you would like to connect to?

**Database Name:**

---

What is the name or IP address of the database server?

**Host Name:**

---

What is the port on the database server used to connect to the database?

**Port:**

---

What database account user name do you want to use to create database connections?

**Database User Name:**

---

What is the database account password to use to create database connections?

**Password:**

**Confirm Password:**

---

Additional Connection Properties:

**oracle.jdbc.DRCPConnectionClass:**

---

Home > Summary of Servers > Summary of JDBC Data Sources > PLATO > Summary of JDBC Data Sources

### Create a New JDBC Data Source

#### Connection Properties

Define Connection Properties.

What is the name of the database you would like to connect to?

**Database Name:**

What is the name or IP address of the database server?

**Host Name:**

What is the port on the database server used to connect to the database?

**Port:**

What database account user name do you want to use to create database connections?

**Database User Name:**

What is the database account password to use to create database connections?

**Password:**

**Confirm Password:**

Additional Connection Properties:

**oracle.jdbc.DRCPConnectionClass:**

## C.3.2 Day0 Scripts

This topic describes about the Day0 Scripts.

Make sure that all the Day0 scripts available in the product package are run successfully.

# D

## Troubleshooting Application Workflows

This topic describes the troubleshooting functional workflows applicable to Oracle Banking Electronic Data Exchange for Corporates.

This topic describes the troubleshooting functional workflows applicable to Oracle Banking Electronic Data Exchange for Corporates. It contains the following sections:

- [Oracle Banking Electronic Data Exchange for Corporates - Subdomains List](#)
- [Troubleshooting SMS Errors](#)
- [Oracle Banking Routing Hub Configuration](#)
- [Oracle Banking Electronic Data Exchange for Corporates – Subdomains List](#)  
This topic describes about the Oracle Banking Electronic Data Exchange for Corporates Subdomains List.
- [Troubleshooting SMS Errors](#)  
This topic describes about Troubleshooting SMS Errors.
- [Oracle Banking Routing Hub Configuration](#)  
This topic describes about Oracle Banking Routing Hub configuration.

### D.1 Oracle Banking Electronic Data Exchange for Corporates – Subdomains List

This topic describes about the Oracle Banking Electronic Data Exchange for Corporates Subdomains List.

**Figure D-1 Composition of Oracle Banking Electronic Data Exchange for Corporates**



On successful login, the Oracle Banking Electronic Data Exchange for Corporates dashboard screen appears depending on the user privileges.

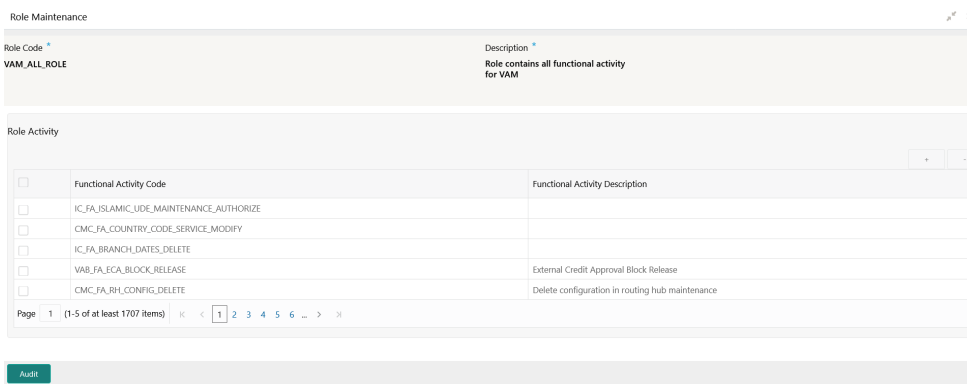
### User Role Issues

Role Profile includes access rights to the functional activities that are common to a group of users. A user can be linked to a Role Profile by which you give the user access rights to all the functional activities in the Role Profile.

1. On **Home screen**, click **Security Management**. Under **Security Management**, click **Role**.

The **Role Maintenance** Screen displays.

**Figure D-2 Role Maintenance**



Only authorized users can access the system with the help of a unique User Login ID and password. The user profile of a user contains the details of the user in four sections - User details, Status, Other details and User role branches.

1. From **Home screen**, click **Security Management**. Under **Security Management**, click **User**.

The **User Maintenance** Screen displays.

**Figure D-3 User Maintenance**

Users Maintenance

UserDetails

Username * ESPUSER	Login ID * ESPUSER	Home Branch * 000
-----------------------	-----------------------	----------------------

Status

User Status * Enable	Status Changed On Apr 7, 2018	Is Supervisor On	Manager ID ADMINUSER1
Start Date * Apr 7, 2018	End Date Apr 7, 2024		

Other Details

Access to PII On	Staff Customer Restriction Required Off	Customer ID	Email ID oracle.oracle@oracle.com
Telephone Number	Home Phone Number	Mobile Number	Fax
Theme VAM	Language Code * ESP		

User Role Branches

<input type="checkbox"/>	Branch Code	Role Code	Role Description
<input type="checkbox"/>	000	ADMIN_ROLE	Default role for initial login
<input type="checkbox"/>	000	ENTITY_ADMIN_ROLE	Default role for initial login
<input type="checkbox"/>	000	VAM_ALL_ROLE	Role contains all functional activity for VAM

Page 1 of 1 (1-3 of 3 items) < 1 >

User Applications

<input type="checkbox"/>	Application Name	Application Description
<input type="checkbox"/>	VAP	VAP
<input type="checkbox"/>	VAB	VAB
<input type="checkbox"/>	VAE	VAE
<input type="checkbox"/>	VAS	VAS
<input type="checkbox"/>	VAI	VAI

Page 1 of 1 (1-5 of at least 16 items) < 1 2 3 4 ... >

Select All Applications

**Note:**  
Make sure that the required Role and User Applications are mapped to the user.

This topic contains the following subtopics:

- [First level issues](#)  
This topic describes the possible issues that may occur during the basic investigation.
- [Call is Failing in OBRH](#)  
This topic provides the troubleshooting information about the call is Failing in Oracle Banking Routing Hub (OBRH).

## D.1.1 First level issues

This topic describes the possible issues that may occur during the basic investigation.

**Error Message not shown**

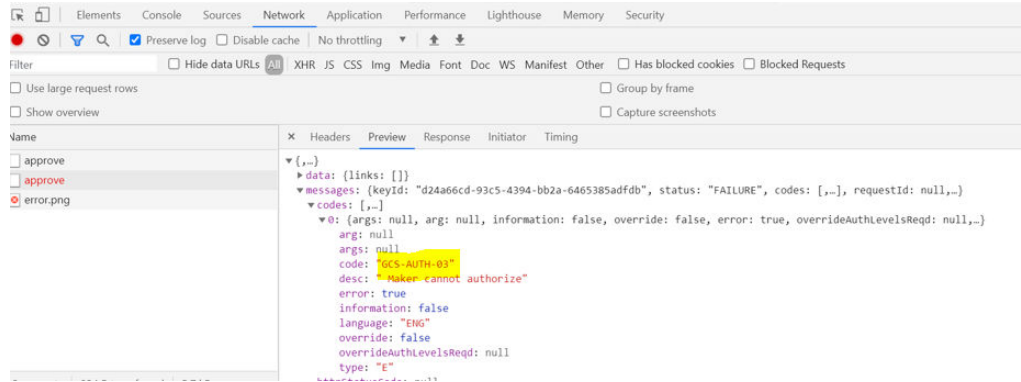


If there are any improper calls, check the ERTB\_MSGS table of the respective schema to understand the cause of the error.

1. Press **F12** to open the **Networks**.
2. Check the error code in the response.

**Query:** SELECT \* FROM ERTB\_MSGS WHERE ERR\_CODE='GCS\_AUTH-03'

**Figure D-4 Error Code**

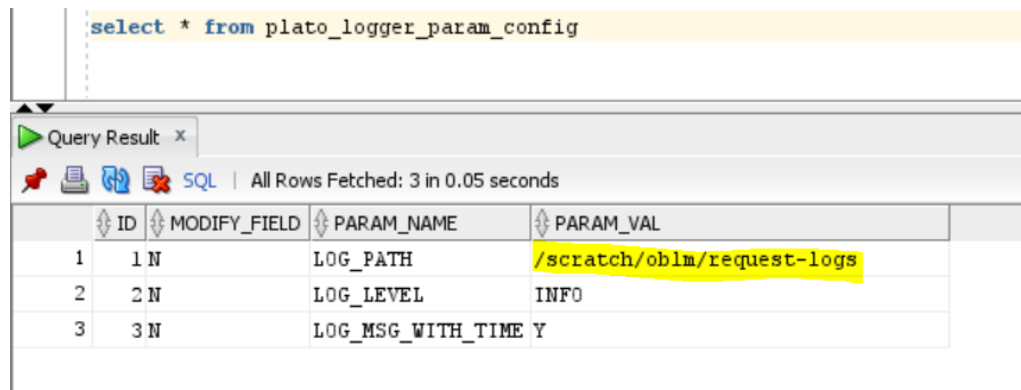


### Setting Log file path

Log generation path needs to be defined in **PLATO\_LOGGER\_PARAM\_CONFIG** table of PLATO schema.

**Query:** Select \* from PLATO\_LOGGER\_PARAM\_CONFIG;

**Figure D-5 PLATO\_LOGGER\_PARAM\_CONFIG**



### Dynamic log generation issues

For generating dynamic service logs, insert the data to **PLATO\_DEBUG\_USERS** table.

**Query:** Select \* from PLATO\_DEBUG\_USERS;

Figure D-6 Service Logs

/scratch/obvam/app/user_logs/				
Name	Size	Changed	Rights	Owner
obvam-account-services_OBDX01_HEL_2021-05-07.log	4,784 KB	07-05-2021 16:02:23	rw-rw-rwx	obvam
obvam-account-services_SHUB01_000_2021-05-07.log	20,336 KB	07-05-2021 16:02:20	rw-r-----	obvam
obvam-core-services_ARP02_000_2021-05-07.log	393 KB	07-05-2021 15:57:32	rw-r-----	obvam
obvam-entity-services_OBDX01_HEL_2021-05-07.log	6,141 KB	07-05-2021 15:57:31	rw-r-----	obvam
obvam-core-services_ADMINUSER1_000_2021-05-07.log	702 KB	07-05-2021 15:57:25	rw-r-----	obvam
obvam-account-services_OBDX01_HEL_2021-05-07.2021-05-07.0...	153,619 KB	07-05-2021 15:53:39	rw-r-----	obvam
obvam-statement-services_OBDX01_HEL_2021-05-07.log	1,081 KB	07-05-2021 15:53:31	rw-r-----	obvam
obvam-statement-services_DEB01_000_2021-05-07.log	355 KB	07-05-2021 15:53:26	rw-r-----	obvam

Figure D-7 PLATO\_DEBUG\_USERS

ID	DEBUG_ENABLED	SERVICE_CODE	USER_ID
25	42 Y	obvam-core-services	ARP1
26	2 Y	obvam-core-services	SHUB01
27	8 Y	obvam-core-services	KEITH01
28	38 Y	obvam-eca-services	ARP1
29	26 Y	obvam-eca-services	ADMINUSER1
30	30 Y	obvam-entity-services	DEB01
31	22 Y	obvam-entity-services	ARP2
32	55 Y	obvam-entity-services	SYSTEM
33	7 Y	obvam-entity-services	KEITH01
34	21 Y	obvam-entity-services	ARP1
35	12 Y	obvam-entity-services	ADMINUSER1
36	23 Y	obvam-entity-services	KEITH02
37	19 Y	obvam-identifier-services	ARP2
38	32 Y	obvam-identifier-services	DEB01
39	9 Y	obvam-identifier-services	SHUB01
40	20 Y	obvam-identifier-services	ADMINUSER1
41	18 Y	obvam-identifier-services	ARP1
42	24 Y	obvam-identifier-services	KEITH02
43	13 Y	obvam-identifier-services	KEITH01
44	77 Y	obvam-projection-services	ADMINUSER1
45	78 Y	obvam-projection-services	ADMINUSER2
46	14 Y	obvam-statement-services	ADMINUSER1
47	57 Y	obvam-statement-services	ARP2

### Call is failing in Gateway

If any API call is failing in Gateway, hit the same API endpoint without passing through api-gateway via the postman.

Figure D-8 API Gateway

GET http://whf00bjp.in.oracle.com:7205/oblm-maintenance-services/account?customerId=HDFC

Params Authorization Headers (11) Body Pre-request Script Tests Settings

Headers 7 hidden

KEY	VALUE	DESCRIPTION	...	Bulk Edit
<input checked="" type="checkbox"/> appld	LMM			
<input checked="" type="checkbox"/> branchCode	LMB			

Body Cookies Headers (7) Test Results Status: 200 OK Time: 881 ms Size: 16.88 KB Sa

Pretty Raw Preview Visualize JSON

```

1 {
2   "data": [
3     {
4       "keyId": "668792b5-343e-4b19-8bf5-197a5fd91d5f",
5       "makerId": "KANNAN1",
6       "makerDateStamp": "2018-11-30T04:29:29.000+00:00",
7       "checkerId": "KANNAN2",
8       "checkerDateStamp": "2018-11-30T04:30:25.000+00:00",
9       ...
10    }
11  ]
12 }
    
```

**Note:**  
Restart the specific services if required.

**Exact error through exception log**

If there is an exact error through the exception log, log in to WINSCP and check the server logs with NIS credentials.

The path is /scratch/obvam/app\_logs/UserLogs.

Figure D-9 Exception Error Log

Documents - sampkulk@whf00phz - WinSCP

Local Mark Files Commands Session Options Remote Help

Synchronize Queue Transfer Settings Default

sampkulk@whf00phz New Session

My documents Upload Download Edit Properties Find Files

Name	Size	Changed	Rights	Owner
obvam-account-services_ADMINUSER1_000_2021-05-06.log	13,712 KB	06-May-21 12:16:01 PM	rw-rw-rw-	obvam
obvam-entity-services_SYSTEM_000_2021-05-06.log	209 KB	06-May-21 12:13:56 PM	rw-r-----	obvam
obvam-projection-services_ADMINUSER1_000_2021-05-06.log	34 KB	06-May-21 12:03:27 PM	rw-r-----	obvam
obvam-account-services_ADMINUSER1_000_2021-05-05.log	24 KB	06-May-21 12:08:00 AM	rw-r-----	obvam
obvam-entity-services_SYSTEM_000_2021-05-05.log	1 KB	06-May-21 12:01:15 AM	rw-r-----	obvam
obvam-account-services_ADMINUSER1_000_2021-05-05.2021-05-05.0.log	27,353 KB	05-May-21 11:59:01 PM	rw-r-----	obvam
obvam-entity-services_SYSTEM_000_2021-05-05.2021-05-05.0.log	400 KB	05-May-21 11:46:15 PM	rw-r-----	obvam
obvam-account-services_KEITH01_000_2021-05-05.log	144 KB	05-May-21 7:07:55 PM	rw-r-----	obvam
obvam-entity-services_KEITH01_000_2021-05-05.log	47 KB	05-May-21 7:07:00 PM	rw-r-----	obvam
obvam-entity-services_ARP1_000_2021-05-05.log	73 KB	05-May-21 7:05:57 PM	rw-r-----	obvam
obvam-account-services_ARP1_000_2021-05-05.log	64 KB	05-May-21 7:00:00 PM	rw-r-----	obvam
obvam-projection-services_ADMINUSER1_000_2021-05-05.log	34 KB	05-May-21 4:02:37 PM	rw-r-----	obvam
obvam-entity-services_SYSTEM_000_2021-05-04.log	1 KB	05-May-21 12:12:48 AM	rw-r-----	obvam
obvam-account-services_ADMINUSER1_000_2021-05-04.log	24 KB	05-May-21 12:05:00 AM	rw-r-----	obvam
obvam-account-services_ADMINUSER1_000_2021-05-04.2021-05-04.0.log	27,395 KB	04-May-21 11:59:02 PM	rw-r-----	obvam
obvam-entity-services_SYSTEM_000_2021-05-04.2021-05-04.0.log	404 KB	04-May-21 11:57:48 PM	rw-r-----	obvam
obvam-projection-services_ADMINUSER1_000_2021-05-04.log	34 KB	04-May-21 11:35:08 AM	rw-r-----	obvam
cmc-transactioncontroller-services_KEITH01_000_2021-05-04.log	10 KB	04-May-21 10:36:53 AM	rw-r-----	obvam
cmc-resource-segment-orchestrator-service_KEITH01_000_2021-05-04.log	12 KB	04-May-21 10:36:51 AM	rw-r-----	obvam
obvam-entity-services_SYSTEM_000_2021-05-03.log	1 KB	04-May-21 12:08:29 AM	rw-r-----	obvam
obvam-account-services_ADMINUSER1_000_2021-05-03.log	28 KB	04-May-21 12:06:00 AM	rw-r-----	obvam
obvam-account-services_ADMINUSER1_000_2021-05-03.2021-05-03.0.log	27,350 KB	03-May-21 11:59:02 PM	rw-r-----	obvam

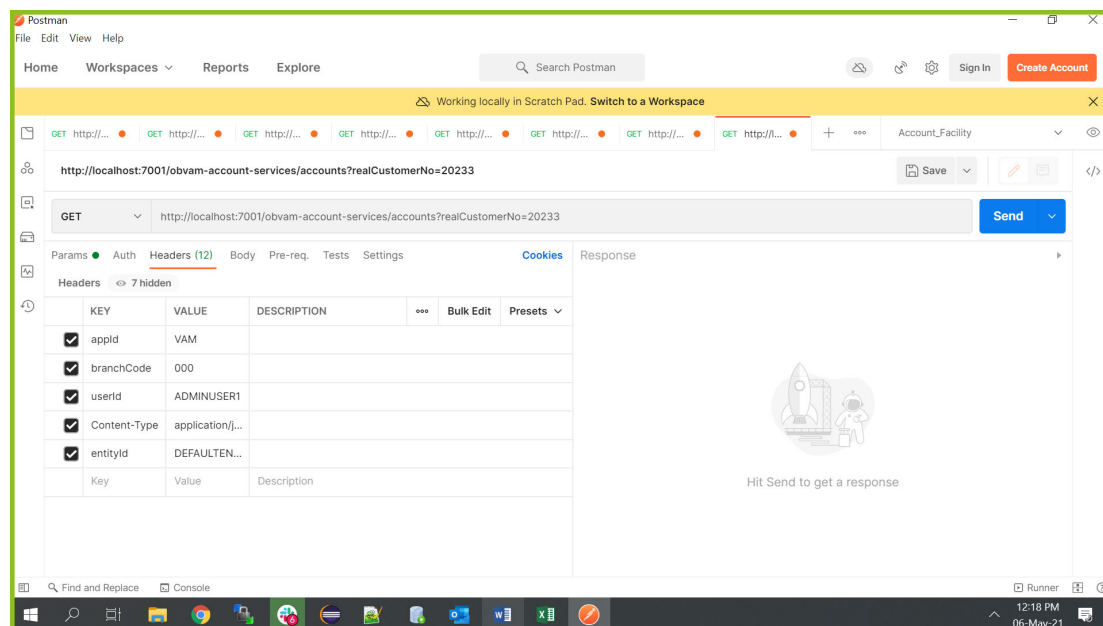
0 B of 0 B in 0 of 1 4 hidden 0 B of 205 MB in 0 of 61

SFTP-3 12:16 PM 06-May-21

## Logs are not generated

If you are not getting logs, put the loggers across API, hit through postman, and test again.

**Figure D-10 Postman**



## D.1.2 Call is Failing in OBRH

This topic provides the troubleshooting information about the call is Failing in Oracle Banking Routing Hub (OBRH).

If any call is failing in Oracle Banking Routing Hub, open the CMC\_RH\_AUDIT\_EVENT\_LOG for getting Gateway response (**SUCCESS** or **FAILED**).

Select the following query to verify results.

**Query:** select \* from CMC\_RH\_AUDIT\_EVENT\_LOG

Figure D-11 CMC\_RH\_AUDIT\_EVENT\_LOG

REQUEST_ID	DATA	EVENT_TYPE	ID
1	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	827b2614-cab0-42f0-8e61-d9491f23
2	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	5cf482f6-2735-4e70-841f-43a44b11
3	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	74e2c76f-983f-4056-96fb-08002f10
4	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	60635ae0-ca52-4f65-a76b-0d4bfbae
5	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	1c5d19d2-268e-4ac1-8fe1-c6b3be94
6	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	f6a8e7e2-296c-4627-80d0-f425d418
7	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	74dff85b-0b00-4a1b-9c89-662b7b19
8	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	27ba32c3-4171-449e-9efa-824937e9
9	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	8d187759-f806-4a06-82fe-ec3fe9d1
10	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	2a27932b-bf9c-4f20-b9be-82b9b9c68
11	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	a092b8c3-b784-4a30-9e60-89d2dced
12	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	2c74c94b-e583-4524-ac39-b9657399
13	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	d9c5b5ca-8d0e-42f3-9cc4-3e21cb40
14	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	6aef5372-5652-4516-967b-8bab5a15
15	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	bc274898-0dea-4f95-87fa-42876342
16	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	bed1ef6d-b965-4c75-8924-c36928cc
17	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	dace9a7c-e4d7-4606-bf20-586a0ad5
18	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	0d98527f-c33a-4f6b-8795-fe169c3f
19	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	5ed0891-f215-4f9a-929b-fe2f987a
20	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	61e77103-2e51-462b-a44b-0ecc0dac
21	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	390b25fa-314e-479d-9371-82714a19
22	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	d650a6d3-1641-4d21-a705-3cfd6330
23	["body":{"data":null,"messages":{"keyId":null,"status":"FAILURE",...	DISPATCH_RESPONSE	d13c9cee-3224-4eb1-8fa3-23323491
24	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	2549fb6a-057b-4809-b59f-7a1b81ab
25	["headers":{"Accept":["application/xml, text/xml, application/json...	DISPATCH_REQUEST	39058514-41ad-4fc7-9691-0be08b57

### Code Error in GCS Side

If there is any error in GCS side codes, use java de-compiler to debug the error.

### 404 Error

The possible causes for 404 error are as follows:

- Check service is not running on Eureka.
- Check service is not deployed in WebLogic.

### 500 Internal Error

The possible causes for 500 Internal error are as follows:

- Issue with Plato entries
- Issue with Eureka
- Issue with any peace of code

The server-side debugging is needed for the above-mentioned issues, if it is not captured in logs.

## D.2 Troubleshooting SMS Errors

This topic describes about Troubleshooting SMS Errors.

The possible issues occur in Security Management System are mentioned below.

- Unable to login after launching the application.
- Menus are not displayed after logging in.

## D.3 Oracle Banking Routing Hub Configuration

This topic describes about Oracle Banking Routing Hub configuration.

Refer to ***Routing Hub Configuration User Guide*** for the detailed explanation.

# E

## Troubleshooting OutOfMemory issues

This topic describes about Troubleshooting OutOfMemory issues

This topic contains the following subtopics:

# F

## Troubleshooting Deployment Errors/ Exceptions

This topic describes the troubleshooting information for Errors/Exceptions that can occur due to flyway while deployment.

### Solutions for 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**

### Solution

- 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 F-1 Properties Table**

BEAN	PROPERTY_SET NEED TO BE PRESENT
executeDomain	flyway.domain.db.*
executePlato	flyway.plato.db.*



**Table F-1 (Cont.) Properties Table**

BEAN	PROPERTY_SET NEED TO BE PRESENT
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).

## G

# Business Error Codes

This topic describes about the error codes and messages.

**Table G-1 List of Error Codes**

Error Code	Description
GC-CLS-02	Record Successfully Closed
GC-REOP-03	Successfully Reopened
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthroized modifications found for approval.
GCS-CLOS-002	Record Successfully Closed
GCS-CLOS-01	Record Already Closed
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper ModNo
GCS-COM-004	Please send makerId in the request
GCS-COM-005	Request is Null. Please Resend with Proper Values
GCS-COM-006	Unable to parse JSON
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.
GCS-COM-009	Resource ID cannot be blank or "null".
GCS-COM-010	Successfully cancelled \$1.
GCS-COM-011	\$1 failed to update.
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didnt match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthroized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.
GCS-MOD-004	Only maker of the record can modify before once auth

**Table G-1 (Cont.) List of Error Codes**

<b>Error Code</b>	<b>Description</b>
GCS-MOD-005	Not amendable field, cannot modify
GCS-MOD-006	Natural Key cannot be modified
GCS-MOD-007	Only the maker can modify the pending records.
GCS-REOP-003	Successfully Reopened
GCS-REOP-01	Unauthorized Record cannot be Reopened
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records
GCS-REOP-03	Successfully Reopened
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized
GCS-SAV-001	Record already exists
GCS-SAV-002	Record Saved Successfully.
GCS-SAV-003	The record is saved and validated successfully.
GCS-VAL-001	The record is successfully validated.
EDX-PAR-023	Failure in sending file to Parsing Service during try-\$1
EDX-FPS-000	Success
EDX-FPS-001	Failure
EDX-FPS-002	Channel Not Found
EDX-FPS-003	Configured Path is not accessible
EDX-FPS-004	File not found / Unable to read file size
EDX-FPS-005	Given file name, in request, is not found in filesystem
EDX-FPS-006	Unable to rename file
EDX-FPS-007	File size exceeds against configured size
EDX-FPS-008	Unable to put message in Kafka
EDX-FPS-009	File is under process via earlier request
EDX-FPS-010	File content type is not allowed
EDX-FPS-011	Unable to move file to backup area
EDX-FPS-012	Due to channel is closed, unable to process file
EDX-DBM-000	Success
EDX-DBM-001	Failure
EDX-DBM-002	Success
EDX-DBM-003	Update Success
EDX-DBM-004	No records found.
EDX-FLW-000	Success
EDX-FLW-001	Failure
EDX-FLW-002	Missing Mandatory parameter in input
EDX-FNM-000	Success
EDX-FNM-001	Failure
EDX-FNM-002	Channel maintenance not found
EDX-FNM-003	File name template not found
EDX-FNM-004	File Extension not found
EDX-FNM-005	File Extension does not match with configured data
EDX-FNM-006	File name not matched with configured attributes

Table G-1 (Cont.) List of Error Codes

Error Code	Description
EDX-FNM-007	Expecting Alphanumeric characters only for \$1
EDX-FNM-008	Expecting Alphanumeric and space characters only for \$1
EDX-FNM-009	Expecting Alphanumeric and spacial characters only for \$1
EDX-FNM-010	Expecting Numeric characters only for \$1
EDX-FNM-011	Expecting Numeric and . characters only for \$1
EDX-FNM-012	Expecting Alphabets characters only for \$1
EDX-FNM-013	Expecting Alphabets and space characters only for \$1
EDX-FNM-014	Expecting Alphabets and spacial characters only for \$1
EDX-FNM-015	Expecting valid date format for \$1
EDX-FNM-016	Expecting valid constant value \$1
EDX-FNM-017	Unable to move file to backup area
EDX-FNM-018	Transaction not Found
EDX-FNM-019	Format not Found
EDX-CRP-000	Success
EDX-CRP-001	Failure
EDX-CRP-002	Corporate Alias not found.
EDX-CRP-003	Channel maintenance not found
EDX-CRP-004	Transaction Name is not subscribed with corporate
EDX-CRP-005	Transaction Name and Channel's combination is not subscribed with corporate
EDX-CRP-006	Transaction, Channel and Format's unique combination is not subscribed with corporate
EDX-CRP-007	Unable to move file to backup area
EDX-PAR-000	PARSING SUCESS
EDX-PAR-001	PARSING DONE with exceptions
EDX-PAR-002	Channel maintenance not found for channel \$1
EDX-PAR-003	MT message parsing exception for tag \$1
EDX-PAR-004	MT tag \$1 is mandatory.
EDX-PAR-005	MT tag \$1 has max length \$2 allowed.
EDX-PAR-006	IO exception has occurred for mt file
EDX-PAR-007	File details not found in cache for id
EDX-PAR-008	File \$1 not found.
EDX-PAR-009	Paring failed for MX file
EDX-PAR-010	Missing or invalid closing bracket in block \$1
EDX-BAS-001	Enumeration is empty.
EDX-EXCE-001	Something went wrong.
EDX-EXCE-002	Error Message is \$1
EDX-OBDXUSR-001	User Creation has been failed in OBDX
EDX-OBDXUSR-002	Unable to save Record.Failed to Unlock the Corporate Channel User ID !
EDX-OBDXUSR-003	Unable to save Record.Failed to lock the Corporate Channel User ID !
EDX-OBDXUSR-004	Unable to save the Record due to failure in fetching Status for Corporate Channel User.

**Table G-1 (Cont.) List of Error Codes**

<b>Error Code</b>	<b>Description</b>
EDX-VLDN-001	Server Side validation Failed \$1
EDX-AVF-001	File Level Validations Failed.
EDX-AVF-002	Max Files per day count breached.
EDX-AVF-003	Max Records per file count breached.
EDX-AVF-004	Max Records per day count breached.
EDX-AVF-005	File Amount Limit breached.
EDX-AVF-006	Max Amount per day limit breached.
EDX-DUR-000	Record Dedupe Validation Passed
EDX-DUR-001	Record Dedupe Validation Failed
EDX-DUR-002	Record Dedupe Validation Failed Within Same File
EDX-DUR-003	Record Dedupe Validation Failed Across Files
EDX-DUR-004	No Record Dedupe rule defined
EDX-DUR-999	Record Dedupe partial failure
EDX-AVR-000	Record Level Validations Successful.
EDX-AVR-001	Record Level Validations Failed.
EDX-AVR-002	Record Amount Limit breached.
EDX-AVR-999	Record Level Validations Partially Successful.
EDX-CAC-001	Error In Approval Module
EDX-CAC-700	Approval Required
EDX-CAC-800	Approval Not Required
EDX-RAS-000	Approved
EDX-RAS-001	Rejected
EDX-RAS-200	Success
EDX-RAS-700	Partially Approved
EDX-TRS-002	Service Definition not found
EDX-TRS-003	Unable to derive key from given input
EDX-COF-000	Correlation Passed
EDX-COF-001	Correlation Failed
EDX-COF-002	No Correlation Rule defined
EDX-COF-003	No Attribute mapping found for transaction
EDX-COF-004	No File Correlated
EDX-COF-999	File partially correlated
EDX-COR-000	Correlation Pass
EDX-COR-001	Correlation Fail
EDX-PCB-000	Record Created successfully
EDX-PCB-001	Record Deleted successfully
EDX-PCB-002	All Records Deleted successfully
EDX-HCB-000	Record Created successfully
EDX-HCB-001	Record Deleted successfully
EDX-HCB-002	All Records Deleted successfully
EDX-COR-003	Exception from Host is: \$1
EDX-CRP-008	Transaction not Found

Table G-1 (Cont.) List of Error Codes

Error Code	Description
EDX-CRP-009	Format not Found
EDX-AVR-003	Real Customer Number does not match with File Corporate ID
EDX-PAR-024	Technical Error in Parsing
EDX-CRP-010	Technical Error in Corporate Preference Check
EDX-DUR-005	Technical Error in Record Dedupe Validation
EDX-DUF-004	Technical Error in File Dedupe Validation
EDX-FNM-020	Technical Error in File Name Validation
EDX-FPS-013	Technical Error in File Reception
EDX-COR-004	Accepted
EDX-COR-005	Processed
EDX-COR-006	Rejected
EDX-COR-007	In Progress
EDX-DBM-008	Invalid Action present in file
EDX-COR-008	Reconciled
EDX-COR-009	Reconciled
EDX-COR-010	Reconciled
EDX-COR-011	Reconciled
EDX-COR-012	Reconciled
EDX-COR-013	Reconciled
EDX-PPR-700	Handoff Creation In Progress
EDX-ADS-009	Response File request accepted
EDX-ADS-010	Response File request rejected
EDX-PAR-031	Expected value for \$1 is \$2, actual value provided \$3
EDX-PAR-032	Invalid date \$1
EDX-PAR-033	Max length of the field with value \$1 is breached. Expected max length is \$2
EDX-PAR-034	\$1 is mandatory
EDX-PAR-035	Invalid currency \$1
EDX-ADS-000	Notification success
EDX-ADS-001	Notification Failed
EDX-ADS-002	No Eligible Status Defined
EDX-ADS-003	Cache Id not generated from Canonical Service Router
EDX-ADS-004	No Action Defined to call file generator
EDX-ADS-005	No Product Processor defined for Handoff
EDX-ADS-006	Handoff Generation Failed
EDX-ADS-007	Unable to fetch Corporate Preference
EDX-ADS-008	No Filter Code Defined
EDX-PPR-007	Failure while generating handoff file
EDX-PPR-006	Failure in notifying host for handoff file
EDX-PAR-011	Block \$1 missing for the file
EDX-PAR-012	MT file type is \$1, expected file type is \$2
EDX-PAR-013	Invalid number of transactions \$1 in the File Header

**Table G-1 (Cont.) List of Error Codes**

<b>Error Code</b>	<b>Description</b>
EDX-PAR-014	Schema validation Error: \$1
EDX-PAR-016	Invalid control Sum \$1 in the File Header
EDX-PAR-017	Integration Preferences not found for the format \$1 and transaction \$2.
EDX-PAR-018	File is not Parsable
EDX-PAR-019	File Parsed
EDX-DBM-005	Datatype of the field with value \$1 is invalid. Expected datatype is \$2
EDX-DBM-006	Max length of the field with value \$1 is breached. Expected max length is \$2
EDX-DBM-007	Data Missing for certain fields
EDX-PPR-000	File Generation Success
EDX-PPR-001	File Generation Fail
EDX-PPR-002	File upload to PP failed
EDX-PPR-004	File Name template not found.
EDX-PPR-005	Backup File Generation Failed
EDX-PPR-999	Handoff created partially
EDX-RSC-000	RSC Success
EDX-RSC-001	RSC Failure
EDX-RSC-999	Response File Sent Partially
EDX-DUF-000	File Dedupe Validation Passed
EDX-DUF-001	File Dedupe Validation Failed
EDX-DUF-002	No File Dedupe rule defined
EDX-DUF-003	File Dedupe Validation Failed : Duplicate File Exist
EDX-AVF-000	File Level Validations Successful.



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