

Oracle® Database

Installer Troubleshooting



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Primary Authors: (primary author), (primary author)

Contributing Authors: (contributing author), (contributing author)

Contributors: (contributor), (contributor)

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Preface

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1.1 Purpose

This guide is designed to help the user to quickly get acquainted with the Customer Standard Instructions maintenance process.

1.2 Audience

This guide is intended for the central administrator of the Bank who controls the system and application parameters and ensures smooth functionality and flexibility of the banking application.

1.3 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <https://www.oracle.com/corporate/accessibility/>.

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.

1.4 Conventions

The following text conventions are used in this document:

Table 1-1 Conventions

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

Table 1-1 (Cont.) Conventions

Convention	Meaning
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1.5 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 ensure effective security, as strongly recommended by [Oracle Software Security Assurance](#).

1.6 Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

1.7 Basic Actions

Table 1-2 Basic Actions

Action	Description
Approve	Used to approve the initiated report. This button is displayed, once the user click Authorize .
Audit	Used to view the maker details, checker details, and report status.
Authorize	Used to authorize the report created. A maker of the screen is not allowed to authorize the report. Only a checker can authorize a report, created by a maker.
Close	Used to close a record. This action is available only when a record is created.
Confirm	Used to confirm the performed action.
Cancel	Used to cancel the performed action.
Compare	Used 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	Used to hide the details in the sections. This button is displayed, once the user click Compare .
Expand All	Used to expand and view all the details in the sections. This button is displayed, once the user click Compare .

Table 1-2 (Cont.) Basic Actions

Action	Description
New	Used to add a new record. When the user click New , the system displays a new record enabling to specify the required data.
OK	Used to confirm the details in the screen.
Save	Used to save the details entered or selected in the screen.
View	Used 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	Used 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 .
Unlock	Used to update the details of an existing record. System displays an existing record in editable mode.

1.8 Prerequisite

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

1.9 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.

2

Introduction

This topic describes the process of figuring out errors and troubleshooting methods while installing Oracle FLEXCUBE Universal Banking.

3

Basic Setup

Before launching the Installer, the following software is required to be installed in the local machine (Windows/Linux) where the Installer setup will be done -

1. Install **Java JDK** with the version specified in a document.

Note:

- For Windows Machine, after installing **Java JDK**, set **JAVA_HOME** and **PATH** variables in an environment variable.
- For the Linux Machine, after installing **Java JDK**, set **JAVA_HOME** and **PATH** variables using command line arguments.

2. Install **Oracle WebLogic Server** with the version specified in a document.
3. Install **Oracle DB Client** with the version specified in a document.

Note:

- For Windows and Linux machines, TNS entries of the database in which Oracle FLEXCUBE Universal Banking installation needs to be done must be updated.
- For Windows machines, the system will automatically update the **PATH** variable of the client installed in environment variables. If it is not updated manually, update the **PATH** variable.
- For Linux machines, set the **ORACLE_HOME** variable using command line arguments.
- If Backend Compilations are not happening, verify TNS entries and schema credentials.

4. Note down Installed Locations of **Java JDK**, **Oracle WebLogic Server**, and **Oracle DB Client** which needs to provide while running Installer GUI.

Note:

If the GUI installer is not launched, recheck the above specified paths.

1. **Java JDK Home** - *C:/Program Files/Java/jdk<version>*
2. **Oracle DB Client** - *C:/app/client/<user>/product/<version>/client_1*
3. **Oracle Weblogic Server** - *C:/Oracle/Middleware/Oracle_Home/wlserver*

4

Check Logs

This topic explains systematic instructions to find out an error that occurs during Oracle FLEXCUBE Universal Banking installation.

If you get an error message while doing an Oracle FLEXCUBE Universal Banking installation activity, 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.

1. To check the log file, open the **logs** folder in the Oracle FLEXCUBE Universal Banking Installer source in the local system.

The **FCUBSInstaller** screen displays.

Figure 4-1 FCUBSInstaller

2. In the **logs** folder, locate the log file **FCUBSInstaller.log**, and open it.

The **FCUBSInstaller.log** file gets open. The **FCUBSInstaller.log** file contains detailed information about the methods executed.

5

Troubleshoot Abrupt Exit from Installer

This topic explains systematic instructions to troubleshoot abrupt exits from the installation process (Windows only).

In case for some reason, the Oracle FLEXCUBE Universal Banking 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.

1. Exit the Oracle FLEXCUBE Universal Banking Installer.
2. Open **Task Manager**.

The **Windows Task Manager** window displays.

Figure 5-1 Windows Task Manager

3. On the **Windows Task Manager** window, under **Processes** tab, locate the **javaw.exe** process.
4. Right-click the **javaw.exe** process, and click **End Process**.

The **Task Manager Warning** pop-up window displays.

Figure 5-2 Task Manager Warning

Windows shows a warning message.

5. Click **Yes** to accept the message.

This will end all the processes initiated by Oracle FLEXCUBE Universal Banking Installer. This action will also delete the log files or the Destination Directory files which the Oracle FLEXCUBE Universal Banking Installer has accessed earlier.

Note:

Delete the file **chk.flg** from the Installer source directory before restarting the Installer.