Oracle® FLEXCUBE Investor Servicing

Oracle FLEXCUBE Investor Servicing Installer Troubleshooting

ORACLE®

Oracle FLEXCUBE Investor Servicing Oracle FLEXCUBE Investor Servicing Installer Troubleshooting, Release 14.8.0.0.0

G32100-02

Contents

Preface

1 Installer Troubleshooting

Preface

Oracle FLEXCUBE Investor Servicing is a comprehensive mutual funds automation software from Oracle® Financial Servicing Software Ltd.©.

You can use the system to achieve optimum automation of all your mutual fund investor servicing processes, as it provides guidelines for specific tasks, descriptions of various features and processes, and general information.

This topic contains the following sub-topics:

- [Purpose](#)
- [Audience](#)
- [Documentation Accessibility](#)
- [Critical Patches](#)
- [Diversity and Inclusion](#)
- [Conventions](#)
- [Screenshot Disclaimer](#)
- [Acronyms and Abbreviations](#)

Purpose

This manual is designed to help acquaint you with the installation of **Oracle FLEXCUBE Investor Servicing** application.

Audience

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

Table 1   Users and Roles

Users	Roles
Implementation team	Implementation of Oracle FLEXCUBE Investor Servicing
Presales team	Install Oracle FLEXCUBE Investor Servicing for demo purpose
Bank personnel	Who installs Oracle FLEXCUBE Investor Servicing

Documentation Accessibility

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.

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.

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.

Conventions

The following text conventions are used in this document:

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

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.

Acronyms and Abbreviations

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

Table 2   Acronyms and Abbreviations

Abbreviation	Description
FCIS	Oracle FLEXCUBE Investor Servicing
OEM	Oracle Enterprise Manager

Table 2 (Cont.) Acronyms and Abbreviations

Abbreviation	Description
EMS	Electronic Messaging Service
EJB	Enterprise Java Bean
MDB	Message Driven Beans

1

Installer Troubleshooting

This topic guides you through the troubleshooting methods while installing **Oracle FLEXCUBE Investor Servicing**.

If you encounter any issues during the installation, you can follow the troubleshooting methods described here to figure out the error and then troubleshoot it.

This topic contains the following sub-topics:

- Check Logs
  This topic gives instructions to find out an error that occurs during **Oracle FLEXCUBE Investor Servicing** installation.

- Troubleshoot Abrupt Exit from Installer
  This topic provides the systematic instructions to troubleshoot abrupt exits from the installation process on the Windows operating system.

- Configure Oracle FLEXCUBE Investor Servicing Installer
  This topic gives instructions to configure Oracle FLEXCUBE Investor Servicing Installer.

1.1 Check Logs

This topic gives instructions to find out an error that occurs during **Oracle FLEXCUBE Investor Servicing** installation.

If you get an error message while doing an **Oracle FLEXCUBE Investor Servicing** 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. Open the **logs** folder to check the log file in the Oracle FLEXCUBE Investor Servicing Installer source in the local system.

Figure 1-1   Oracle FLEXCUBE Investor Servicing Installer log file
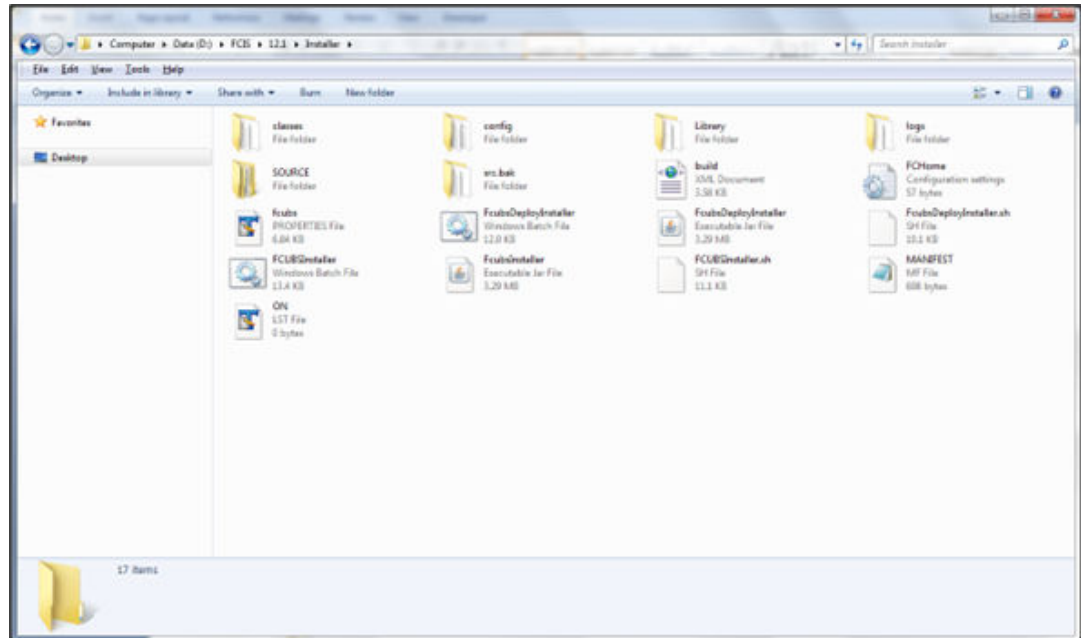
2. In the **logs** folder, locate the log file **FCUBSInstaller.log**, and open it.

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

1.2 Troubleshoot Abrupt Exit from Installer

This topic provides the systematic instructions to troubleshoot abrupt exits from the installation process on the Windows operating system.

For some reason, the **Oracle FLEXCUBE Investor Servicing** Installer stops responding 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 has stopped responding, 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 Investor Servicing** Installer.

2. Open **Task Manager**.

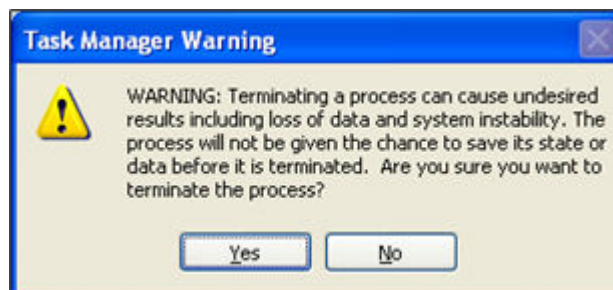   The **Windows Task Manager** window displays.

Figure 1-2   Windows Task Manager
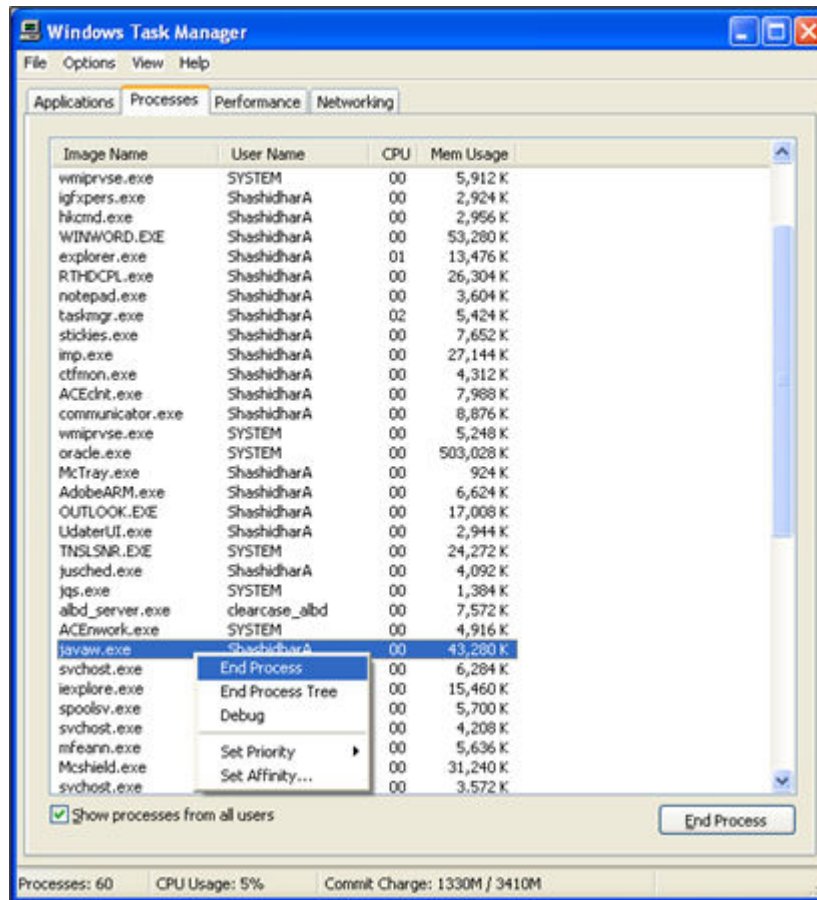
3. On the **Windows Task Manager** window, under **Processes** tab, locate the **javaw.exe** process.

4. Right-click the **javaw.exe** process, and click **End Process**.

   The **Task Manager Warning** pop-up window displays a warning message.

Figure 1-3   Task Manager Warning Message

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

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

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

1.3 Configure Oracle FLEXCUBE Investor Servicing Installer

This topic gives instructions to configure Oracle FLEXCUBE Investor Servicing Installer.

Using **Oracle FLEXCUBE Investor Servicing** Installer, you may need to install Executable.
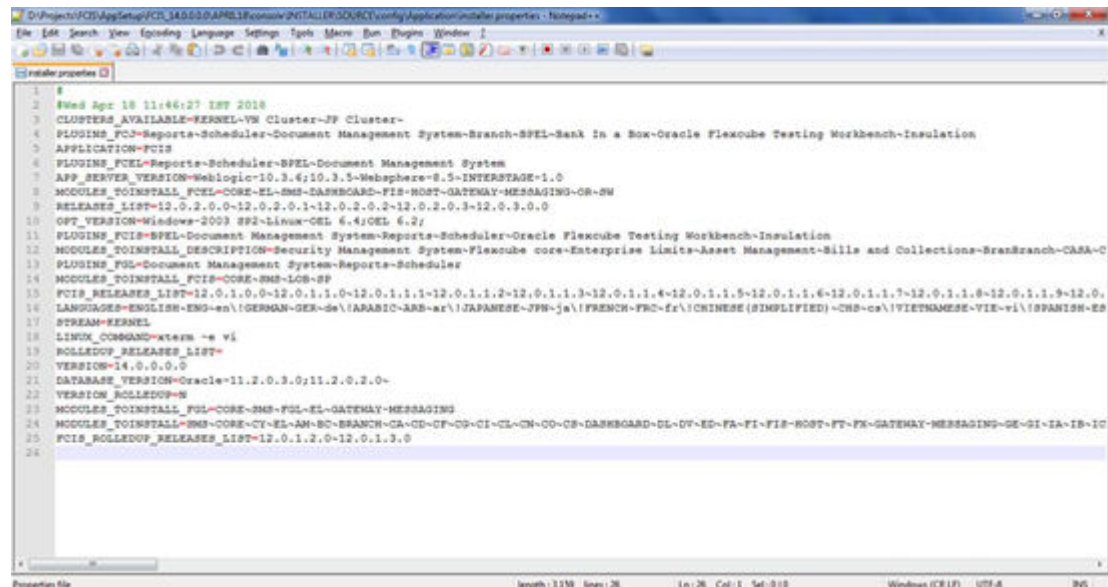
Install Executable

You must check the **installer.properties** file in the Installer source in the local system.

`<INSTALLER>\SOURCE\config\Application\installer.properties`

If the Application Server is **WebLogic** and has cluster configurations, then you need to modify the **installer.properties** file to configure the Installer property.

Figure 1-4   Configure Installer

Modify the following property to decide whether the Application Server is WebLogic and the server is in cluster configuration:

APPLICATION_SERVER_CLUSTERED=Y

Example 1-1   Install Executable FCIS_14.0.0.0.0

For installing Executable FCIS_14.0.0.0.0, you need to use the INSTALLER sources from the executable shipment location.