Oracle® Banking Branch Troubleshooting Guide



ORACLE

Oracle Banking Branch Troubleshooting Guide, 14.7.5.0.0

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Purpose

This guide helps users with the issues in the application. It describes various methods to troubleshoot the issues.

Audience

This guide is intended for the implementation teams.

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Conventions

| 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. |

The following text conventions are used in this document:

Related Resources

For more information, see these Oracle resources:

- Getting Started User Guide
- Oracle Banking Microservices Platform Foundation User Guide
- Oracle Banking Common Core User Guide
- Routing Hub Configuration User Guide
- Oracle Banking Security Management System User Guide
- Teller User Guide
- Retail 360 User Guide
- Retail Onboarding User Guide
- Corporate 360 User Guide
- Corporate Onboarding User Guide
- Small and Medium Business 360 User Guide
- Small and Medium Business Onboarding User Guide
- Small and Medium Enterprise 360 User Guide
- Small and Medium Enterprise Onboarding User Guide
- Servicing Configurations User Guide
- Current Account and Savings Account User Guide
- Loan Service User Guide



- Deposit Services User Guide
- Observability User Guide

Acronyms and Abbreviations

The following acronyms and abbreviations are used in this guide:

| Table | Acronyms and Abbreviations |
|-------|----------------------------|
|-------|----------------------------|

| Acronyms | Definition |
|----------|---------------------------------------|
| API | Application Programming Interface |
| СМС | Common Core |
| ELK | Elasticsearch Logstash Kibana |
| HTTP | Hypertext Transfer Protocol |
| LDAP | Lightweight Directory Access Protocol |
| MOC | Mid-office Common Core |
| SMS | Security Management System |
| SSL | Secure Sockets Layer |
| UI | User Interface |
| URL | Uniform Resource Locator |
| VPN | Virtual Private Network |

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.

Prerequisites for End Users

The prerequisites are as follows:

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

General Prevention

Do not make any changes to Flyway scripts manually.

Best Practices

The best practices are as follows:

- It is ideal to have ELK stack installed on a separate VM outside the product VMs to ensure the flow of logs in case of app crashes.
- Log levels can be adjusted to INFO and above to enable relevant logs to flow in.



1 Troubleshooting Technical Flows

You can use the technical flow to know about various programming issues, possible causes, and solutions to resolve the issues.

This topic contains the following subtopics:

- Where is the Problem Troubleshooting the problem in a distributed system could be challenging if not understood fully.
- Preliminary Checks from UI Users can launch the application and check for basic errors.
- Preliminary Checks from Service Log Files
 The war deployments for each microservice subdomain can generate the log files in the
 WebLogic server.
- Troubleshooting Using Zipkin Traces You can find the required traces and troubleshoot the errors using the Zipkin Traces.
- Troubleshooting Logs using ELK Stack You can use ELK Stack to access Kibana, search logs in Kibana, and export logs.
- Troubleshooting Environmental Issues
 You can troubleshoot various issues you may encounter while deploying services, logging in, or launching a screen.

1.1 Where is the Problem

Troubleshooting the problem in a distributed system could 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.

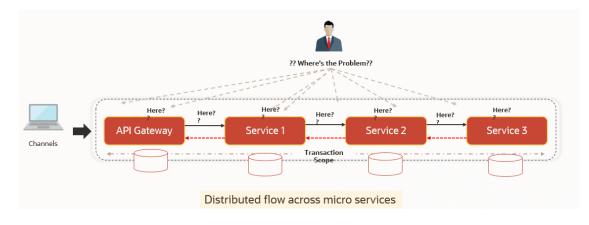


Figure 1-1 Distributed Flow across Micro Services



The Figure 1-1 shows that it is important to establish the area of the problem on the service side. This can be achieved by a complete understanding of UI, Service side flows along with the data architecture of the application.

1.2 Preliminary Checks from UI

Users can launch the application and check for basic errors.

Log in to the application homepage. For information on how to log in, refer to the *Getting Started User Guide*.

To perform the preliminary checks:

- 1. Press the F12 key, and select Inspect and See Network tab.
- 2. Verify that all the calls responses are successful.

Note:

Usually red color indicates a non-2xx HTTP response.

Figure 1-2 Network - Call Responses

| 🕞 Elements Console Sources Network Performance | Memory Application | n Security Lighthou | ise | | 🙁 144 🗛 12 🛛 🎝 |
|--|--------------------|----------------------|------------------------------------|----------------------|-------------------------------------|
| 🕒 🔕 🝸 🔍 🗌 Preserve log 🗌 Disable cache Online 🛛 🔻 : | E ± | | | | |
| ilter 🗌 Hide data URLs 📶 XHR JS CSS Img M | edia Font Doc WS | Manifest Other 🗌 Has | blocked cookies 🗌 Blocked Requests | | |
| 1000 ms 2000 ms 3000 ms 4000 ms 5000 ms 600 | 10 ms 7000 ms | 8000 ms 9000 ms | 10000 ms 11000 ms 12000 m | rs 13000 ms 14000 ms | 15000 ms 16000 ms 17000 ms 18000 ms |
| 4ame | Status | Туре | Initiator | Size Time | Waterfall |
| 1401 | 200 | | Other | 0 B | 73 ms |
| userpreferences?userId=AKASH&branchCode=000 | 200 | xhr | jquery-3.4.1.min.js:2 | 647 B | 82 ms |
| 1401 | 200 | xhr | jquery-3.4.1.min.js:2 | 1.1 kB | 150 ms |
| 1401 | 200 | | Other | 0 B | 64 ms |
| 1401 | 200 | xhr | jquery-3.4.1.min.js:2 | 1.6 kB | 89 ms |
| ui?userId= &branchCode=000&ccaName=fsgbu-ob-remo-srv-vp-telle | 200 | | Other | 0 B | 63 ms |
| ui?userId= &branchCode=000&ccaName=fsgbu-ob-remo-srv-vp-telle | 200 | xhr | jquery-3.4.1.min.js:2 | 661 B | 74 ms |
| ui?userId= &branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-cash | 200 | | Other | 0 B | 68 ms |
| ui?userId= &branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-char | 200 | | Other | 0 B | 65 ms |
| ui?userId= &branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-den | 200 | | Other | 0 B | 64 ms |
| ui?userId= &branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-cash | 200 | xhr | jquery-3.4.1.min.js:2 | 661 B | 84 ms |
| ui?userId= &branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-char | 200 | xhr | jquery-3.4.1.min.js:2 | 748 B | 234 ms |
| ui?userId= &branchCode=000&ccaName=fsgbu-ob-remo-srv-ds-den | 200 | xhr | jquery-3.4.1.min.js:2 | 661 B | 83 ms |
| GBP | 200 | | Other | 0 B | 90 ms |
| CUSTOMER | 200 | | Other | 0 B | 81 ms |
| GBP | 200 | xhr | jquery-3.4.1.min.js:2 | 3.6 kB | 102 ms |
| CUSTOMER | 200 | xhr | jquery-3.4.1.min.js:2 | 820 B | 273 ms |
| userpreferences?userId = & & & & & & & & & & & & & & & & & & | 200 | xhr | jquery-3.4.1.min.js:2 | 647 B | 99 ms |
| tiles?userid= &branchCode=000 | 200 | xhr | jquery-3.4.1.min.js:2 | 4.0 kB | 96 ms |
| | 200 | | Other | 0 B | 66 ms |
| 1000 C 200 C 200 M | 200 | xhr | jquery-3.4.1.min.js:2 | 1.6 kB | 119 ms |
| chargePickUp?txnAmount=100&txnCcy=GBP&accountBranchCode=000&fu | 200 | | Other | 0 B | 64 ms |
| c | 200 | | Other | 0 B | 62 ms |
| chargePickUp?txnAmount=100&txnCcy=GBP&accountBranchCode=000&fu | 201 | xhr | jquery-3.4.1.min.js:2 | 1.0 kB | 109 ms |
| C | 200 | xhr | jquery-3.4.1.min.js:2 | 2.7 kB | 137 ms |

Figure 1-3 Non-2xx Response

| Teller Transaction | Customer Search | XQ | | | | | | * × |
|-------------------------------------|--|--------------------|---|---------------|------|------------------------------|---------|--------|
| GL Description | | GL Curr 🚫 Error | r | | × | Cash Deposit Cash Withdrawal | | |
| Exchange Rate | | RM-BC-X Negotia | (T-01: Failed in getting the exchange rat | te | ок | Cheque Withdrawal | | |
| Negotiated Reference Nur | mber | GL Amc | | | | Account Transfer | bmit | Cancel |
| Elements So | urces Console Net | work Security Pe | rformance Memory Application | Lighthouse | | O 59 A | 33 🌣 | : × |
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| ● 🛇 🗑 Q, 🗹 Pi Name] 1408 | reserve log 🗌 Disable ca Status | che Online V : | 1 Initiator | Size | Time | 299 | Waterfa | 10 |
| | reserve log Disable ca Status 400 200 | che Online V : | Initiator jquery-3.5.1.min.js:2 | Size 885 B | Time | 299 | Waterfa | 0 |

Figure 1-4 Details of Non-2xx Response

| Teller Transaction | h ×Q | | | × × |
|--|--|---|---------------------------------|------|
| GL Description | GL Curr SError | × | Cash Deposit Cash Withdrawal | |
| | RM-BC-XT-01: Failed in getting the exchange rate | | Submit Can | ncel |
| 🕞 💼 🕴 Elements Sources Consol | e Network Security Performance Memory Application Lighthouse | | O 59 🔺 33 🗱 🚦 | × |
| 🖲 🛇 🗑 🔍 🗹 Preserve log 🗌 [| Disable cache 🛛 Online 🔻 🛓 | | | ΰ |
| lame | × Headers Preview Response Initiator Timing | | | |
| 1408 | ▼ General | | | |
| 1408 | Request URL: https:// Request Method: GET Status Code: @ 400 Bad Request Remote Address: Referer Policy: strict-origin-when-cross-origin Y Response Headers view Source | | | |
| 2 requests 885 B transferred 192 B resou | Access-Control-Allow-Credentials: true Access-Control-Allow-Headers Access-Control-Allow-Methods: GET, POST, PUT, DELETE, OPTIONS, HEAD, PATCH | | | |
| | Casha Cantrali na stana | | | × |
| Console What's New × Search | | | | > |



Figure 1-5 Export Option

| | ements Cons | ole Sources | Network P | erformance | Memory A | Application | Security | Lighthouse | |
|-------|-------------|----------------|-----------------|------------|------------|-------------|----------|------------|---|
| 0 7 | Q Pres | erve log 🗌 Dis | able cache 🛛 On | line 🔻 🔤 👖 | <u>+</u> + | | | | |
| 5 ms | 10 ms | 15 ms | 20 ms | 25 ms | Export H | 4R | 35 ms | 40 ms | 4 |



Note:

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

1.3 Preliminary Checks from Service Log Files

The war deployments for each microservice subdomain can generate the log files in the WebLogic server.

The configuration of this log can be found at logback.xml:

In production scenarios, make sure that the root level is configured as *ERROR* so that log files do not get overwhelmed. Refer to *Oracle WebLogic Server Documentation Library* to know the path where these files are generated. In on-premises cases, the log files can be zipped and sent for remote troubleshooting purposes.

1.4 Troubleshooting Using Zipkin Traces

You can find the required traces and troubleshoot the errors using the Zipkin Traces.

Set up the Zipkin server. For information on how to set it up, refer to the Observability User Guide.

To perform troubleshooting using Zipkin Traces:

1. Launch the Zipkin URL.

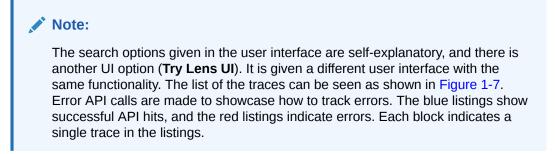
The basic layout of Zipkin is displayed.

| | Look | Remote Service Name | Span Name | Service Name |
|------|-------|---------------------|--|----------------------------|
| | ✓ 15 | ✓ all | | |
| Sort | Limit | Duration (µs) >= | | Annotation Query |
| | | Ex: 100ms or 5s | oo/bar/ and cluster=foo and cache.miss | For example: http.path=/fo |
| | | Ex: 100ms or 5s | o/bar/ and cluster=foo and cache.miss | For example: http.path=/fo |

Figure 1-6 Layout of Zipkin

2. Use the search option to find the traces of required API calls and services.



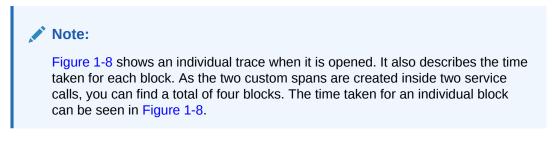


The search results are displayed.

Figure 1-7 List of Traces

| Service Name | Span Name | | Remote Service Name | | Lookback | |
|-------------------------------------|-------------------------------------|---|-------------------------|-------|----------|---------------|
| zipkin | | ~ | | ~ | | • |
| Annotation Query | | | Duration (μ s) > = | Limit | | Sort |
| For example: http.path=/foo/l | par/ and cluster=foo and cache.miss | | Ex: 100ms or 5s | | | Longest First |
| Find Traces | | | | | | |
| Showing: 4 of 4 Services: zipkin | | | | | | JSON 🛓 |
| | | | | | | |
| 2.163s 5 spans | | | | | | |
| zipkin 100% | | | | | | |
| zipkin x5 2.163s | | | | | | 18 minutes ag |
| 1.449s 4 spans | | | | | | |
| zipkin 100% | | | | | | |
| zipkin x4 1.449s | | | | | | 22 minutes ag |
| 1.430s 4 spans | | | | | | |
| zipkin 100% | | | | | | |

3. Open the individual trace.



The details of an individual trace are displayed.



Go to trace Duration: 2.163s Services: 1 Depth: 3 Total Spans: 🖪 JSON 🚣 Expand All Collapse All zipkin x4 432.639m 865.278ms 1.296 1.731 2.163 -2.163s : http:/api1 1.001s : api1 0 1.068s : http://api2 1.001s : api2

Figure 1-8 Individual Trace

4. Click on the individual block.

The details of an individual block are displayed.

Figure 1-9 Details of Individual Block

| Investigate system | Date Time | Relative | Time | Annotation | Address | | Search |
|-------------------------|-----------------------|----------|-------------|-----------------|----------|------|--------|
| | | | | Server Start | (zipkin) | | |
| | | 2.163s | | Server Finish | (zipkin) | | |
| Duration: 2.163s | Кеу | | Value | | | | JSON 🛓 |
| Expand All Collapse | http.host | | localhost | | | | |
| | http.method | | GET | | | | |
| zipkin x4 | http.path | | /api1 | | | | |
| Services | http.status_code | | 200 | | | 731s | 2.16 |
| ⊒ zipkin -2.16 | http.url | | http://loca | lhost:8080/api1 | | | 2.10 |
| zipkin - 1. zipkin - | mvc.controller.class | | Controller | | | | |
| zipkin | mvc.controller.method | | api1 | | | | |
| _ | spring.instance_id | | | | | | |
| | Show IDs | | | | | | |
| | Show iss | | | | | | |
| | traceld | | | | | | |
| | spanId | | | | | | |

Note:

The details of the specific span block are shown in Figure 1-9 and the logging events can also be seen in the Zipkin UI as small circular blocks. An example of an error log is shown in Figure 1-10.

 Investigate system behavior
 Find a trace
 View Saved Trace
 Dependencies
 Try Lens UI
 Go to trace
 Search

 Duration:
 1.0266
 Services:
 Depth:
 7
 Total Spans:
 1
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 1
 1
 1
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Figure 1-10 Sample Error Log

5. Click on the error portion.

The details about the error and where the error has arisen are displayed.

| Investigate syst | err Services: zipkin | | | | |
|------------------|-----------------------|---------|--|---------------|-------------------------------------|
| | Date Time | | Relative Time | Annotation | Address |
| ion: 1.026s | | | | Server Start | (zipkin) |
| | | | 1.026s | Server Finish | (zipkin) |
| d All Collaps | Key | Value | | | |
| 3 | error | | st processing failed; ErrorException: 500 | | org.springframework.web.client.Http |
| 0.36 | http.host | localho | ost | | |
| -1. | http.method | GET | | | |
| - Li - | http.path | /api1 | | | |
| | http.status_code | 500 | | | |
| | http.url | http:// | localhost:8080/api1 | | |
| | mvc.controller.class | BasicEr | rorController | | |
| | mvc.controller.method | errorH | tml | | |
| | spring.instance_id | | | | |
| | | | | | |

Figure 1-11 Details of Error

Note:

If the *Lens UI* is used in Zipkin, the above figures are not applicable but are relatable to the *Lens UI* as well. Traces of the application can be found using *TraceId*. The *TraceId* can be found in the debug logs of the deployment when spring-cloud-sleuth is included in the dependencies (included in spring-cloud-starter-zipkin dependency).

6. Click the **Dependencies** tab.

The dependency graph information between micro-services is displayed.

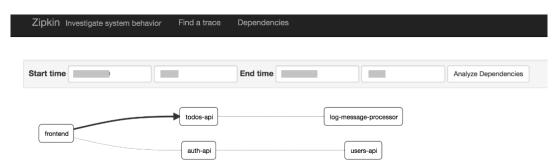


Figure 1-12 Sample Dependency Graph

Known Issues for Zipkin

Learn about the issues you may encounter when using Zipkin and how to work around them.

1.4.1 Known Issues for Zipkin

Learn about the issues you may encounter when using Zipkin and how to work around them.

Topics:

- Application Service is not Registered
- 404 Error
- Unable to Change Zipkin Default Port Number

Application Service is not Registered

Perform the following steps to find the cause of this error:

 Check the applications, which are sending the trace report to the Zipkin server from Service Name drop-down list.

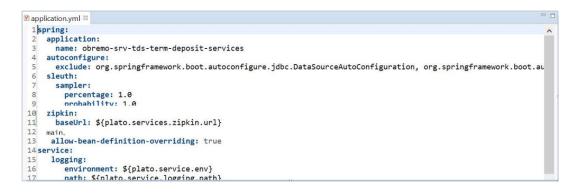
Figure 1-13 Find Traces

| Service Name | Span Name | Lookback | | |
|--------------------------------------|------------------------------|------------------|-------|---------------|
| laimmo-siv-bra-branchconnaon∨ | × | | | ~ |
| Annotation Query | | Duration (µs) >= | Limit | Sort |
| For example: http.path=/foo/bar/ and | d cluster=foo and cache.miss | Ex: 100ms or 5s | | Lingest First |

2. If the required application is not listed in Zipkins, check the application.yml file for Zipkin base URL configuration.



Figure 1-14 application.yml File



Note:

The shipped application.yml should have the Zipkin entry. Every service should have spring-cloud-sleuth-zipkin dependency added in the build gradle file for the service to generate and send *trace Id* and *span Id*.

- 3. The necessary values are as follows:
 - Compile group: org.springframework.cloud
 - **name:** spring-cloud-sleuth-zipkin
 - version: 2.1.2.RELEASE

Figure 1-15 Branch Common Services

| | Span Name | Lookback | | |
|---|--|--|--------------------------|---|
| | ommon \ | ✓ Thour | | ~ |
| Annotation Query | | Duration (µs) >= | Limit | Sort |
| For example: http.path=/ | foo/bar/ and cluster=foo and cache.mi | Ex: 100ms or 5s | | Longest First 🗸 🗸 |
| | | | | |
| Find Traces | | | | |
| Showing: 10 of 10 | | | | JSON 🚣 |
| Services: obremo-srv-bcn-bran | chcommon-services | | | _ |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| 65.308ms 15 spans | | | | |
| 65.308ms 15 spans bremo-srv-bcn-branchcoi | mmon-services 97% | | | |
| 65.308ms 15 spans bremo-srv-bcn-branchcoi | | ices x4 220.829ms Jobremo-srv-cmn-transactia | on-services x4 199.425ms | 2 minutes a |
| 65.308ms 15 spans bremo-srv-bcn-branchcoi | mmon-services 97% | ices x4 220.829ms obremo-srv-cmn-transactio | on-services x4 199.425ms | 2 minutes a |
| 65.308ms 15 spans bremo-srv-bcn-branchcoi | mmon-services 97% | ices x4 220.829ms obremo-srv-cmn-transactio | on-services x4 199.425ms | 2 minutes a |
| 55.308ms 15 spans bremo-srv-bcn-branchcou emo-srv-bcn-branchcommon-ser | mmon-services 97% vices x7 222.651ms obremo-snv-cas-cash-serv | ices x4 220.829ms obremo-srv-cmn-transactio | on-services x4 199.425ms | 2 minutes a |
| 55.308ms 15 spans bremo-srv-bcn-branchcor emosrv-bra-branchcommonser 39.977ms 15 spans bremo-srv-bcn-branchcor | mmon-services 97% vices x7 222.651ms obremo-sny-cas-cash-serv mmon-services 96% | | | |
| 55.308ms 15 spans bremo-srv-bcn-branchcor emosrv-bra-branchcommonser 39.977ms 15 spans bremo-srv-bcn-branchcor | mmon-services 97% vices x7 222.651ms obremo-snv-cas-cash-serv | | | 2 minutes a 2 minutes a 2 minutes a |
| 55.308ms 15 spans bremo-srv-bcn-branchcor emosrv-bcn-branchcommonser 39.977ms 15 spans bremo-srv-bcn-branchcor emosrv-bcn-branchcommonser | mmon-services 97% vices x7 222.651ms obremo-sny-cas-cash-serv mmon-services 96% | | | |
| 55.308ms 15 spans bremo-srv-ben-brancheor emo-srv-ben-brancheor say.977ms 15 spans bremo-srv-ben-brancheor emo-srv-ben-brancheor mosrv-ben-brancheor 3.021ms 7 spans | mmon-services 97% vices x7 222.651ms obremo-srv-cas-cash-serv mmon-services 96% vices x7 198.876ms obremo-srv-cas-cash-serv | | | |
| 55.308ms 15 spans bremo-srv-bcn-branchcor emosrv-bcn-branchcommonser 39.977ms 15 spans bremo-srv-bcn-branchcor emosrv-bcn-branchcommonser | mmon-services 97% vices x7 222.651ms obremo-srv-cas-cash-serv mmon-services 96% vices x7 198.876ms obremo-srv-cas-cash-serv | | | |



| Duration: 265.308ms | Se | ervices: 3 | Depth: 5 | Total Spans: 1 | 0 | JSC | N 📥 |
|---|-------------|-----------------------|-------------------------------|------------------------------------|-------------------------------|--|-------|
| Expand All Colla | apse All | | | | | | |
| | <u> </u> |) | | | | | |
| obremo-srv-bcn-branchc | ommon-ser | vices x7 obremo-sr | v-cas-cash-services x4 obre | mo-srv-cmn-transaction-services x4 |) | | |
| | | | | | | | |
| ervices | | | 53.062ms | 106.123ms | 159.185ms | 212.246ms | 265.3 |
| obremo-srv-bcn-branchce | 14.134ms : | : call-validate | | | | | |
| obremo-srv7ldd8rhsangetcor | | | | | | | |
| obremo-srv-bcn-bran863ms | : get | | | | | | |
| obremo-srv-cas-cash-sen | -13.411ms | : post /web/v1/cash/d | atasegment/validatecreate | | | | |
| obremo-srv-cas-cash-servi | . 6.33 | 36ms : get | | | | | |
| obremo-srv-cas-cash-sen | | 222.651ms : post /w | eb/v1/cash/datasegment/teller | transaction/creditcardtxnsubmit | | | |
| obremo-srv-cmn-transact | 1.0 | 202.33 | 30ms : post /submit | | | | |
| 1. A. | 1. S. S. S. | | 13.082ms : get | | | | |
| obremo-srv-cmn-transacti | | | | 28.312ms : get | | | |
| obremo-srv-cmn-transacti | | | | | | | |
| | | | | | 47.453ms : post /web/v1/maint | enance/defaultandvalidatefunctiondetal | s · |

Figure 1-16 Branch Common Services Trace

404 Error

If there is a 404 error, check if the <code>zipkin-server.jar</code> is running in the system where the application is deployed. To check this, execute the following command:

netstat -ltnup | grep ':9411'

A sample output is shown below:

tcp6 0 0 :::9411 :::* LISTEN 10892/java



Unable to Change Zipkin Default Port Number

The default port number of the Zipkin is not editable. Hence, make sure that port 9411 is available to start the <code>Zipkin-server.jar</code> file.

1.5 Troubleshooting Logs using ELK Stack

You can use ELK Stack to access Kibana, search logs in Kibana, and export logs.

This topic contains the following subtopics:

- Set Up ELK You need to set up ELK for troubleshooting the logs using ELK stack.
- Export Logs in Kibana You can use Kibana to search for the required logs and export the logs for tickets.



1.5.1 Set Up ELK

You need to set up ELK for troubleshooting the logs using ELK stack.

The prerequisites are as follows:

- 1. Download the Elastic search from https://www.elastic.co/downloads/elasticsearch.
- 2. Download the Kibana from https://www.elastic.co/downloads/kibana.
- 3. Download the Logstash from https://www.elastic.co/downloads/logstash.

Figure 1-17 ELK Setup

```
# Kibana is served by a back end server. This setting specifies the port to use.
#server.port:
# Specifies the address to which the Kibana server will bind. IP addresses and host names are both valid values.
# The default is 'localhost', which usually means remote machines will not be able to connect.
# To allow connections from remote users, set this parameter to a non-loopback address.
server.host: "
# Enables you to specify a path to mount Kibana at if you are running behind a proxy.
# Use the `server.rewriteBasePath` setting to tell Kibana if it should remove the basePath
# from requests it receives, and to prevent a deprecation warning at startup.
# This setting cannot end in a slash.
#server.basePath: ""
# Specifies whether Kibana should rewrite requests that are prefixed with
# `server.basePath` or require that they are rewritten by your reverse proxy.
# This setting was effectively always `false` before Kibana 6.3 and will
# default to `true` starting in Kibana 7.0.
#server.rewriteBasePath: false
# The maximum payload size in bytes for incoming server requests.
#server.maxPayloadBytes: 1048576
# The Kibana server's name. This is used for display purposes.
#server.name: "your-hostname"
# The URL of the Elasticsearch instance to use for all your queries.
elasticsearch.url: "http://localhost:9200"
```

When this setting's value is true Kibana uses the hostname specified in the server.host

Note:

The default ports are as follows:

- Elastic search 9200
- Kibana 5601

To run the ELK:

- 1. Run the elasticsearch.sh file present in the folder path /scratch/software/ELK/ elasticsearch-6.5.1/bin.
- 2. Configure Kibana to point the running instance of elastic search in the kibana.yml file.
- 3. Configure Logstash. For more information on configurations, refer to the table below.

| Configuration | Description |
|---------------|---|
| Input | This configuration is required to provide the log file location for the Logstash to read from. |
| Filter | Filters in Logstash are used to control or format the read operation (Line by line or Bulk read). |
| Output | In this section, provide the running elastic search instance to send the data for persisting. |

Table 1-1 Configurations for Logstash

Figure 1-18 Logstash Configuration

```
input {
  file {
    file {
        type => "java"
        path => "/scratch/Software/Weblogic_Installation/user_projects/domains//base_domain/logs/obremo-srv-cmn-transaction-services.log"
        codec => multiline {
            path => "rrue"
            what => "next"
        }
        }
        rilter {
            wf to log line contains tab character followed by 'at' then we will tag that entry as stacktrace
        if [message] =~ "\tat" {
            grok {
                match => ["message", "^(\tat)"]
            add_tag => ["stacktrace"]
            }
        }
        codec => rubydebug
        }
        wf to log line properly parsed log events to elasticsearch
        elasticsearch {
            hosts => ["localhost: ""]
        }
        }
    }
}
```

1.5.2 Export Logs in Kibana

You can use Kibana to search for the required logs and export the logs for tickets.

Download and access the Kibana as shown below:

| Figure | 1-19 | Kibana |
|--------|------|--------|
|--------|------|--------|

| 7 | kibana | | StepImpl : Here for function function code 1401 and beanna me is cashDeposit |
|----------|------------------|---|---|
| Ø | Discover | January 16th 2020, 10:30:55.582 | a0c6e046ea,true] [\${plato.service.env}] [null] [[000] 26617 [(self-tuning)'] c.netflix.loadbalancer.BaseLoadBalancer : Client: SMS-CORE-SERVICES instantiated a LoadBa |
| 1 | Visualize | | <pre>lancer: DynamicServerListLoadBalancer:{NFLoadBalancer:name=SMS-CORE-SERVICES,current list of Servers=[],Load balancer stats=Zone stats: {},Server stats: []}ServerList:null</pre> |
| 0 | Dashboard | ▶ January 16th 2020, 10:30:55.582 | 2020-01-16 05:00:54.852 INFO [obremo-srv-cmm-transaction-services,956c09724035cf27,95 Q Q 724035cf27,true] [\${plato.service.env}] [null] [] [000] 26617 [(self-tuning)'] |
| 8 | Timelion | | o.f.o.s.s.t.d.cash.teller.CashDeposit : inside onSubmit |
| ₩ | Canvas | ▶ January 16th 2020, 10:30:55.582 | 2020-01-16 05:00:54.857 INFO [obremo-srv-cmm-transaction-services,956c09724035cf27,956c09 724035cf27,true] [\${plato.service.env}] [null] [000] 26617 [(self-tuning)'] |
| () | Machine Learning | | o.f.o.s.srv.transaction.util.Common : GenerateEJIdStep ends |
| <u>ب</u> | Infrastructure | January 16th 2020, 10:30:55.582 | 2020-01-16 05:00:54.874 IMFO [Obremo-srv-cmm-transaction-services,956c09724035cf27,956c09 724035cf27,true] [\$[plato.service.env]] [mull] [mull] [000] 26617 [(self-tuning)'] o.f.o.s.srv.transaction.util.Common : inside validateRole |
| = | APM | ▶ January 16th 2020, 10:30:55.582 | 2020-01-16 05:00:54.647 INFO [obremo-srv-cmm-transaction-services,956c09724035cf27,e3efa9 a0c6e046ea,true] [\$(plato.service.env)] [null] [] [000] 26617 [(self-tuning)'] |
| ىع | Dev Tools | | c.n.l.DynamicServerListLoadBalancer : DynamicServerListLoadBalancer for client SMS-CO RE-SERVICES initialized: DynamicServerListLoadBalancer:(NFLoadBalancer:name=SMS-CORE-SERVI CES,current list of Servers=[100.101.130.21:7653],Load balancer stats=Zone stats: (default |
| * | Monitoring | | zone=[Zone:defaultzone; Instance count:1; Active connections count: 0; Circuit br eaker tripped count: 0; Active connections per server: 0.0;] |
| \$ | Management | January 16th 2020, 10:30:55.582 | 2020-01-16 05:00:54.853 INFO [obremo-srv-cmn-transaction-services,956c09724035cf27,956c09 |
| D | Default | | 724035cf27,true] [\${plato.service.env}] [null] [] [000] 26617 [(self-tuning)'] o.f.o.s.s.t.d.cash.teller.CashDeposit : Going to call EJ Creation |
| 0 | Collapse | January 16th 2020, 10:30:55.582 | 2020-01-16 05:00:54.874 INFO [obremo-srv-cmn-transaction-services,956c09724035cf27,956c09 |



To search and export logs for tickets:

- 1. Open URL for searching logs in Kibana.
- 2. Click Share from the top menu bar.
- 3. Select the CSV Reports option.
- 4. Click Generate CSV.

1.6 Troubleshooting Environmental Issues

You can troubleshoot various issues you may encounter while deploying services, logging in, or launching a screen.

This topic contains the following subtopics:

- Possible Issues While Deploying Services
 Learn about the issues you may encounter while deploying services and how to work
 around them.
- Possible Issues While Logging in and Launching Screen Learn about the issues you may encounter while logging in to the application or launching a screen, and how to work around them.
- Troubleshooting Network Issues in Advice You can troubleshoot the network issue with advice.

1.6.1 Possible Issues While Deploying Services

Learn about the issues you may encounter while deploying services and how to work around them.

Topics:

- Service deployment is failing due to flyway
- Other possible issues

Service deployment is failing due to flyway

If the service deployment is failing due to flyway, verify that the object or record is already present and make changes in the flyway scripts accordingly.

Other possible issues

The other possible issue while deploying services could be multiple versions of dependency jars present in the war file. For example,

weblogic.application.naming.EnvironmentException: duplicate persistence units with the name PLATO in scope cmc-customer-services-5.3.0.war.

1.6.2 Possible Issues While Logging in and Launching Screen

Learn about the issues you may encounter while logging in to the application or launching a screen, and how to work around them.

Topics:

The login page is not launching



- Unable to login after launching the application
- Unable to login after restarting the services
- Teller menus are not displayed after logging in
- Screens are not launching after logging in

The login page is not launching

If the login page is not launching, check if the app-shell and obbrn-component-serverl war files are deployed. If it is deployed, make sure that the war file is up and running in the deployed managed server, and log in again.

In addition, check if you are logged in with the appshell URL according to the war file deployed. For example, http://<localhost>:<port>/obremo-app-shell-snapshot/.



Figure 1-20 Login Page

| | ORACLE |
|--------|-----------|
| ι [| Jser Name |
| F | Password |
| l | Sign In |
| | |



Unable to login after launching the application

If you are not able to log in after the application is launched, make sure that the plato-apigateway service, plato-ui-config-services, sms-core-service, and common core services are up and running.

Figure 1-21 Services

| PLATO-API-GATEWAY | n/a (1) (1) | UP (1) - fsgbu-phx-54.snphxprshared1.gbucdsint02phx.oraclevcn.com:plato-api-gateway:5012 |
|--------------------------|-------------|---|
| PLATO-DISCOVERY-SERVICE | n/a (1) (1) | $\textbf{UP(1)} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$ |
| PLATO-UI-CONFIG-SERVICES | n/a (1) (1) | UP (1) - fsgbu-phx-54.snphxprshared1.gbucdsint02phx.oraclevcn.com:plato-ui-config-services:5012 |
| SMS-CORE-SERVICES | n/a (1) (1) | UP (1) - fsgbu-phx-54.snphxprshared1.gbucdsint02phx.oraclevcn.com:sms-core-services:5012 |

Before logging in, make sure that the below maintenances are completed:

- In the table *PRODUCT_SERVICES_ENV_LEDGER* from the Plato UI schema, update the host name and port number, where plato-api-gateway services are deployed. If SSL is enabled for the setup, it should be maintained with the SSL URL.
- In the table SECURITY_CONFIG from the security schema of Oracle Banking Microservices Architecture, make sure that the data is updated as shown in Figure 1-22.

Figure 1-22 Security Configuration Table

| | | ID | KEY | | VALUE | |
|---|----|-----|--------------------------------|------|------------------------------------|-----|
| | 1 | 185 | PASSWORD_ATTRIBUTE | ••• | userPassword | ••• |
| | 2 | 167 | USER_STORE | ••• | LDAP | |
| | 3 | 168 | CORS_ALLOWED_ORGINS | ••• | hostname.in.oracle.com | ••• |
| | 4 | 169 | LDAP_SERVER_CREDENTIAL_SALT | | 0.9412345671234567 | |
| | 5 | 170 | USER_HEADER_ATTRIBUTE_KEY | ••• | userId | ••• |
| | 6 | 171 | USER_HEADER_ATTRIBUTE_REQUIRED | | Υ | |
| | 7 | 172 | JWT_EXP_SECONDS | ••• | 36000000 | ••• |
| | 8 | 173 | JWT_ALGORITHM | | HS512 | |
| | 9 | 174 | LDAP_URL | ••• | ldap://hostname.in.oracle.com:7001 | ••• |
| | 10 | 175 | LDAP_SERVER_USER | | cn=admin | |
| 2 | 11 | 176 | LDAP_SERVER_BASE | ••• | dc=BRANCH | ••• |
| | 12 | 177 | LDAP_SERVER_CREDENTIAL | | 51kCLASj1Bj0S2GPt0sYMg== | |
| | 13 | 178 | LDAP_USER_SEARCH_BASE | •••• | ou=people,ou=myrealm | ••• |
| | 14 | 179 | LDAP_USER_PREFIX | •••• | uid | |
| | 15 | 180 | LDAP_PROVIDER | ••• | EMBEDDED_WEBLOGIC | ••• |
| | 16 | 181 | AUTO_TOKEN_REGENERATE_MODE | | true | |
| | 17 | 182 | IS_SSO_CONFIGURED | ••• | false | ••• |
| | 18 | 183 | REGENERATE_TOKEN_ALWAYS | | true | ••• |

Note:

To enable SSL in Oracle Banking Branch, refer to Oracle Banking Branch Installation Guide and SSL Configurations Setup Guide.



Unable to login after restarting the services

If you are not able to log in after restarting the services, make sure that the LDAP server is up and running, and check if the entered credentials are correct.

Teller menus are not displayed after logging in

After you log in, if the teller menus are not displayed, map the functional activity codes in the table *SMS_TM_ROLE_ACTIVITY*. Once it is mapped, check if the corresponding role is assigned to your user id.

Screens are not launching after logging in

If you are not able to launch the screens after logging in, make sure that the respective services are up and running.

Note:

Verify the VPN connection while trying to troubleshoot the issues related to page launching, etc.

1.6.3 Troubleshooting Network Issues in Advice

You can troubleshoot the network issue with advice.

To resolve this error:

- **1.** If advice not getting loaded, check the network tab in response is documentInbase64 is coming or not.
- 2. If it is null, then check if BIP/FOP server is up and running.
- **3.** If BIP/FOP server is properly configured and running, then check in the CMC-reportservice logs.
- 4. Check for value for document type should be pdf and not PDF.
- 5. Advice functionality flow UI $\xrightarrow{}$ branchcommon $\xrightarrow{}$ CMC-advice service $\xrightarrow{}$ CMCreport service $\xrightarrow{}$ oracle BIP server/FOP server.

Figure 1-23 Network Issues

| 🕞 💼 Elements Console Recorder 🛦 Sources Net | work Performance insights 👗 Performance Memory Application Lighthouse | ◎ 36 ▲ 3 월 1 🛛 🏟 🚦 🗙 |
|--|---|----------------------|
| ● 🛇 🍸 🔍 🗋 Preserve log 🗋 Disable cache 🛛 No throttl | ng 🔻 😪 🛓 🛓 | \$ |
| Filter Invert I Hide data URLs All Fetc | n/XHR JS CSS Img Media Font Doc WS Wasm Manifest Other 🗌 Has blocked cookies 🗋 Blocked Requests 🗋 3r | d-party requests |
| Name | × Headers Payload Preview Response Initiator Timing | |
| 1/3 requests 3.4 kB / 3.4 kB transferred 2.8 kB / 3.1 kB resources | <pre>v[,.] authorizations: null vdata: (adviceHodeList: [(status: "Success", adviceHame: "1401-Advice", documentReferenceId: null,] vdata: (adviceHodeList: [(status: "Success", adviceHame: "1401-Advice", documentReferenceId: null,] vd: (status: "Success", adviceHame: "1401-Advice", documentReferenceId: null,] adviceHame: "1401-Advice" documentTature: "pdf" documentTature: "pdf" documentTateFerenceId: null status: "Success" errors: null informations: null warnings: null</pre> | |
| 1 / 3 requests 3.4 kB / 3.4 kB transferred 2.8 kB / 3.1 kB resources | 4 | |



2 Health Checks and Verifications

Until the heath check APIs are implemented, the health need to be monitored using WebLogic JVM managed server status and Eureka instance.

Figure 2-1 Health Checks

Instances currently registered with Eureka

| Application | AMIs | Availability Zones | Status |
|-------------------------------------|---------|--------------------|--|
| AMLMAPPING-SERVICES | n/a (1) | (1) | UP (1) - whf00cjs.in.oracle.com:am/mapping-services:7003 |
| AMOUNTBLOCK-SERVICES | n/a (1) | (1) | UP (1) - whf00cjs.in.oracle.com:amountblock-services:7003 |
| ANALYSIS-SERVICES | n/a (1) | (1) | UP (1) - whf00cjq.in.oracle.com:analysis-services:7004 |
| APPLICATIONCATEGORY-SERVICES | n/a (1) | (1) | UP (1) - whf00cjp.in.oracle.com:applicationcategory-services:7007 |
| BIDDING-SERVICES | n/a (1) | (1) | UP (1) - whf00cjq.in.oracle.com:bidding-services:7004 |
| CHECKLISTMANAGEMENT-SERVICES | n/a (1) | (1) | UP (1) - whf00cjp.in.oracle.com:checklistmanagement-services:7007 |
| CLMO-BACKOFFICE-SERVICES | n/a (1) | (1) | UP (1) - whf00cjt.in.oracle.com:clmo-backoffice-services:7004 |
| CLMO-BUSINESSPROCESS-SERVICES | n/a (1) | (1) | UP (1) - whf00cjt.in.oracle.com:clmo-businessprocess-services:7004 |
| CLMO-BUSINESSPRODUCT-SERVICES | n/a (1) | (1) | UP (1) - whf00cjt.in.oracle.com:clmo-businessproduct-services:7004 |
| CLMO-HANDOFF-SERVICES | n/a (1) | (1) | UP (1) - whf00cjt.in.oracle.com:clmo-handoff-services:7004 |
| CLMO-LOANAPPLICATION-SERVICES | n/a (1) | (1) | UP (1) - whf00cjt.in.oracle.com:clmo-loanapplication-services:7004 |
| CLMO-LOANCUSTOMER-SERVICES | n/a (1) | (1) | UP (1) - whf00cjt.in.oracle.com:clmo-loancustomer-services:7004 |
| CLMO-MAINTENANCE-SERVICES | n/a (1) | (1) | UP (1) - whf00cjt.in.oracle.com:clmo-maintenance-services:7004 |
| CLMO-ORCHESTRATION-SERVICES | n/a (1) | (1) | UP (1) - whf00cjt.in.oracle.com:clmo-orchestration-services:7004 |
| CLMO-TRANSACTIONCONTROLLER-SERVICES | n/a (1) | (1) | UP (1) - whf00cit.in.oracle.com:clmo-transactioncontroller-services:7004 |

This topic contains the following subtopics:

Known Issues for WebLogic

Learn about the issues you may encounter when using WebLogic and how to work around them.

Application Services

2.1 Known Issues for WebLogic

Learn about the issues you may encounter when using WebLogic and how to work around them.

Topics:

- Unable to log in to Weblogic Console
- Unable to Stop a Service
- GC Overhead limit exceeded/OutOfMemoryException error
- Managed Server is Failed or Not Reachable
- weblogic.application.ModuleException Error
- Multi Node Setup Additional Configuration



Details

Unable to log in to Weblogic Console

If you are unable to log in to WebLogic Console or the console is down when trying to deploy/re-deploy services, restart the WebLogic domain from the server. Perform the following steps to restart the WebLogic domain:

- To stop the WebLogic server, which is already running, go to path /Oracle_Home/ user_projects/domains/bin and execute the sh file with "./ " prefixing to it. For example, ./stopWebLogic.sh.
- 2. Once the server is stopped, try to start the server by using nohup, so that it can run in the background. For example, nohup ./startWebLogic.sh.

| 8 | |
|--|--|
| This site can't be reached | |
| refused to connect. | |
| Try: • Checking the connection • Checking the proxy and the firewall | |
| ERR_CONNECTION_REFUSED | |
| Reload | |

Figure 2-2 Error Message

Unable to Stop a Service

If you are not able to stop a service, which is already running, bring down the managed server, and remove the war file.

GC Overhead limit exceeded/OutOfMemoryException error

If there is an error like *GC Overhead limit exceeded* or *OutOfMemoryException* is thrown while starting the services, the following details need to be shared.

- Heap dump
- Configuration of environment

For a quick fix, restart the managed server or increase the memory allocated to the managed server. Perform the following steps to increase memory:

1. On the WebLogic console, in the **Domain Structure** panel, click **Servers**.

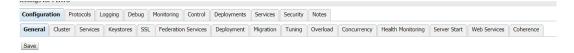
Figure 2-3 Domain Structure

_

| Change Center | |
|--|-----|
| View changes and restarts | |
| Configuration editing is enabled. Future changes will automatically be activated a modify, add or delete items in this domai | |
| Domain Structure | |
| servicing_release | |
| Domain Partitions | |
| - Environment | |
| Servers | |
| Clusters | |
| Coherence Clusters | |
| Resource Groups | |
| Resource Group Templates | |
| Machines | |
| Virtual Hosts | |
| Virtual Targets | |
| Work Managers | |
| Concurrent Templates | _ |
| Resource Management | · · |

2. Select the managed server from which you are getting *OutOfMemoryException* or *GC Overhead Limit exceeded*, and click on the **Server Start** tab.

Figure 2-4 Managed Servers



3. Specify the memory (which needs to be increased) according to the requirement in 512, 1024, 2048, etc.

Figure 2-5 Arguments for Memory Update

| guments: Xmx2048m | | | |
|-----------------------------|--|--|--|
| Xmx2048m | | | |
| | | | |
| | | | |
| | | | |
| | | | |

4. Restart the managed server to fix the issue.

Managed Server is Failed or Not Reachable

If the managed server is in *Failed* or *Not Reachable* state, perform the following steps to restart the managed server:

1. On the WebLogic console, in the **Domain Structure** panel, click **Servers**.



Figure 2-6 Domain Structure

_

| Change Center | |
|---|---|
| View changes and restarts | |
| Configuration editing is enabled. Future changes will automatically be activated as y modify, add or delete items in this domain. | |
| Domain Structure | |
| servicing_release | |
| Domain Partitions | |
| -Environment | |
| Servers | |
| Clusters | |
| Coherence Clusters | |
| Resource Groups | |
| Resource Group Templates | |
| Machines | |
| Virtual Hosts | |
| Virtual Targets | |
| Work Managers | |
| Concurrent Templates | _ |
| Resource Management | |

- 2. On the **Servers** screen, select the **Control** tab, and then select the managed server.
- 3. Click Shutdown.

Figure 2-7 Control Tab

| Configuration Control | | | | | |
|---|----------|---------|-----------------------|--|--|
| Use this page to change the state of the servers in this WebLogic Server domain. Control operations on Managed Servers require starting the Node Manager. Starting Managed Servers in Standby mode requires the domain-wide a | | | | | |
| C2 | | | | | |
| Customize this table | | | | | |
| Servers (Filtered - More Columns Exist) | - | | | | |
| Start Resume Suspend Shutdown - Restart SSL Showing | | | | | |
| Server 🗞 | Machine | State | Status of Last Action | | |
| ✓ ADAPTER | SERVICES | RUNNING | None | | |

4. After you bring down the server, click Start to restart the server.

weblogic.application.ModuleException Error

If there is an error like *weblogic.application.ModuleException:* Context path '/obremo-srv-cmntransaction-services' is already in use by the module, make sure that the redeploying service is removed properly. If the issue persists, try to restart the managed server.

Multi Node Setup - Additional Configuration

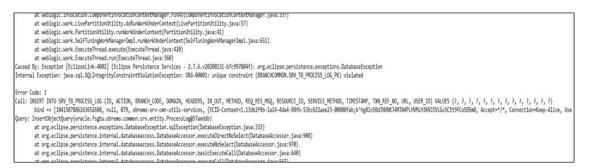
If you are planning to achieve a high availability setup in OBBRN, add the following Dparams in managed server start arguments where the port number should be unique for each managed server.

- -Dsnowflake.ipaddress= 10.10.10.10
- Dsnowflake.port = 8001

The below is the possible error in case the params are missed to add:



Figure 2-8 Error – Missing Params



2.2 Application Services

The catalog of services required for the Oracle Banking Branch are as follows:

| Group | Service List | Required for Servicing | Usage |
|--|--|---------------------------|---|
| Oracle Banking Branch | obremo-srv-branch- teller-services | Yes | Used across all teller transactions and maintenance screens. |
| Oracle Banking Branch | obremo-srv-brntlr- async-services | Yes | Used across teller transactions that use ML and notification services. |
| Oracle Banking Branch | obbrn-component-server- {version}.war | Yes | User Interface (UI) |
| Oracle Banking Microservices Architecture | plato-batch-server | No | |
| Oracle Banking Microservices Architecture | plato-feed-services | No | |
| Oracle Banking Microservices Architecture | plato-alerts- management-services | Yes | Required for Oracle Banking Microservices Architecture framework |
| Oracle Banking Microservices Architecture | plato-api-gateway | Yes | Required for Oracle Banking Microservices Architecture framework |
| Oracle Banking Microservices Architecture | plato-config-service | Yes | Required for Oracle Banking Microservices Architecture framework |

Table 2-1 Application Services

| Group | Service List | Required for Servicing | Usage |
|--|--|---------------------------|--|
| Oracle Banking Microservices Architecture | plato-discovery-service | Yes | Required for Oracle Banking Microservices Architecture framework |
| Oracle Banking Microservices Architecture | plato-orch-service | Yes | Required for Oracle Banking Microservices Architecture framework |
| Oracle Banking Microservices Architecture | plato-ui-config- services | Yes | Required for Oracle Banking Microservices Architecture framework |
| Security Management System (SMS) | <pre>sms-core-services- {version}.war</pre> | Yes | SMS services |
| SMS | <pre>sms-component-server- {version}.war</pre> | Yes | UI |
| Common Core (CMC) | cmc-fc-ai-ml-services | Yes | Used in ML |
| СМС | cmc-nlp-dashboard- widget-services | Yes | Used in ML |
| СМС | cmc-nlp-maintenance- services | Yes | Used in ML |
| СМС | cmc-nlp-pipeline- services | Yes | Used in ML |
| СМС | cmc-nlp-text- extraction-services | Yes | Used in ML |
| СМС | cmc-nlp-docview- services | Yes | Common Core Service |
| СМС | cmc-obrh-service | Yes | Used for routing via Oracle Banking Routing Hub |
| СМС | cmc-obrh-kafka-consumer | Yes | Common Core Service |
| СМС | cmc-obcbs-services | Yes | Common Core Service |
| СМС | cmc-opds-services | Yes | Common Core Service |
| СМС | cmc-report-service | Yes | Used for Advices |
| CMC | cmc-resource-segment- orchestrator-service | Yes | Used in screens using GCS like maintenance screens |

| Table 2-1 | (Cont.) Application Services |
|-----------|------------------------------|
|-----------|------------------------------|



| Group | Service List | Required for Servicing | Usage |
|-------|--|---------------------------|---|
| СМС | <pre>cmc-resourceclass- services</pre> | Yes | Common Core Service |
| СМС | cmc-screenclass- services | Yes | Used for screen handling |
| СМС | cmc-settlements- services | No | |
| СМС | cmc- transactioncontroller- services | Yes | Used in screens using GCS like maintenance screens |
| СМС | cmc-txn-code-services | Yes | Common Core Services |
| СМС | cmc-account-services | Yes | Common Core Services |
| СМС | cmc-additional- attributes-services | Yes | Common Core Services |
| СМС | cmc-advice-services | Yes | Used for Advices |
| СМС | cmc-base-services | Yes | Common Core Services |
| СМС | cmc-batch-services | No | |
| СМС | cmc-branch-services | Yes | Common Core Services |
| СМС | cmc-businessoverrides- services | No | |
| СМС | cmc-charges- calculation-services | Yes | Common Core Services |
| СМС | cmc-corebanking- adapter-service | No | |
| СМС | cmc-currency-services | Yes | Common Core Services |
| СМС | cmc-customer-services | Yes | Common Core Services |
| СМС | cmc-datasegment- services | Yes | Common Core Services |
| СМС | cmc-external-chart- account | Yes | Common Core Services |
| СМС | cmc-external-system- services | No | Common Core Services |
| СМС | cmc-external-virtual- account-services | Yes | Virtual account management services |
| СМС | cmc-facilities-service | No | |

| Table 2-1 | (Cont.) Applica | tion Services |
|-----------|-----------------|---------------|
| | | |



| Group | Service List | Required for Servicing | Usage |
|---------------------------------|--|---------------------------|--|
| СМС | <pre>cmc-component-server- {version}.war</pre> | Yes | UI |
| СМС | app-shell-{version}.war | Yes | UI |
| Mid-office Common Core (MOC) | <pre>moc-component-server- {version}.war</pre> | Yes | UI |
| мос | cmc- applicationcategory- services | No | |
| MOC | cmc-checklist-services | No | |
| МОС | cmc- checklistmanagement- services | No | |
| MOC | cmc-comments-services | No | |
| мос | cmc-document-services | Yes | Process Runtime and ML Screens |
| мос | cmc-documentmanagement- services | Yes | Process Runtime and ML Screens |
| мос | cmc-earmark-services | No | |
| МОС | cmc-kyccheck-services | No | |
| мос | cmc-mailnotification- services | No | |
| мос | cmc-priority-service | No | |
| МОС | cmc-processcode-service | Yes | Business Process Definition for Process Runtime based screens |
| МОС | cmc-queue-service | No | |
| MOC | cmc-sequencegenerator- services | No | |

| Table 2-1 | (Cont.) Application Services |
|-----------|------------------------------|
| | (Cond) Application Cervices |

3 Troubleshooting Functional Workflows

Learn about the functional workflows applicable to Oracle Banking Branch, required configurations, and issues you may encounter when using the application and how to work around them.

This topic contains the following subtopics:

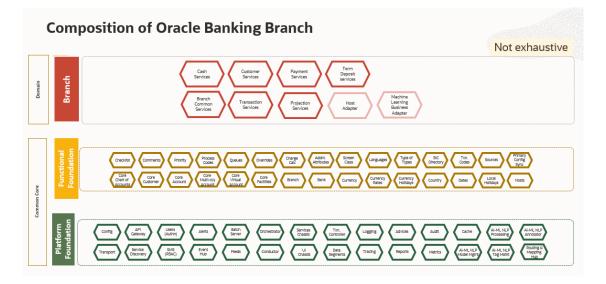
- Subdomains of Oracle Banking Branch Oracle Banking Branch is powered by modern cloud-native and micro-services architecture.
- High-Level Flow for Cash Deposit The high-level flow helps you understand the transaction screen launch and processing of transaction submission.
- Update Process Log Table You need to run the specific query to update the process log table.
- Troubleshooting Payment Service Integration Learn about the issues you may encounter when using payment service integration and how to work around them.
- Configure Oracle Banking Routing Hub You need to configure the Oracle Banking Routing Hub to ensure all the calls are wired through the microservice of Oracle Banking Routing Hub.
- Purging and Archival
- Troubleshooting Process Runtime Screens
 Learn about the issues you may encounter when using process runtime flow screens and
 how to work around them.
- EOD Configuration
 You need to create the EOD workflow and related terminologies for the EOD function to
 work. It is assumed that the set-up and configuration of plato-batch-server and
 plato-orchestration services are completed.
- Troubleshooting Projection Schema Failure
 You can troubleshoot the failure of the projection service by updating the flyway scripts in the database.

3.1 Subdomains of Oracle Banking Branch

Oracle Banking Branch is powered by modern cloud-native and micro-services architecture.

The subdomains of the Oracle Banking Branch are shown below:

Figure 3-1 Composition of Oracle Banking Branch



3.2 High-Level Flow for Cash Deposit

The high-level flow helps you understand the transaction screen launch and processing of transaction submission.

The high-level flow diagram for screen launch of the cash deposit transaction is shown below:

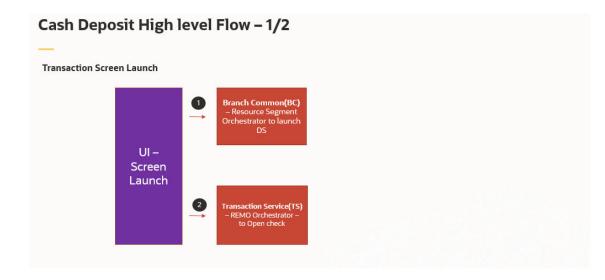


Figure 3-2 Cash Deposit - Transaction Screen Launch

For information on the callouts/process steps, refer to the description table below:

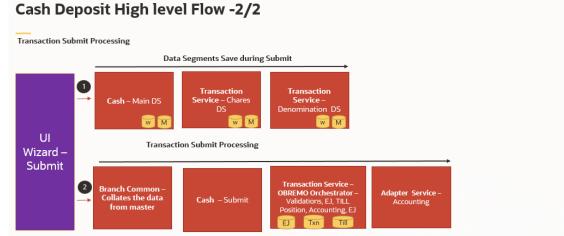


| Callout/Process Step | Description |
|-------------------------|---|
| 1 (Branch Common) | Teller virtual page queries BC screen class service (1401) and then loads related data segments. |
| 2 (Transaction Service) | After the data segments are painted, transaction services REMO orchestrator is called for user open check to ensure batch has opened. |

| Table 3-1 | Transaction Screen Launch - Description of Callouts |
|-----------|---|
| | |

The high-level flow diagram for the submit processing of the cash deposit transaction is shown below:

Figure 3-3 Cash Deposit - Transaction Submit Processing



Cash Danasit High laval Elaw 2/2

Table 3-2 Transaction Submit Processing - Description of Callouts

| Callout/Process Step | Description |
|-----------------------------------|---|
| 1 (Data Segments Save) | Teller virtual page queries BC screen class service (1401) and then loads related data segments. |
| 2 (Transaction Submit Processing) | After the data segments are painted, transaction services REMO orchestrator is called for user open check to ensure batch has opened. |

This topic contains the following subtopics:

First Level Issues

Learn about the issues you may encounter when using during the basic investigation and how to work around them.

Verify Transaction Data

You need to follow the best practices and verify the transaction data entered on the screen to avoid getting errors.



3.2.1 First Level Issues

Learn about the issues you may encounter when using during the basic investigation and how to work around them.

Topics:

- Calls are not sent properly
- Null pointer or branch common exception error
- Exact error through exception log
- Logs are not generated
- The call is failing in the adapter
- 404 Error
- 500 Internal Error

Calls are not sent properly

If there are any improper calls, check the *ERTB_MSGS* table to understand the cause of the error. In addition, you can find displayed error code from the list of existing codes.

Figure 3-4 Improper Calls

| Teller Transaction | () "* × |
|--|---------|
| 🕼 Customer Search 🚳 🔍 🔳 🛗 Mar 26, 2020 | + |
| Charge Details | |
| S ERROR: X | |
| Charge Code Charge Currency Orig C1 GBP Page 1 of 1 (1 of 1 items) K | |
| Denomination Bills Coins | |
| Denom Code Units Value Denom Code Units Value | |

Null pointer or branch common exception error

If there is a null pointer exception or branch common exception error, go to the process log table and exception log table, and select the following queries to verify the results.

Table 3-3 Queries to Verify Results

| Query | Reference for Sample Log |
|---|--------------------------|
| <pre>select * from SRV_TB_PROCESS_LOG order by timestamp desc</pre> | Figure 3-5 |



Table 3-3 (Cont.) Queries to Verify Results

| Query | Reference for Sample Log |
|---|--------------------------|
| <pre>select * from SRV_TB_EXCEPTION_LOG order by timestamp desc</pre> | Figure 3-6 |

Figure 3-5 TB Process Log

| ictions × 🗐 | 💷 export.sql 👘 | 🖸 Welcome Page | ADAPTER_DEV | 8 FC1441 | REND 🔒 PLAT | OUT_DEV | 🔠 PLATO_DEV 🛛 👸 | TRANSACTION_DE | 🕐 🐣 CASH_DEV | A SMS_DEV | CMINCORE_DEV | BRANCHCOMMON_DEV | SRV_TB_EXCEPTION_LOG | |
|---|--|---|--|--|--|---------------------------------|--|---|---|---|---|--|--|--|
| 🔁 🔻 👀 🖻 | 🕨 🗟 🕲 🗸 | 20 🔍 🛛 🖓 🕵 🖓 | 🤮 🥜 👌 🍇 i | | | | | | | | | | | RANSACTION_DEV |
| MODIFIABLE | Worksheet O | Duery Builder | | | | | | | | | | | | |
| BATCH_TYPE | | * from SRV TB PF | 000888 100 and | . ha dimanta | - | | | | | | | | | |
| DERIVED_MSG | and the second | C TION 2K4_10_FF | 006535_500 0146 | t by comesta | NE NEBO | | | | | | | | | |
| PARAM TYPES | | | | | | | | | | | | | | |
| PARANS_TO_MATCH | | | | | | | | | | | | | | |
| PARAMS TO COMPARE | | | | | | | | | | | | | | |
| DIRECTION_OF_COMPARISION | | | | | | | | | | | | | | |
| OVERRIDE_AUTH_LEVELS_REQC | | | | | | | | | | | | | | |
| B III flyway_schema_history | | | | | | | | | | | | | | |
| SRV_TB_AD_OBPAY_TXN_LOG | | | | | | | | | | | | | | |
| B SRV_TB_BC_BRANCH_BATCH | | | | | | | | | | | | | | |
| SRV_TB_BC_EJ_LOG | | | | | | | | | | | | | | |
| B SRV_T8_BC_EJ_LOG_HIS | | | | | | | | | | | | | | |
| SRV_TB_BC_TELLER_BATCH | | | | | | | | | | | | | | |
| . SRV_TB_BC_TXN_LOG . SRV_TB_BC_TXN_LOG HES | | | | | | | | | | | | | | |
| SRV_TB_BC_VAULT_BATCH | | | | | | | | | | | | | | |
| B-B SRV_T8_CH_TILL_TOT | | | | | | | | | | | | | | |
| B SRV TO CH TILL TOT DENM | | | | | | | | | | | | | | |
| SRV TB CH TELL TXN | AV | | | | | | | | | | | | | |
| . SRV_T8_CH_TUL_TXN_DENM | Query Result | х | | | | | | | | | | | | |
| . SRV_TB_EXCEPTION_LOG | 🖌 😃 📵 🕞 | SQL Fetched 50 ro | ws in 0.786 seconds | | | | | | | | | | | |
| SRV_TB_PROCESS_LOG SRV_TB_SEQUENCE_NO | 0.10 | | | DON REF NO. | SERVICE METHOD | 0 IN OUT | 8 TIMESTANP | | 8 DOMAIN | | () ACTION | REO RES MISO | | |
| | 1 88becd | dee-0357-4dcd-87c: | £-87755718c485 | (null) | (null) | | 13-JUL-20 09.52. | 7.074000000 PM | obremo-srv-prj-pi | rojection-servi | | | 1, "warnings": null, "informa | ions":null,"authorizat |
| . SRV TB TW TLR SSN BEN CIF DT | | 6fa-270d-4189-ab1 | 9-5e13922af8a1 | (null) | (mull) | OUT | 13-JUL-20 09.52.3 | 7.073000000 PM | obremo-srv-prj-pi | rojection-servi | ces (null) | "data":[{"recordId":"3 | ab3cdf0-0878-44b4-b3a5-b9a | 7d2466df","tellerId":" |
| . SRV_TB_TW_TLR_SSN_EXEC_CIF_D | 2 96e596 | | | | (mull) | OUT | 13-JUL-20 09.52.3 | 5.309000000 PM | obremo-srv-cmn-ti | ransaction-serv | ices (null) | "data": ("configuration | Model":{"recordId":"5001". | |
| SRV_T8_TW_TLR_SSN_EXEC_CIF_D SRV_T8_TX_LARGE_DENM_DS | | ac-67c3-4548-b661 | b-384235d28c30 | | | | | | | | | | | |
| SRV_T8_TW_TLR_SSN_EXEC_CIF_D SRV_T8_TX_LARGE_DEMM_DS SRV_T8_TX_LARGE_DEMM_DS SRV_T8_TX_TELLER_SESSION | 3 12a68£ | fac-67c3-4548-b661 37c-d2e9-48e0-9491 | | | (null) | | 13-JUL-20 09.49. | 0.424000000 PM | obremo-srv-cmn-to | ransaction-serv | ices (null) | "data": {"validAccount" | true, "accountType": "UBS", | |
| SRV_TB_TW_TLR_SSN_EXEC_CF_D SRV_TB_TX_LARGE_DEWM_DS SRV_TB_TX_LARGE_DEWM_DS SRV_TB_TX_TELLER_SESSION SRV_TB_TX_TLL_TXN_DENM_DS | 3 12a68f 4 000b33 | 37c-d2e9-48e0-949 | 8-d9a7d7c7b195 | (null) | (null) | our | 13-JUL-20 09.49. | | | | | | | data":[("keyId":"1946] |
| SRV_TB_TW_TLR_SSN_EXEC_CF_D SRV_TB_TX_LARGE_DEIM_DS SRV_TB_TX_TELER_SESSION SRV_TB_TX_TELER_SESSION SRV_TB_TX_TLL_TN_DEIM_DS SRV_TB_TX_TL_TN_DEIM_DS | 3 12a68f 4 005b33 5 de617f | 37c-d2e9-48e0-949 £b4-5c3c-4bb0-913 | 8-d9a7d7c7b195 1-faaafa29d301 | (null) (null) | (mull) (mull) | OUT OUT | 13-JUL-20 09.49. 13-JUL-20 09.49. | 8.152000000 PM | obremo-srv-prj-pi | cojection-servi | ces (null) | "data":[],"errors":nul | 1, "warnings": null, "informa | data":[("keyId":"1946] ions":null,"authorizat |
| SRV_TB_TW_TIR_SSN_EXEC_CTF_D SRV_TB_TX_LARGE_DENM_DS SRV_TB_TX_LARGE_DENM_DS SRV_TB_TX_TLLER_SESSION SRV_TB_TX_TLL_TNN_DENM_DS SRV_TB_TX_TL_TNN_FNN_DENM_C SRV_TB_TX_TL_TNN_FNN_DENM_C | 3 12a68f 4 000b33 5 de617f 6 630538 | 37c-d2e9-48e0-949 fb4-5c3c-4bb0-913 833-efb3-49ca-87b | 8-d9a7d7c7b195 1-faaafa29d301 2-6cbeeb0e25ba | (null) (null) (null) | (mull) (mull) (mull) | OUT OUT OUT | 13-JUL-20 09.49. 13-JUL-20 09.49. 13-JUL-20 09.49. | 8.152000000 PM | obremo-srv-prj-pi obremo-srv-prj-pi | rojection-servi rojection-servi | ces (null) ces (null) | "data":[],"errors":nul "data":[{"recordId":"6 | 1,"warnings":null,"informa 280cdlf-6bad-4e10-90c5-4c3 | data":[("keyId":"1946] ions":null,"authorizat c7bbab3","tellerId":"A |
| SRV_TB_TW_TR_SSN_EXEC_CF_D SRV_TB_TX_LR8@_DDWN_DS SRV_TB_TX_LR8@_DDWN_DS SRV_TB_TX_TL_TSN_EXEN_DS SRV_TB_TX_TL_TNN_FRN_DBMN_DS SRV_TB_TX_TL_TNN_FRN_DDMN_C SRV_TB_TX_TL_TNN_FRN_DDMN_C SRV_TB_TX_TL_SSS_CCY_MMS_T | 3 12a68f 4 000b33 5 de617f 6 630538 7 8dSba3 | 37c-d2e9-48e0-949 fb4-5c3c-4bb0-913 833-efb3-49ca-87b 3d6-1982-480b-909 | 8-d9a7d7c7b195 1-fasafa29d301 2-6cbeeb0e25ba a-e27189613210 | (null) (null) (null) (null) | (mull) (mull) (mull) (mull) | our our our our | 13-JUL-20 09.49. 13-JUL-20 09.49. 13-JUL-20 09.49. 13-JUL-20 09.49. | 8.152000000 PM 7.982000000 PM 7.085000000 PM | obremo-srv-prj-pi obremo-srv-prj-pi obremo-srv-cmn-ti | rojection-servi rojection-servi ransaction-serv | ces (null) ces (null) ices (null) | "data":[],"errors":nul "data":[["recordId":"6 "data":{"configuration | l,"warnings":null,"informa 200cdlf-6bad-4e10-90c5-4c3 Nodel":{"recordId":"1401", | data":[("keyId":"1946] ions":null,"authorizat c7bbab3","tellerId":"J functionCode":"1401"," |
| SRV_TB_TW_TLR_SSN_EXEC_CF_D SRV_TB_TX_LARGE_DEIM_DS SRV_TB_TX_TELER_SESSION SRV_TB_TX_TELER_SESSION SRV_TB_TX_TLL_TN_DEIM_DS SRV_TB_TX_TL_TN_DEIM_DS | 3 12a68f 4 008b33 5 de617f 6 630538 7 845ba3 8 f5b4a4 | 37c-d2e9-48e0-949 254-5c3c-4bb0-913 833-efb3-49ca-87b 346-1982-480b-909 48c-1aca-4b96-936 | 8-d9a7d7c7b195 1-faaafa29d301 2-6cbeeb0e25ba a-e27189613210 b-c18815dda201 | (null) (null) (null) (null) (null) | (mul1) (mul1) (mul1) (mul1) (mul1) | our our our our | 13-JUL-20 09.49. 13-JUL-20 09.49. 13-JUL-20 09.49. 13-JUL-20 09.49. 13-JUL-20 09.49. 13-JUL-20 09.48. | 8.152000000 PM 7.982000000 PM 7.085000000 PM 4.575000000 PM | obremo-srv-prj-p obremo-srv-prj-p obremo-srv-cmn-ti obremo-srv-prj-p | cojection-servi cojection-servi cansaction-serv cojection-servi | ces (mull) ces (mull) ices (mull) ces (mull) | "data":[],"errors":nul "data":[{"recordId":"# "data":["configuration "data":[],"errors":nul | l,"warnings":null,"informa 280cdlf-6bad-4e10-90c5-4c3 Nodel":{"recordId":"1401", 1,"warnings":null,"informa | data":[("keyId":"19463 ions":null,"authorizat c7bbab3","tellerId":"A functionCode":"1401"," ions":null,"authorizat |
| SW, TB, TW, TR, SN, DEC, CF, D SW, TB, TX, LARGE, DEPM, DS SW, TB, TX, LARGE, DEPM, DS SW, TB, TX, TELLS, PSSIGN SW, TB, TX, TL, TN, ND, DNM, DS SW, TB, TX, TL, TN, ND, DNM, DS SW, TB, TX, TL, TN, ND, ND, DMM, C SW, TB, TX, TL, TN, ND, ND, DMM, C SW, TB, TX, TL, TN, ND, ND, DMM, C SW, TB, TX, TL, TN, ND, ND, DMM, C SW, TB, TX, TL, TN, ND, ND, MM, TH, TN, TN, TN, TN, TN, TN, TN, TN, TN, TN | 3 12a68£ 4 000b33 5 de617£ 6 630538 7 845ba3 8 £5b4a4 9 500ed3 | 37c-d2e9-48e0-949 fb4-5c3c-4bb0-913 833-efb3-49ca-87b 3d6-1982-480b-909 | 8-d9a7d7c7b195 1-faaafa29d301 2-6cbeeb0e25ba a-e27189613210 b-c18815dda201 c-2f6630c3a5eb | (nul1) (nul1) (nul1) (nul1) (nul1) (nul1) | (mull) (mull) (mull) (mull) | OUT OUT OUT OUT OUT | 13-JUL-20 09.49. 13-JUL-20 09.49. 13-JUL-20 09.49. 13-JUL-20 09.49. | 8.15200000 PM 7.982000000 PM 7.085000000 PM 4.575000000 PM 4.564000000 PM | obremo-srv-prj-pi obremo-srv-prj-pi obremo-srv-cmn-ti obremo-srv-prj-pi obremo-srv-prj-pi | cojection-servi cojection-servi cansaction-serv cojection-servi cojection-servi | ces (mull) ces (mull) ices (mull) ces (mull) ces (mull) | "data":[],"errors":nul "data":[{"recordId":"6 "data":["configuration "data":[],"errors":nul "data":[{"recordId":"] | l,"warnings":null,"informa 200cdlf-6bad-4e10-90c5-4c3 Nodel":{"recordId":"1401", | <pre>data":[("keyId":"1946; ions":null,"authorisat c7bbab3","tellerId":"J functionCode":"1401"," ions":null,"authorisat 30f3f48c","tellerId":"</pre> |

Figure 3-6 TB Exception Log

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Note:

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Figure 3-7 Process Log Responses

Exact error through exception log

If there is an exact error through the exception log, log in to *WINSCP*, and check server logs with NIS credentials. The path can be defined in -Dplato.service.logging.path variable in the setEnv.sh. For example, the path is /scratch/Weblogic/serverlogs.

Figure 3-8 Exception Error Log

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| t | Parent directory | 7/13/20 | 1 . | | 4/14/2020 3:42:08 PM | rwxrwxrwx | - | |
| 1-07 | File folder | 7/1/202 | archive | | 7/13/2020 12:03:58 AM | FWXFWXFWX | | |
| 1-07-2020 | File folder | 7/1/202 | plato.service.env_IS_UNDEFINED | | 5/20/2020 12:02:01 AM | rwxr-xr-x | | |
| 2-07 | File folder | 7/3/202 | applicationName_IS_UNDEFINED.log | 382 KB | 7/13/2020 9:56:18 PM | rw-rw-r | | |
| 6-1-20 | File folder | 6/11/20 | cmc-account-services.log | 78 KB | 6/17/2020 12:20:11 AM | rw-rw-r | | |
| 7-7-20 | File folder | 7/7/202 | cmc-additional-attributes-services.log | 16,871 KB | 7/13/2020 9:56:40 PM | rw-rw-r | | |
| 8-7 | File folder | 7/8/202 | cmc-advice-services.log | 12,790 KB | 7/13/2020 9:58:58 PM | rw-r | | |
| 9-7 | File folder | 7/9/202 | cmc-base-services.log | 734 KB | 7/13/2020 10:00:04 PM | rw-rw-r | | |
| 10_latest | File folder | 7/10/20 | cmc-branch-services.log | 6,202 KB | 7/13/2020 10:00:04 PM | rw-rw-r | | |
| 10_new | File folder | 7/10/20 | cmc-currency-services.log | 1,007 KB | 7/13/2020 9:59:43 PM | rw-rw-r | | |
| 10-7-2020 | File folder | 7/10/20 | cmc-customer-services.log | 53 KB | 7/13/2020 9:56:48 PM | rw-rw-r | | |
| 11 | File folder | 7/10/20 | cmc-external-chart-account-services.log | 10,295 KB | 7/8/2020 1:56:32 PM | rw-rw-r | | |
| 11-06-2020 | File folder | 6/11/20 | cmc-external-virtual-account-services.log | 76 KB | 5/20/2020 4:40:13 PM | rw-rw-r | | |
| 13-07-2020 | File folder | 7/13/20 | cmc-report-services.log | 7,071 KB | 7/13/2020 9:56:40 PM | rw-rw-r | | |
| 15-06-2020 | File folder | 6/16/20 | cmc-transactioncontroller-services.log | 102,401 KB | 7/9/2020 9:47:10 AM | rw-rw-r | | |
| 18-06-20 | File folder | 6/18/20 | cmc-txn-code-services.log | 9,834 KB | 7/13/2020 10:00:35 PM | rw-rw-r | | |
| 18-06-2020 | File folder | 6/18/20 | fcubs-ext-accounting-services.log | 7,429 KB | 5/20/2020 4:40:00 PM | rw-rw-r | | |
| 19-06-2020 | File folder | 6/19/20 | obac-srv-dda-ext-acc-services.log | 11,665 KB | 4/27/2020 11:14:09 PM | rw-rw-r | | |
| 22-06-2020 | File folder | 6/22/20 | obremo-rpm-businessprocess-services.log | 4,230 KB | 5/20/2020 4:40:06 PM | rw-rw-r | | |
| 23-06-20 | File folder | 6/23/20 | obremo-srv-acc-signature-details-service.log | 0 KB | 4/30/2020 6:43:50 PM | rw-rw-r | | |
| 24-6-2020 | File folder | 6/24/20 | obremo-srv-adp-adapter-services.log | 3,223 KB | 7/13/2020 9:58:36 PM | rw-rw-r | | |
| 25-06 | File folder | 6/25/20 🗸 | obremo-srv-bcn-branchcommon-services.log | 9,646 KB | 7/13/2020 10:00:04 PM | rw-rw-r | | |
| < Comparison of the second sec | | > | obremo-srv-cas-cash-services.log | 769 KB | 7/13/2020 9:56:16 PM | rw-rw-r | | |

Logs are not generated

If you are not getting logs, include debug statements in services and hit through postman, and test again.



Figure 3-9 Postman

| A Filter History Collections APIs • New Collection Trash • New Collection Trash • Trash Tras | | The GET h. POST he POST he + | No Environment Vo 4 Send Save Description ···· Bulk Edit Presets |
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| ost http://localhoat/7001/obsermo.env | - | у | |
| GET http://doi.001.0002/oprema-or. | Content-Type | | |
| AccountAddressUpdate | | application/json | |
| la ' | ✓ accept | application/json | |
| | ✓ branchCode | 000 | |
| Charge maintenance | Кеу | Value | Description |
| | Body Cookies Headers (7) Test Results | Status: 200 Ol | K Time: 202 ms Size: 6.13 KB Save Response |
| ost hup://whf00pg/cin.oracie.com:70 | Pretty Raw Preview Visualize JSON | × = | a Q |
| ost http://whf00mip.in.oracie.com:/0 | 1 | | |
| GET http:///ocalbost/001/obremo-arv | 2 "data": [3 { | | |
| GET http://localhost/7001/obreme-snr | 4 "custNo": """, 5 "branchCode": """, | | |

The call is failing in the adapter

If any call is failing in call to Product Processor Gateway, open SRV_TB_AD_CENTRAL_TXN_LOG in Adaptor for getting Gateway response (SUCCESS or FAILED). Select the following query to verify results.

select * from SRV_TB_AD_CENTRAL_TXN_LOG order by REQ_DATE desc

A sample transaction log is shown below:

| Figure 3-10 | TB AD Central Transaction L | og |
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|-------------|-----------------------------|----|

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| - | Wodsheet Our v Builder | | | | | | | | | | |
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| PROCESS LOG | | | | | | | | | | | |
| AD_EXT_API_SVS | | | | | | | | | | | |
| AD_DIT_SYS | ~ | | | | | | | | | | |
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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 errors are as follows:

- Issues with entries of Oracle Banking Microservices Architecture
- Issues with Eureka
- · Issues with any piece of code

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

3.2.2 Verify Transaction Data

You need to follow the best practices and verify the transaction data entered on the screen to avoid getting errors.

It is assumed that the user is performing a transaction using the screen in the Oracle Banking Branch application.

To avoid getting any errors, follow the best practices:

- 1. In the *IN* request and *OUT* response, make sure that all the field data is going to the service side.
- 2. If there are errors related to SMS, check for the availability of SMS entries.
- 3. Validate the endpoints and data.
- 4. Make sure that the data entered on the screen is accurate. For example, the **Account Number** should be valid.

| Customer Search | 🔟 🔍 🗶 🛗 Mar 26, 2020 | | |
|---------------------|----------------------|----------------------|-----------------------------------|
| Cash Deposit | | | Current Till Position |
| Account Number * | Transaction Amount * | | Alerts X |
| | Social Anothe | No Customer Selected | No record to display |
| Total Charge Amount | | | Frequent Customer × Operations |
| Cash Deposit | | | |
| | | | |

Figure 3-11 Teller Transaction Screen

3.3 Update Process Log Table

You need to run the specific query to update the process log table.

To update the process log, select the following query:

```
select * From properties where upper(key) like upper('%processlog%')
```



Figure 3-12 Process Log Table Update

| • - | 6 | | 6 | ▽ ▲ | - | : B | | 🔮 📊 🕶 🔳 🕶 | | |
|------------|--------|--------------------------------------|------|---------|------|-------|-----|------------------------------------|----|-------|
| | ID | APPLICATION | | PROFILE | | LABEL | | KEY | | VALUE |
| 1 | 777682 | obremo-srv-adp-adapter-services | | jdbc | ••• | jdbc | | obremo.processlog.logging.required | | true |
| 2 | 777683 | obremo-srv-bcn-branchcommon-services | | jdbc | ••• | jdbc | | obremo.processlog.logging.required | | true |
| 3 | 777684 | obremo-srv-cas-cash-services | | jdbc | | jdbc | | obremo.processlog.logging.required | | true |
| 4 | 777685 | obremo-srv-cmn-ml-processing | | jdbc | ••• | jdbc | | obremo.processlog.logging.required | •• | true |
| 5 | 777681 | obremo-srv-cmn-transaction-services | | jdbc | | jdbc | | obremo.processlog.logging.required | | true |
| 6 | 777686 | obremo-srv-cus-customer-services | | jdbc | ••• | jdbc | ••• | obremo.processlog.logging.required | •• | true |
| 7 | 777687 | obremo-srv-pay-payment-services | •••• | jdbc | •••• | jdbc | | obremo.processlog.logging.required | | true |
| 8 | 777688 | obremo-srv-prj-projection-services | *** | jdbc | | jdbc | ••• | obremo.processlog.logging.required | •• | true |
| 9 | 777689 | obremo-srv-tds-term-deposit-services | ••• | jdbc | ••• | jdbc | | obremo.processlog.logging.required | | true |
| 10 | 10047 | obremo-additionaldetails-services | •••• | jdbc | | jdbc | ••• | obremo.processlog.logging.required | | true |

Note:

If the value is false, the process log will not be updated. This is for audit and tracing purposes during error investigation.

3.4 Troubleshooting Payment Service Integration

Learn about the issues you may encounter when using payment service integration and how to work around them.

Topics:

- The screen is not launching
- Submit is failing
- 500 internal server error
- Accounting call to FLEXCUBE Universal Banking is failing
- Oracle Banking Payments call is failing
- Error During Transaction Submission
- Error RM-TX-PM-01

The screen is not launching

If the screen is not launching, check the networks logs to verify if <code>open check</code> call is failing. The open check URL is *https://<host>:<port>/obremo-srv-cmn-transaction-services/obremo-srv-cmn-transaction-services/open/1006*.

Note:

Network logs can be viewed by launching the browser debugger window (*F12*) and viewing the network tab.



Submit is failing

If submit is failing, check the network logs and check if CREATE call is failing. The CREATE URL is https://<host>:<port>/obremo-srv-bcn-branchcommon-services/web/orchestrator/submit/CREATE.

500 internal server error

The issues in the following services can cause 500 internal server errors:

- OBREMO-SRV-BCN-BRANCHCOMMON-SERVICES
- OBREMO-SRV-CMN-TRANSACTION-SERVICES
- OBREMO-SRV-PAY-PAYMENT-SERVICES
- OBREMO-SRV-ADP-ADAPTER-SERVICES

Check the process log table and exception log table from the respective schema. Select the following query to verify results.

Table 3-4 Queries to Verify Results

| Query | Reference for Sample Log |
|---|--------------------------|
| <pre>select * from SRV_TB_PROCESS_LOG order by timestamp desc; (or)</pre> | Figure 3-13 |
| <pre>select * from SRV_TB_PROCESS_LOG where user_id ='user_id' order by timestamp desc;</pre> | |
| <pre>select * from SRV_TB_EXCEPTION_LOG order by timestamp desc; (or)</pre> | Figure 3-14 |
| <pre>select * from SRV_TB_EXCEPTION_LOG where user_id ='user_id' order by timestamp desc;</pre> | |

Figure 3-13 Process Log Table

| Worksheet Query Builder | | | | | |
|--|---------------|----------------|--------|---------------------------------|-------------------------------|
| <pre>select * from SRV_TB_PROCESS_LOG orde</pre> | er by timesta | mp desc | | | |
| Query Result × | | | | | |
| 📌 📇 🙀 🙀 SQL Fetched 50 rows in 2.254 seconds | | | | | |
| () ID | TXN_REF_NO | SERVICE_METHOD | IN_OUT | () TIMESTAMP | 0 DOMAIN |
| 1 79fe4b12-3alf-4613-8a31-6d9809ald7ac | (null) | (null) | OUT | 20-JUL-20 04.56.34.305000000 PM | 1 obremo-srv-bcn-branchcommon |
| 2 31931110-2160-4b38-b2cd-3454f6178a4b | (null) | (null) | OUT | 20-JUL-20 04.56.33.567000000 PM | 1 obremo-srv-bcn-branchcommon |
| 3 f528c893-5fce-4c6d-81e5-0bb8f5b8e85a | (null) | (null) | OUT | 20-JUL-20 04.56.33.532000000 P! | 1 obremo-srv-bcn-branchcommon |
| 4 f79a53a4-d5e2-4e42-baaf-0309a010ccc0 | (null) | (null) | OUT | 20-JUL-20 04.56.32.849000000 Pl | 1 obremo-srv-bcn-branchcommon |
| 5 54deadde-b787-4492-88d4-e62f1fd2bdf1 | (null) | (null) | OUT | 20-JUL-20 04.55.59.423000000 P | 1 obremo-srv-bcn-branchcommon |
| 6 491695c1-e564-4ff3-afd3-823188cbcc02 | (null) | (null) | OUT | 20-JUL-20 04.55.58.551000000 P! | 1 obremo-srv-bcn-branchcommon |
| 7 9bd21175-702b-4f31-a96a-27f039afab17 | (null) | (null) | OUT | 20-JUL-20 04.55.58.512000000 P | 1 obremo-srv-bcn-branchcommon |
| 8 abcf96f6-9e6f-4108-a44a-e3090dab275a | (null) | (null) | OUT | 20-JUL-20 04.55.57.750000000 PM | 1 obremo-srv-bcn-branchcommon |
| 9 b619f07f-4ad7-4dbd-b15c-2fc00a152154 | (null) | (null) | OUT | 20-JUL-20 04.54.06.082000000 PM | 1 obremo-srv-bcn-branchcommon |
| 10 70e6705f-1cf3-4582-94f2-3ba6d0f60293 | (null) | (null) | OUT | 20-JUL-20 04.54.01.879000000 PM | 1 obremo-srv-bcn-branchcommon |
| 11 f6eeb54a-4db2-4073-aldb-3768c8f574bd | (null) | (null) | IN | 20-JUL-20 04.54.01.847000000 PM | 1 obremo-srv-bcn-branchcommon |
| 12 271d20fc-9cc2-49d2-acd1-80a87ce4bb9f | (null) | (null) | IN | 20-JUL-20 04.54.01.567000000 PM | 1 obremo-srv-bcn-branchcommon |





| Vorksheet Query Builder | | | |
|--|--------------|--|---------|
| select * from SRV_TB_EXCEPTION_LOG or | der by time: | stamp desc | |
| Query Result × | | | |
| 📌 📇 🙀 🙀 SQL Fetched 50 rows in 3.254 seconds | | | |
| ∲ ID | TXN_REF_NO | EXCEPTIONS | 🕸 RESOU |
| 1 2f90dd90-f393-4af8-b8e9-4a7190bbccd2 | (null) | oracle.fsgbu.obremo.common.srv.exception.BranchExceptionat oracle.fsgbu | (null) |
| 2 409d4d30-0cfa-429f-9d5b-0eb740a60393 | (null) | oracle.fsgbu.obremo.common.srv.exception.BranchExceptionat oracle.fsgbu | (null) |
| 3 8dc706dc-4e0f-43e6-9c5e-e65189d78658 | (null) | oracle.fsgbu.obremo.common.srv.exception.BranchExceptionat oracle.fsgbu | (null) |
| 4 b6ad220d-6d10-4a6a-85c5-999673a0eac4 | (null) | oracle.fsgbu.obremo.common.srv.exception.BranchExceptionat oracle.fsgbu | (null) |
| 5 6ae26743-788c-4ef5-a367-c14ee76649c0 | (null) | oracle.fsgbu.obremo.common.srv.exception.BranchExceptionat oracle.fsgbu | (null) |
| 6 3b6ee2f3-716e-4be2-ad0e-6a635be5ad6f | (null) | org.springframework.web.util.NestedServletException: Handler dispatch fa | (null) |
| 7 2074f230-93c8-4799-a406-05841f9e20e8 | (null) | org.springframework.web.util.NestedServletException: Handler dispatch fa | (null) |
| 8 3851e50a-a518-40d6-b724-a24256aa6e28 | (null) | org.springframework.web.util.NestedServletException: Handler dispatch fa | (null) |
| 9 88ce6381-431f-43e4-90d9-c2e313faa8a2 | (null) | org.springframework.web.util.NestedServletException: Handler dispatch fa | (null) |
| 10 e7239ced-343e-4c93-bb49-7bf6dcb00b0f | (null) | oracle.fsgbu.obremo.common.srv.exception.BranchExceptionat oracle.fsgbu | (null) |
| 11 f58d25c1-51f7-4b61-b4cc-a50ad27ff8c3 | (null) | oracle.fsgbu.obremo.common.srv.exception.BranchExceptionat oracle.fsgbu | (null) |

Accounting call to FLEXCUBE Universal Banking is failing

If accounting call to FLEXCUBE Universal Banking is failing, check the *SRV_TB_AD_CENTRAL_TXN_LOG* in *ADAPTER-SERVICES* schema for getting Gateway response (SUCCESS or FAILURE). Select the following query to verify results.

select * from SRV TB AD CENTRAL TXN LOG where txn ref no='XXXXXXXXXXXXX;;

Figure 3-15 Transaction Log Table - AD Central



Oracle Banking Payments call is failing

If the call to Oracle Banking Payments is failing, check the *SRV_TB_AD_CENTRAL_TXN_LOG* and *SRV_TB_AD_OBPAY_TXN_LOG* in *ADAPTER-SERVICES* schema for getting Gateway response (SUCCESS or FAILURE). Select the following query to verify results.

select * from SRV_TB_AD_OBPAY_TXN_LOG where txn_ref_no='XXXXXXXXXXXXXX;;

Figure 3-16 Oracle Banking Payments - Transaction Log Table

| Select * from SRV TB AD OBP | AY TXN LOG where twn | ef no=' | | | |
|---|----------------------|---------------|----------|------------|-------------|
| | | | | | |
| | | | | | |
| | | | | | |
| Query Result X | | | | | |
| Query Result 🗴 📇 🙀 🎯 SQL All Rows Fetched: 1 i | in 0.312 seconds | | | | |
| | 1 | EJ_VERSION_NO | N_REF_NO | ♦ REQ_DATE | INC_REQ_MSQ |



Error During Transaction Submission

If any error occurred while submitting the transaction from the **Teller Transaction** screen, check the error code and the error message. Error code will be available in *ERTB_MSGS*. Select the following query to verify results.

```
select * from ERTB MSGS where err code='RM-BC-PM-01';
```

Figure 3-17 ERTB Messages

| Worksheet Query B | uilder | | | | | | | | |
|--------------------|---------------|----------------------------------|---------|-------------------|-------------|------------------|------------|------------|---|
| <u>Select *</u> fr | om ERTB_MSG | S where err_code='RM-TX-PM-01'; | | | | | | | |
| | | | | | | | | | |
| >Query Result × | | | | | | | | | |
| 📌 📇 🝓 🙀 sql | All Rows Fetc | hed: 1 in 0.147 seconds | | | | | | | |
| <pre></pre> | UANGUAGE | MESSAGE | () TYPE | CONFIRMATION_REQD | FUNCTION_ID | () MAX_SUB_PARAM | MODIFIABLE | BATCH_TYPE | ; |
| 1 RM-TX-PM-01 | ENG | OBPay Transaction Status Failure | E | N | COMMON | | N N | I | 1 |

Error RM-TX-PM-01

This error may occur while submitting the transaction from **Teller Transaction** screen. A sample of this error is shown below:

Figure 3-18 RM-TX-PM-01 Error

| Telle | r Transaction | | | | | | Û | ,, ¹² × |
|-------|----------------------------|---|-----|---|----------------------|--------------------|--------|--------------------|
| | Account Transfer | | | Customer Information | Current | Till Position | × × | |
| | Transaction Account Number | Transaction Account Name | | ¢_x | Aler No reco | rd to display | × | |
| | Cheque Date | Cred RM-TX-PM-01: OBPay Transaction Status Fail | ire | ОК | Frequent C | ; | × | |
| | Exchange Rate | Total Charges(LCY) | | No Signature data to display | Cash Deposit | Cash Withdrawal | | |
| | Account Transfer | | | Account Status Actual Balance Active | Cheque Withdrawal | ubmit Disc | ard | Cancel |

To resolve this error, validate the *SRV_TB_AD_OBPAY_TXN_LOG* in *ADAPTER-SERVICES* schema. If the transaction status is not PENDING or FAILURE, it can cause this error. Select the following query to verify results:

select * from SRV_TB_AD_OBPAY_TXN_LOG where txn_ref_no='XXXXXXXXXXXXXXXXXXX;;



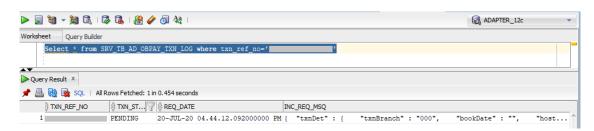


Figure 3-19 Oracle Banking Payments - Transaction Log Table

3.5 Configure Oracle Banking Routing Hub

You need to configure the Oracle Banking Routing Hub to ensure all the calls are wired through the microservice of Oracle Banking Routing Hub.

To configure Oracle Banking Routing Hub, specify the value for srv_tm_bc_function_indicator.IS_ROUTING_ENABLED as Y. This will ensure all the calls are wired through the microservice of Oracle Banking Routing Hub.

The below table contains the factory-shipped data for producer and consumer combination of integrations made through Oracle Banking Routing Hub.

SRV_TM_BC_FUNCTION_INDICATOR_ROUTE_DTLS

3.6 Purging and Archival

For Oracle Banking Branch, purge days are maintained for each branch in the table *SRV_TB_BC_ARCHIVAL*. As a part of Branch Batch closure (happens every day), the program purges the following tables to history tables:

- SRV_TB_BC_EJ_LOG
- SRV_TB_BC_TXN_LOG

3.7 Troubleshooting Process Runtime Screens

Learn about the issues you may encounter when using process runtime flow screens and how to work around them.

The process runtime flow screens are as follows:

- Customer Address Update
- Customer Contact Details Update
- Account Address Update

Topics:

- The screen is not launching
- The first stage submit is failing
- The Free Tasks screen is not launching
- The transaction is not listed in Free Tasks/Unable to see major fields
- Getting validation errors on the second stage submit



For additional details, refer to Additional details of business process.

The screen is not launching

If the screen is not launching, go to network logs and check if the *initiate* call is failing. If it is failing, see the displayed error code. The causes and fixes for the possible error codes are described below:

| Cause | Resolution |
|----------------|--|
| Error code 404 | If the error code is 404, the entry /obremo-srv-cus-customer- services/web/v1/initiate may be missing in the product services ledger table. |
| Error code 504 | If the error code is 504, the plato-orch-service may be down or respond very late. Restart plato-orch-service to fix this error. |
| Error code 400 | If the business process data is not posted properly or altered by a user, it may be causing this error. Check the business process data through the postman or the UI if the menu is configuration menu is enabled. The business process data can be verified through the Postman validation as described below. |

Table 3-5 Causes and Resolutions

To resolve the error code 400, verify the business process data through Postman.

Table 3-6 Business Process Data

| Variable | Value | |
|-----------------|--|--|
| Endpoint URL | /obbrn-srv-biz-businessprocess-services/ businessprocess? businessProductCode=ALL&lifeCycleCode=AauSav | |
| Life Cycle Code | CcuSav/AauSav/CauSav | |

Table 3-7 Applicable Headers

| Header | Value |
|--------------|------------------|
| userld | ADMINUSER |
| branchCode | 000 |
| appld | BIZPRC |
| authToken | Ү |
| Content-Type | application/json |
| Accept | application/json |
| Method | GET |

To open and verify the business process data through the User Interface (UI):

- **1.** Log in to the application homepage. For information on how to log in, refer to the *Getting Started User Guide*.
- 2. On the Homepage, click Retail Banking. Under Retail Banking, click Configurations.
- 3. Under Configurations, click Business Process.



4. Under Business Process, click View Business Process.

A list of business process tiles is displayed.

| View Business Process | | | |
|---|-------------------------------|---|---------------------------------|
| 2 0 | | | E |
| Business Process Code: | Business Process Code: | Business Process Code: | Business Process Code: |
| TaxWaiver | Loanwriteoff | AauSav | Sweep In to CASA |
| Business Tax Waiver at Custom | Business Loan write-off | Business Application Initiation Life Cycle Application Initiation Process Application Initiation Business ALL | Business Sweep In to CASA |
| Life Cycle Tax Waiver at Custom | Life Cycle Loan Write-Off | | Life Cycle Sweep In to CASA |
| Process CASA Application | Process Loan Writeoff | | Process CASA Application |
| Business ALL | Business ALL | | Business SWINAC |
| 🗅 Authorized 🔓 Open 🖾 3 | 🗋 Authorized 🔒 Open 🖾 1 | 🗅 Unauthorized 🔓 Open 🖄 1 | 🕻 Authorized 🔓 Open 🖾 2 |
| Business Process Code: | Business Process Code: | Business Process Code: | Business Process Code: |
| MMACCL | LoanAdhocCharge | TDACMN | PrimaryPartyChng |
| Business Close out Withdrawal Life Cycle Close out Withdrawal Process Close out Withdrawal Business ALL | Business Loan Adhoc Charges | Business TD Account | Business Primary Party Change |
| | Life Cycle Loan Adhoc Charges | Life Cycle TD Account | Life Cycle Primary Party Change |
| | Process Loan Adhoc Charges | Process TD Account | Process CASA Application |
| | Business ALL | Business ALL | Business ALL |
| 🗅 Authorized 🔓 Open 🖄 1 | 🗅 Authorized 🔓 Open 🖾 1 | 🕃 Authorized 🔓 Open 🖾 1 | 🗅 Authorized 🔓 Open 🖾 10 |

Figure 3-20 View Business Process

5. Click CAU/CCU/AAU.

6. Verify the business process data.

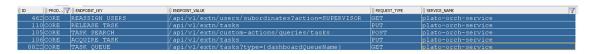
The first stage submit is failing

This error may be caused due to the issue/failure with *GET* stage summary in the previous call before you submit (when you click **Next**). To resolve this error, validate the get summary call failure.

The Free Tasks screen is not launching

Make sure that the endpoints entries in the product service ledger are correct. The endpoints entries as shown below:

Figure 3-21 Endpoint Entries



The transaction is not listed in Free Tasks/Unable to see major fields

If the submitted transaction is not listed in the **Free Tasks** or if you are unable to see created transaction major fields (**Reference Number**, **Application Number**, etc.) in the **Free Tasks** screen table, validate the posted workflow definition to process runtime server with the help of postman. Do the validation as follows:

```
The endpoint URL is http://<host>:<port>/plato-orch-service/api/metadata/
workflow/AauSav
```

The applicable headers are as follows:



Table 3-8Applicable Headers

| Header | Value |
|--------------|------------------|
| userld | ADMINUSER |
| branchCode | 000 |
| appld | platoorch |
| authToken | У |
| Content-Type | application/json |
| Accept | application/json |
| Method | GET |

Getting validation errors on the second stage submit

These errors may be caused by the FLEXCUBE Universal Banking system validation errors, such as name is missing, X field cannot be modified. In such cases, verify that the data you have submitted for modification and the customer/account has all the required information.

Additional details of business process

The workflow definitions are stored in the META_WORKFLOW_DEF of the platoOrch schema. The business process is stored in the 24 different tables of rpm schema. Currently, the Teller transactions' business process data persisted in the eight tables out of 24 tables. The business process does not have data related to the checklist, documents, advice list, and clauses list.

The tables are as follows:

- RPM_TM_BUSINESS_PROCESS, RPM_TW_BUSINESS_PROCESS
- RPM_TM_BP_STAGE, RPM_TW_BP_STAGE
- RPM_TM_BP_STAGE_DSCC, RPM_TW_BP_STAGE_DSCC
- RPM_TM_BP_STAGE_DSCC_PC, RPM_TW_BP_STAGE_DSCC_PC

3.8 EOD Configuration

You need to create the EOD workflow and related terminologies for the EOD function to work. It is assumed that the set-up and configuration of plato-batch-server and platoorchestration services are completed.

This topic contains the following subtopics:

- Before You Begin
 Before you begin performing EOD configuration:
- Create EOD Workflow
 You can create the EOD workflow through the Workflow Maintenance screen.
- Configure EOD Batch You can configure the EOD batch through the **Configure EOD** screen.
- Run EOD Batch You can run the batch for a branch through the **Invoke EOD** screen.



3.8.1 Before You Begin

Before you begin performing EOD configuration:

Log in to the application homepage. For information on how to log in, refer to the *Getting Started User Guide*.

3.8.2 Create EOD Workflow

You can create the EOD workflow through the Workflow Maintenance screen.

To create the EOD workflow:

1. Create a JSON with the batch job definition.

The eodWorkflow.json is the JSON used for date change

- 2. Upload a sample batch script as follows:
 - a. On the Homepage, click **Tasks**. Under **Tasks**, click **Business Process Maintenance** to import, create or modify batch process definition.

The Workflow Maintenance screen is displayed.

| | Process List | | Screen (1/ |
|---------------------------------------|----------------------------------|----------------|---|
| Process Management Verify & Submit | Search Search Workflow | | |
| | Process Name: blank | Version: blank | upload DSL + |
| | Process Name: TCSALE | Version: 2 | Process Description: Travelers Cheque Sale |
| | Process Name: eodDateFlipbatch | Version: 1 | Process Description: eodDateFlipbatch |
| | Process Name: sodDateChangebatch | Version: 2 | Process Description: eodDateChangebatch |
| | Process Name: AsuSav | Version: 1 | Process Description: Account Address Update Workflow |
| | Process Name: CauSav | Version: 1 | Process Description: Customer Address Update Workflow |
| | Process Name: CcuSav | Version: 1 | Process Description: customer Contact Update Workflow |
| | Process Name: MMACCL | Version: 1 | Process Description: Multimode Account Closure |
| | Process Name: TCPURC | Version: 1 | Process Description: Travelets Cheque Purchase |
| | Process Name: TCSALE | Version: 1 | Process Description: Travelers Cheque Sale |
| | Process Name: myfirsteodbatch | Version: 1 | Process Description: myfrsteodbatch |
| | Process Name: myeodbatch | Version: 1 | Process Description: myeodbatch |
| | Process Name: myeodbatch | Version: 2 | Process Description: myeodbatch |

Figure 3-22 Workflow Maintenance

- b. Click Upload DSL +.
- c. Choose file eodDateFlipbatch.json from the local folder.
- d. Click Next.



e. Click Create Process to create the process and close the screen.

3.8.3 Configure EOD Batch

You can configure the EOD batch through the **Configure EOD** screen.

To configure the EOD batch:

1. On the Homepage, click **Core Maintenance**. Under **Core Maintenance**, click **Branch EOD**, and then select **Configure EOD**.

The Configure EOD screen is displayed.

| Configure EOD | | | | |
|---------------|-------------|---------------|----------|--------|
| ranch Code | Description | Workflow Name | | |
| Q Required | | | Required | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | Cancel |

Figure 3-23 Configure EOD

2. On the Configure EOD screen, specify the fields. For more information on fields, refer to the field description table.

Table 3-9 Configure EOD - Field Description

| Field | Description | |
|---------------|---|--|
| Branch Code | Select branch code to link with the batch process definition. | |
| Description | Displays the description of the selected branch code. | |
| Workflow Name | Specify the workflow name (eodDateFlipbatch) as mentioned in the first line of eodDateFlipbatch.json. | |
| | Note: The workflow name should be the same as the value for the name tag in the JSON file. A sample workflow name from a JSON file is shown in the below figure. | |



Figure 3-24 Sample Workflow Name

3. Save and authorize the record.

3.8.4 Run EOD Batch

You can run the batch for a branch through the **Invoke EOD** screen.

To run the EOD batch:

1. On the Homepage, click **Core Maintenance**. Under **Core Maintenance**, click **Branch EOD**, and then select **Invoke EOD**.

The Invoke EOD screen is displayed.

Figure 3-25 Invoke EOD

| Invoke EOD | | | ;;× |
|---------------------------|-------------------|---------------------|-----|
| Initiate End of Day Batch | Operation | | |
| Branch Code | Description | Current Branch Date | |
| 700 | Q 700 TEST BRANCH | 2018-03-30 | |
| Start Retry Reset | | | |
| View End of Cycle Proce | sses | | |
| Refresh | Auto Refresh(60s) | | |
| | | | |

- 2. On the Invoke EOD screen, click the kicon and select the **Branch Code**. For more information on fields, refer to the *Oracle Banking Common Core User Guide*.
- Click Start to start end of day batch. The system displays a confirmation message and you can click Confirm to run end of day batch for the given date.
- 4. Click **Refresh** to view the current status of the batch.

3.9 Troubleshooting Projection Schema Failure

You can troubleshoot the failure of the projection service by updating the flyway scripts in the database.

The projection service war may fail while deployment with the following error message:

```
org.flywaydb.core.api.FlywayException: Validate failed: Migration checksum mismatch for migration version 507.108.5.1.0.14.507108014.1.0 -> Applied to database : 107501546 ->
```



```
Resolved locally : -643401112 Detected failed migration to version
101.32.7.3.0.1.00101001001.3.1 (ERTB MSGS)
:org.flywaydb.core.api.FlywayException:Validate failed: Migration checksum
mismatch for migration version 507.108.5.1.0.14.507108014.1.0 -> Applied to
database : 107501546 -> Resolved locally : -643401112 Detected failed
migration to version 101.32.7.3.0.1.00101001001.3.1 (ERTB MSGS)
```

To resolve this error:

- 1. Connect to the projection schema in the database.
- 2. Run the following script in the projection schema:

```
update "flyway_schema_history" set "checksum" = '-643401112' where
"script" = 'V507_108_5.1.0_14_507108014_1_0_ERTB_MSGS.sql'; delete from
"flyway_schema_history" where "success" = 0; ALTER TABLE ERTB_MSGS MODIFY
ERR_CODE VARCHAR2(15);
```

Note:

The value of the checksum in this script should match the value in the error message.

4 Troubleshooting Deployment Errors/ Exceptions

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

Errors / Exceptions on Flyway 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

Solution for Errors/Exceptions

- 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 4-1 Properties Table

| BEAN | PROPERTY_SET NEED TO BE PRESENT |
|-----------------|---------------------------------|
| executeDomain | flyway.domain.db.* |
| executePlato | flyway.plato.db.* |
| executePlatoSec | flyway.platosec.db.* |



| BEAN | PROPERTY_SET NEED TO BE PRESENT |
|-------------------|---------------------------------|
| executePlatoUl | 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.* |

Table 4-1 (Cont.) Properties Table

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).



A Error Codes and Messages

You might receive any error codes and messages while using the application. The error codes with the prefix GCS are applicable only to the maintenance screens, and the remaining error codes are applicable to all the transaction screens.

| Error code | Description | Type [E-Error, W- Warning, I- Information] |
|--------------|---|--|
| CLMO-AC-003 | Source stage value should be either Y/N not valid | E |
| CLMO-AC-017 | DatasegmentCode not valid | E |
| CLMO-AC-018 | DocumentType Code not valid | E |
| CLMO-AC-020 | Life cycle not valid | E |
| CLMO-AC-023 | Unable to \$1 Business Process as \$2 data segment has the following dependencies \$3 in lifecycle \$4 ,which have not been mapped prior to it! | E |
| CLMO-AC-024 | Unable to \$1 Business Process as the mandatory data segments \$2 for the \$3 lifecycle have not been mapped! | E |
| CLMO-AC-026 | In \$1 stage of \$2 Business Process,duplicate data segements - \$3 are not allowed | E |
| CLMO-AC-027 | Record already exist with same Lifecycle and Business Product | E |
| CLMO-AC-028 | At \$1 in \$2 stage of \$3 Business Process,duplicate record for - \$4 exist | E |
| CLMO-AC-029 | At \$1 in \$2 stage of \$3 Business Process,Business Product List is invalid. | E |
| CLMO-AC-030 | Business Product Code is Invalid | E |
| GCS-AUTH-01 | Record Successfully Authorized | 1 |
| GCS-AUTH-02 | Valid modifications for approval were not sent. Failed to match | E |
| GCS-AUTH-03 | Maker cannot authorize | E |
| GCS-AUTH-04 | No valid unauthorized modifications found for approval. | E |
| GCS-CLOS-002 | Record Successfully Closed | 1 |
| GCS-CLOS-01 | Record Already Closed | E |
| GCS-CLOS-02 | Record Successfully Closed | 1 |
| GCS-CLOS-03 | Unauthorized record cannot be closed, it can be deleted before first authorization | E |
| GCS-COM-001 | Record does not exist | E |

Table A-1 Error Codes and Messages



| Error code | Description | Type [E-Error, W- Warning, I- Information] |
|--------------|---|--|
| GCS-COM-002 | Invalid version sent, operation can be performed only on latest version | E |
| GCS-COM-003 | Please Send Proper ModNo | E |
| GCS-COM-004 | Please send makerId in the request | E |
| GCS-COM-005 | Request is Null. Please Resend with Proper Values | E |
| GCS-COM-006 | Unable to parse JSON | E |
| GCS-COM-007 | Request Successfully Processed | I |
| GCS-COM-008 | Modifications should be consecutive. | E |
| GCS-COM-009 | Resource ID cannot be blank or "null". | E |
| GCS-COM-010 | You have successfully cancelled \$1. | I |
| GCS-COM-011 | Argghhh, \$1 failed to update. | E |
| GCS-DEL-001 | Record deleted successfully | I |
| GCS-DEL-002 | Record(s) deleted successfully | I |
| GCS-DEL-003 | Modifications didnt match valid unauthorized modifications that can be deleted for this record | E |
| GCS-DEL-004 | Send all unauthorized modifications to be deleted for record that is not authorized even once. | E |
| GCS-DEL-005 | Only Maker of first version of record can delete modifications of record that is not once authorized. | E |
| GCS-DEL-006 | No valid unauthorized modifications found for deleting | E |
| GCS-DEL-007 | Failed to delete. Only maker of the modification(s) can delete. | E |
| GCS-MOD-001 | Closed Record cannot be modified | E |
| GCS-MOD-002 | Record Successfully Modified | I |
| GCS-MOD-003 | Record marked for close, cannot modify. | E |
| GCS-MOD-004 | Only maker of the record can modify before once auth | E |
| GCS-MOD-005 | Not amendable field, cannot modify | E |
| GCS-MOD-006 | Natural Key cannot be modified | E |
| GCS-MOD-007 | Psssttt, only the maker can modify the pending records. | E |
| GCS-OPEN-01 | Teller Batch Record Already Opened | E |
| GCS-OPEN-01 | Record Already Opened | E |
| GCS-REOP-003 | Successfully Reopened | 1 |
| GCS-REOP-004 | Unauthorized record cannot be reopened, record should be closed and authorized | E |
| GCS-REOP-01 | Unauthorized Record cannot be Reopened | E |
| GCS-REOP-02 | Failed to Reopen the Record, cannot reopen Open records | E |

| Table A-1 | (Cont.) Error Codes and Messages |
|-----------|----------------------------------|
| | |



| Error code | Description | Type [E-Error, W- Warning, I- |
|-------------|---|----------------------------------|
| | | Information] |
| GCS-REOP-03 | Successfully Reopened | |
| GCS-SAV-001 | Record already exists | E |
| GCS-SAV-002 | Record Saved Successfully. | 1 |
| GCS-SAV-003 | Congratulations!! The record is saved and validated successfully. | 1 |
| GCS-SAV-004 | Currency Code should be unique | E |
| GCS-SAV-005 | Min cash holding should be lesser than Max cash holding | E |
| GCS-VAL-001 | Congratulations!! Your record is successfully validated. | 1 |
| ML-TS-001 | Invalid Data Source | E |
| ML-TS-002 | Invalid datatype for case ID | E |
| ML-TS-003 | Timeseries Model Training Failed | E |
| RM-AD-EC-01 | Failed in ECA | E |
| RM-AD-HH-01 | Failed in Host Handoff | E |
| RM-AD-PM-03 | Failed in payment | E |
| RM-AD-UB-01 | Failed in DDA system | E |
| RM-AD-VM-01 | Invalid Account Number | E |
| RM-AD-VM-02 | VAM Service is down | E |
| RM-BC-AC-01 | Failed in Accounting | E |
| RM-BC-BP-01 | Please Enter the entire Branch Parameter Detail values | E |
| RM-BC-CH-01 | Minimum Charge Greeater Than Maximum Charge | E |
| RM-BC-CH-02 | Please Enter the proper charge code | E |
| RM-BC-CH-03 | Charge Fields Cannot be empty | E |
| RM-BC-CH-04 | Please Enter Mininmum and Maximum Charges | E |
| RM-BC-CP-03 | Function code should not be empty | W |
| RM-BC-EJ-01 | Record Not Found | E |
| RM-BC-EJ-02 | Record Updation Failed | E |
| RM-BC-EJ-02 | Failed to Update the Record | E |
| RM-BC-EJ-02 | Failed in Updating Record | E |
| RM-BC-EX-01 | Unhandled Exception Occured | E |
| RM-BC-EX-02 | Transaction Timed Out | E |
| RM-BC-EX-03 | Unhandled Exception Occured | E |
| RM-BC-ML-01 | Email Account not Valid | E |
| RM-BC-OB-01 | Branch batch is already open for the current date | E |
| RM-BC-OB-02 | Branch batch can be opened only by supervisor | E |
| RM-BC-OB-03 | Vault batch is open for the current or previous date | E |

| Table A-1 | (Cont.) Error Codes and Messages | |
|-----------|----------------------------------|--|
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| Error code | Description | Type [E-Error, W- Warning, I- Information] |
|-------------|---|--|
| RM-BC-OB-04 | User does not have rights to access this screen | E |
| RM-BC-OB-04 | User do not have rights to access this screen | E |
| RM-BC-OB-05 | Teller batch is open for the current or previous date | E |
| RM-BC-OB-06 | Please complete the pending transactions in the Electronic Journal log | E |
| RM-BC-OB-07 | Branch batch is not opened | E |
| RM-BC-OB-08 | Please close the previous day batch | E |
| RM-BC-OB-10 | Teller batches should be closed before closing the branch/vault batch | E |
| RM-BC-OB-11 | Vault batch should be closed before closing the branch batch | E |
| RM-BC-OB-16 | Teller batch is closed, do you want to reopen | W |
| RM-BC-OB-17 | Teller batch is closed | E |
| RM-BC-OB-18 | Teller batch is already open | E |
| RM-BC-OB-19 | Teller batch is closed | 1 |
| RM-BC-OB-20 | Invalid Currency Code | E |
| RM-BC-OB-21 | Authlimit Breached | E |
| RM-BC-OB-22 | Transaction limit breached at role level | A |
| RM-BC-OB-23 | Wrong token | E |
| RM-BC-OB-24 | Branch batch is already closed | E |
| RM-BC-OB-25 | Vault batch is already closed | E |
| RM-BC-OB-26 | User is not allowed to open/close the teller batch | E |
| RM-BC-OB-27 | Vault batch is not opened | E |
| RM-BC-OB-29 | Please maintain denomination tracking in Branch Parameter | E |
| RM-BC-OB-30 | Denomination Amount is not equal to total cash amount | E |
| RM-BC-OB-31 | Insufficient Amount available in Till/Vault | E |
| RM-BC-OB-32 | Logged in user ID and Teller Id cannot be same | E |
| RM-BC-OB-33 | Invalid Input TellerId | E |
| RM-BC-OB-34 | Current Denomination balance is less than zero for \$1 | E |
| RM-BC-PM-01 | Record Successfully Updated | 1 |
| RM-BC-RT-01 | Failed in getting the exchange rate | E |
| RM-BC-RT-02 | Failed to fetch Branch Accounting Tags | E |
| RM-BC-TF-01 | User not Verified Signature | E |
| RM-BC-TF-02 | Transaction involves Inter Bank Accounts | W |
| RM-BC-TF-03 | Default Charge Amount was modified | W |

| - | Table A-1 | (Cont.) Error Codes and Messages | |
|---|-----------|----------------------------------|--|
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| Error code | Description | Type [E-Error, W- Warning, I- Information] |
|--------------|--|--|
| RM-BC-TF-04 | Default Exchange Rate was modified | W |
| RM-BC-TF-05 | Amount exceeds limit for this transaction | W |
| RM-BC-TF-06 | Authorisation required. Amount exceeds limit for the transaction | А |
| RM-BC-TF-07 | Transaction & Electronic Journal ID needs to be Enter | E |
| RM-BC-TF-08 | Invalid Txn_Ref_Number found for given EJId | E |
| RM-BC-TR-07 | Invalid Input!! | E |
| RM-BC-UL-01 | User Limit Transaction Amount breached | W |
| RM-BC-UL-02 | Authorizer Limit Transaction Amount breached | E |
| RM-BC-UL-03 | User Limit Holding Minimum Amount breached | W |
| RM-BC-UL-04 | User Limit Holding Maximum Amount breached | W |
| RM-BC-UP-01 | Amount exceeds limit for this transaction | W |
| RM-BC-UP-02 | Minimum charge amount should be applied | E |
| RM-BC-UP-03 | Amount exceeds limit for this transaction | A |
| RM-BC-UP-04 | Authorisation amount breached. | E |
| RM-BC-UP-05 | Till maximum balance breached | W |
| RM-BC-UP-06 | Till minimum balance breached | W |
| RM-BC-UP-07 | Authoriser role limit breached | A |
| RM-BC-UP-08 | Teller role limit breached | A |
| RM-BC-UP-09 | Transaction requires approval. | A |
| RM-BC-UR-01 | Submit URL not maintained | E |
| RM-BC-VA-01 | Till open | E |
| RM-BC-VA-02 | Vault Open | E |
| RM-BC-VA-03 | Pending txn | E |
| RM-BC-VA-10 | Invalid Status | E |
| RM-BC-XR-01 | Exchange not Maintained | E |
| RM-BC-XT-01 | Failed in getting the exchange rate | E |
| RM-CH-LM-01 | Channel limit not found for Account class group | E |
| RM-CH-LM-02 | Channel limit details not found | E |
| RM-CH-LM-03 | Channel limit details found for transaction currency | E |
| RM-CH-LM-04 | Number of Withdrawal breached | E |
| RM-CH-LM-05 | Withdrawal Limit breached | E |
| RM-CM-OR-001 | Failed to initiate. | E |
| RM-CM-OR-002 | Transaction is successfully initiated. | 1 |
| RM-CM-OR-003 | Invalid action, failed to initiate. | E |
| RM-CM-OR-004 | \$1 is not submitted, transaction remains the same. | I |

| Table A-1 | (Cont.) Error Codes and Messages |
|-----------|----------------------------------|
| | |



| Error code | Description | Type [E-Error, W- Warning, I- Information] |
|--------------|--|--|
| RM-CM-OR-005 | Cannot proceed with submit as the action is not initiated. | E |
| RM-CM-OR-006 | Cannot proceed with submit as the information is incomplete. | E |
| RM-CM-OR-007 | Failed to submit. | E |
| RM-CM-OR-008 | Record successfully submitted. | I |
| RM-CM-OR-009 | \$1 is in-progress, failed to initiate. | E |
| RM-CM-OR-010 | Aw, snap! An unexpected exception occurred, try again. | E |
| RM-CM-OR-011 | Invalid request. | E |
| RM-CM-OR-012 | Cannot proceed with submit as the action is not initiated. | E |
| RM-CM-OR-013 | Cannot find the provided information. | E |
| RM-CM-OR-014 | Record is not yet submitted by \$1, cannot initiate the action. | E |
| RM-CM-OR-015 | Record already unlocked by \$1. | E |
| RM-CS-OB-01 | Invalid denomination found | E |
| RM-CS-OB-02 | Invalid denomination found for given currency or denomination type | E |
| RM-CS-OB-03 | Transaction Number Already Exist | E |
| RM-CS-OB-04 | Data Not Found | E |
| RM-CS-OB-05 | Amount Mismatch | E |
| RM-CS-OB-50 | SanctionRefNo is already Present. | E |
| RM-CS-TF-07 | MinCash excedes the MaxCash Value | W |
| RM-CT-AC-01 | Charges are not maintained | E |
| RM-CT-AC-02 | Charges should not be maintained | E |
| RM-CT-AC-04 | Failed to get the account | E |
| RM-EX-CS-01 | User is an Invalid User | E |
| RM-EX-CS-02 | Account number is invalid. | E |
| RM-EX-CS-03 | Source Reference Number Already Present | E |
| RM-EX-CS-05 | NegotiatedExchangeRate is not provided | E |
| RM-EX-CS-06 | NegotiationReferenceNumber is not provided | E |
| RM-EX-PY-05 | NegotiatedExchangeRate is not provided | E |
| RM-EX-PY-06 | NegotiationReferenceNumber is not provided | E |
| RM-PA-EQ-01 | Record not Found. | E |
| RM-PY-AC-01 | From account and to account are same | E |
| RM-PY-AC-02 | Account number not entered for field \$1 | E |
| RM-PY-BC-01 | Bank code or bank BIC code not entered | E |

| Table A-1 | (Cont.) Error Codes and Messages |
|-----------|----------------------------------|
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| Error code | Description | Type [E-Error, W- Warning, I- Information] |
|-------------|---|--|
| RM-PY-BC-02 | Please enter either bank code or bank BIC code | E |
| RM-PY-CL-01 | Payee account and drawer account are same | E |
| RM-PY-CL-02 | Drawer account number and instrument number combination are same | E |
| RM-PY-CL-03 | Invalid Batch Number | E |
| RM-PY-CR-01 | Remittance number not found | E |
| RM-PY-CR-02 | Remittance number is already issued/used | E |
| RM-PY-CR-03 | Please provide Remittance number/Test Key number | E |
| RM-PY-CR-04 | Invalid Remittance number/Test Key number | E |
| RM-PY-IN-01 | Instrument details not found | E |
| RM-TD-SL-01 | No Maintanance found for Term Deposit opening | E |
| RM-TD-SL-02 | Offset GL account not found | E |
| RM-TN-RV-02 | The transaction Status should be pending | E |
| RM-TR-EX-01 | Unhandled Exception Occured | E |
| RM-TS-TB-10 | Teller batch not opened yet | E |
| RM-TX-BE-01 | Unhandled Exception Occured | E |
| RM-TX-CA-01 | Charge amount limit Breached from Min Max Amount | E |
| RM-TX-CA-02 | Charge amount limit Breached from Min Max Pecentage | E |
| RM-TX-CC-01 | Add provided Currency to the Till | E |
| RM-TX-ET-01 | Session should be Opened before closing. | E |
| RM-TX-ET-02 | Amount \$1 \$2 has to be given by the customer. | I |
| RM-TX-ET-03 | Amount \$1 \$2 has to be given to the customer. | 1 |
| RM-TX-ET-04 | The incoming cash amount in the session is exceeding by \$1 \$2.Do you want to proceed. | W |
| RM-TX-ET-05 | Open Teller Sessions are present. Cannot proceed with the operation. | E |
| RM-TX-ET-06 | Teller Session Transactions not completed.Cannot proceed with the operation. | E |
| RM-TX-EX-01 | Unhandled Exception Occured | E |
| RM-TX-HH-01 | Failed in Host Handoff | E |
| RM-TX-LC-01 | Transaction is locked | E |
| RM-TX-LI-00 | Amount exceeds the limit of transaction. | E |
| RM-TX-NL-01 | Unhandled Exception Occured | E |
| RM-TX-OC-01 | Branch Info not available | E |
| RM-TX-OC-02 | Function Code definition not maintained | E |
| RM-TX-OC-03 | Function Code preferences not maintained | E |

 Table A-1
 (Cont.) Error Codes and Messages



| Error code | Description | Type [E-Error, W- Warning, I- Information] |
|-------------|---|--|
| RM-TX-OC-04 | Branch Parameter maintenance not found | E |
| RM-TX-OC-05 | User preferences not maintained | E |
| RM-TX-OC-06 | Default authorizer not maintained for the user | E |
| RM-TX-OC-07 | Function Indicator entry not found | E |
| RM-TX-OC-08 | Record status is null in Function Code Definition Screen | E |
| RM-TX-OC-09 | Record status is closed in Function Code Definition Screen | E |
| RM-TX-OC-10 | Record status is null in User Preferences Screen | E |
| RM-TX-OC-11 | Record status is closed in User Preferences Screen | E |
| RM-TX-OC-12 | Record status is null in Function Code Preferences Screen | E |
| RM-TX-OC-13 | Record status is closed in Function Code Preferences Screen | E |
| RM-TX-PM-01 | Transaction status is pending, waiting for the notification from payment system | E |
| RM-TX-PM-03 | Failed in payment system | E |
| RM-TX-RV-01 | The transaction Status should be completed | E |
| RM-TX-RV-02 | Only maker can reverse the transaction | E |
| RM-TX-RV-03 | Authorization required for reversal | A |
| RM-TX-RV-04 | Minimum teller branch ccy holding limit breached | E |
| RM-TX-RV-05 | Maximum teller branch ccy holding limit breached | E |
| RM-TX-SL-01 | Unhandled Exception Occured | E |
| RM-TX-ST-01 | The incoming cash amount in the session is exceeding by \$1.Do you want to proceed. | W |
| RM-TX-ST-02 | Total inflow cash amount remaining after this transaction is \$1. | 1 |
| RM-TX-ST-03 | Another open session in progress for the entered Customer No | E |
| RM-TX-ST-04 | Another open session in progress for the Teller | E |
| RM-TX-ST-05 | Teller session needs to be opened to perform this transaction. | E |
| RM-TX-ST-06 | This transaction is not allowed inside the teller session | E |
| RM-TX-TO-01 | Unhandled Exception Occured | E |
| RM_BC_CV_01 | Amount Limit Exceeded for Account Number | E |
| RM_BC_CV_02 | Amount Limit Exceeded for Customer Type | E |
| RM_BC_CV_03 | Amount Limit Exceeded for Product Class | E |
| RM_BC_MA_01 | Netting Charges Required Should be (Y/N). | E |

| Table A-1 | (Cont.) Error Codes and Messages |
|-----------|----------------------------------|
| | |



| Error code | Description | Type [E-Error, W- Warning, I- Information] |
|-------------|--|--|
| RM_BC_MA_02 | Main Leg Accounting Required Should be (Y/N). | E |
| RM_BC_MN_01 | Invalid function code for till/vault indicator | E |
| RM_BC_MN_02 | Invalid transaction type for till/vault indicator | E |
| RM_BC_OB_08 | Please close the previous day batch | E |
| RM_BC_OB_09 | User is not allowed to open the Teller batch | E |
| RM_BC_OB_10 | Teller batches should be closed before closing the branch/vault batch | E |
| RM_BC_OB_11 | Vault batch should be closed before closing the branch batch | E |
| RM_BC_TB_10 | Teller batch is already opened | E |
| RM_BC_TB_11 | Teller batch is already closed | E |
| RM_BC_VA_01 | Supervisor Id is not present for manual assignment. | E |
| RM_CS_BC_01 | Invalid Instrument No | E |
| RM_CS_BC_02 | Instrument is already in Used status | E |
| RM_CS_BC_03 | Instrument is not in INIT status to Print/Reprint | E |
| RM_CS_BC_04 | Instrument Number Already Liquidate | E |
| RM_CS_DD_04 | Incorrect DD details | E |
| RM_CT_AC_03 | Account Type mismatch Exception Occured | E |
| RM_CT_AC_04 | Invalid Account Number | E |
| RM_CT_AC_06 | Both Account cannot be Customer Accounts | E |
| RM_TR_EX_01 | Unhandled Exception Occured | E |
| RM_TX_CX_01 | Authorization required for Charge Amendment. | А |
| RM_TX_EX_01 | Authorization required for inter branch Transaction. | А |
| RPM-AC-003 | Source stage value should be either Y/N not valid | E |
| RPM-AC-017 | DatasegmentCode not valid | E |
| RPM-AC-018 | DocumentType Code not valid | E |
| RPM-AC-020 | Life cycle not valid | E |
| RPM-AC-023 | Unable to \$1 Business Process as \$2 data segment has the following dependencies \$3 in lifecycle \$4 ,which have not been mapped prior to it! | E |
| RPM-AC-024 | Unable to \$1 Business Process as the mandatory data segments \$2 for the \$3 lifecycle have not been mapped! | E |
| RPM-AC-026 | In \$1 stage of \$2 Business Process,duplicate data segements - \$3 are not allowed | E |
| RPM-AC-027 | Record already exist with same Lifecycle and Business Product | E |

Table A-1 (Cont.) Error Codes and Messages



| Table A-1 (Cont.) Error Codes and Messages |
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| Error code | Description | Type [E-Error, W- Warning, I- Information] |
|--------------|---|--|
| RPM-AC-028 | At \$1 in \$2 stage of \$3 Business Process,duplicate record for - \$4 exist | E |
| RPM-AC-029 | At \$1 in \$2 stage of \$3 Business Process, Business Product List is invalid. | E |
| RPM-AC-030 | Business Product Code is Invalid | E |
| RT-F23-001 | Error. Enter at least one row in Payment Data Details | E |
| RT-F23-002 | Error. Cannot enter more than eight records in Payment Data Details | E |
| RT-F23-006 | Error. Mandatory Field Payment Type Cannot be Null. | E |
| RT-F23-007 | Error. Fiscal Code has to be 11 or 16 character long. | E |
| RT-F23-008 | Error. Fiscal code does not meet checksum algorithm validations | E |
| RT-F23-017 | Error. Enter at least one field in either Reference Number Available or Reference Number Not Available. | E |
| RT-F23-019 | Error. Both Reference Number and Primary fiscal code cannot be null. | E |
| RT-F23-020 | Invalid character entered for Tax Code | E |
| RT-F24-099 | Payment Amount Cannot be Zero/Negative | E |
| RT-F24-101 | Payment amount should not Be Blank ,Please Click on Refresh Button | E |
| RT-F24-114 | Principal fiscal code is mandatory | E |
| UBS-BC-UB-01 | No More Payments | E |
| UBS-BC-UB-02 | Invalid Settlement Account for the Contract | E |