

Oracle® Banking Corporate Lending Process Management Troubleshooting Guide



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

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Contents

Preface

Audience	iv
List of Symbols	iv
List Of Topics	vi
Related Resources	vii

1 Introduction

1.1 Functional Troubleshooting Errors	1-1
1.2 Errors / Exceptions on Flyway Deployment	1-3
1.3 Solution for Errors/Exceptions	1-4

Index

Preface

This topic contains following sub-topics:

- Audience
- List of Symbols
- List Of Topics
- Related Resources

Audience

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

- Relationship Managers (RMs)
- Credit Risk Mangers (CRMs)
- Legal
- Back end operation
- Other loan executive staffs in charge of maintaining the loan accounts in the bank.
- WebLogic admin or ops-web team who are responsible for installing OFSS Banking Products.

List of Symbols

The following are some of the Symbols you are likely to find in the manual:

Table 1 Symbols

Icons	Functions
	Edit Icon

Table 1 (Cont.) Symbols

Icons	Functions
	Delete Icon
	Exit Icon
	Search Icon
	Customer Information Icon
	Minimize
	Maximize
	Open a List
	Add a new record
	Navigate to the first record
	Navigate to the last record
	Navigate to the previous record

Table 1 (Cont.) Symbols

Icons	Functions
	Navigate to the next record
	Grid View
	List View
	Refresh
	Click to unlock, delete, authorize or view the created record.
	Click this icon to add a new row.
	Click this icon to delete an existing row.
	Filter
	Date

For more information, refer to *Getting Started User Guide*.

List Of Topics

This manual is organized into the following topics.

Table 2 List of Topics

Topics	Description and Cross References
Functional Troubleshooting Errors	This topic describes various functional issues, possible causes, and solutions to resolve the issues.
Errors / Exceptions on Flyway Deployment	This topic provides the information about errors/ exceptions that can occur due to flyway while deployment.
Solution for Errors/ Exceptions	This topic provides the information about solution for errors/exceptions.

Related Resources

For more information on Oracle Banking Corporate Lending Process Management application, refer to the following Oracle Banking Corporate Lending Process Management manuals:

- *Bilateral Loans*
- *Loan Syndication*
- *Configuration*

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

1

Introduction

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

- [Functional Troubleshooting Errors](#)
This section describes how to check and debug the basic Oracle Banking Corporate Lending Process Management application errors.
- [Errors / Exceptions on Flyway Deployment](#)
This topic describes about errors / exceptions that can occur due to flyway while deployment.
- [Solution for Errors/Exceptions](#)
This topic describes about solution for errors/exceptions on flyway deployments.

1.1 Functional Troubleshooting Errors

This section describes how to check and debug the basic Oracle Banking Corporate Lending Process Management application errors.

The following errors are the functional errors of Oracle Banking Corporate Lending Process Management application.

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

You need to ensure that Business Product and Business Process are maintained.

To maintain the Business Product and Business Process perform the following:

- **Corporate Lending > Maintenance > Business Process > Add new**
- **Corporate Lending > Maintenance > Business Product > Add new**

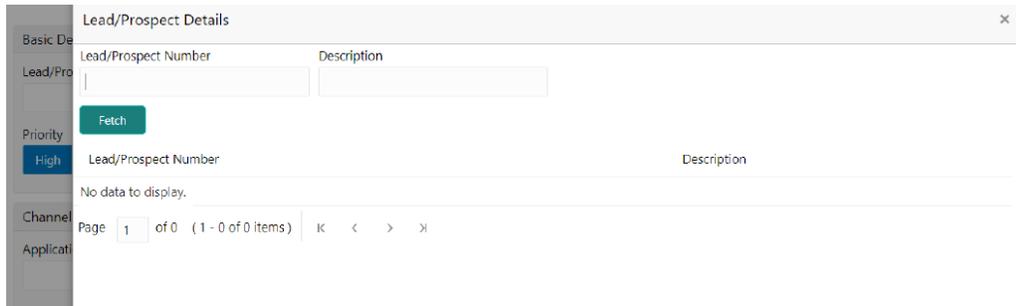
Figure 1-1 Object Error



You are not able to find an existing customer while initiating the process flow.

All the existing customer needs to be replicated to common core.

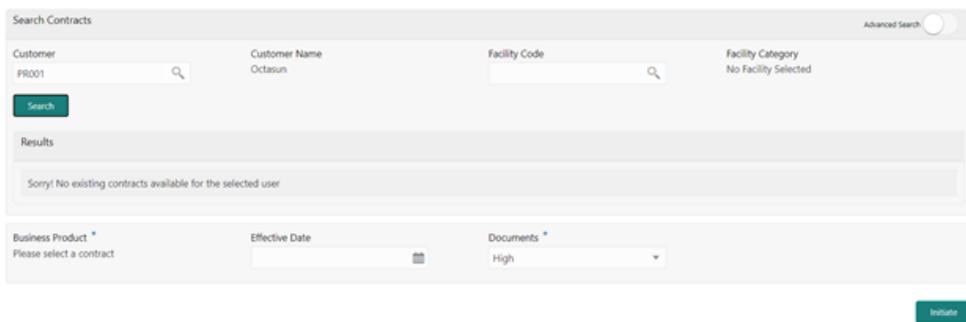
Figure 1-2 Lead-Prospect Details



You are not able to find an existing loan while initiating the process flow.

- Ensure that there is at least one active contract for selected customer in back office
Or
- All the existing contract needs to be replicated from back-office to mid-office.

Figure 1-3 Search contracts



You are not able to find an existing task in free task pool.

If the task is acquired by any other user then the task is assigned under other users **My Task** menu, therefore, the first user is not able to see that in free task pool. Second user has to release this task from his queue then the task is available in free task.

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

Due to maintenance issue, you have to change the configuration.

- **Corporate Lending > Maintenance > Business Process > View Business Process > Edit Business Process**

Change the configuration from read only to editable

Figure 1-4 Loan Details

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

Unable to save and proceed from one data segment to another in a process.
Check if all the mandatory data has been filled in.

Figure 1-5 Business Process Definition

Business Process Definition

Business Process Code *	Business Process Description *	Lifecycle *	Lifecycle Description
SYOPS	Syndication Operation Enrichment	SyndOpsEnrch	Syndication Ops Enrichment
Process Code *	Process Description	Business Product Code *	MultiLevel Approval
SNOPEN	Syndication Ops Enrichment Process	ALL	On <input type="checkbox"/> <input type="button" value="Process Full View"/>

Application Entry | Approval | Exception Approval | Handoff Retry | Review CP Satisfaction

Data Segments	1 Tranche Details	2 Margin Details	3 Fee Details	4 Lender Commit	5 Facility Details	6 Additional Tran
Documents	Optional Editable	Optional Editable	Optional Editable	Optional Editable	Optional Editable	Optional Editable
Checklist						
Advices	7 Fee Details	8 Lender Commit	9 Facility Details	10 Additional Tran	11 Agreement Det	12 Fee Schedules
	Optional Readonly	Optional Readonly	Optional Readonly	Optional Readonly	Optional Readonly	Optional Readonly

Audit

1.2 Errors / Exceptions on Flyway Deployment

This topic describes about errors / exceptions that can occur due to flyway while deployment.

The error description is given below:

```
org.springframework.beans.factory.UnsatisfiedDependencyException:
Error creating bean with name 'application': Unsatisfied dependency
expressed through field 'flywayApplicationConfig'; nested exception is
org.springframework.beans.factory.BeanCreationException: Error creating
bean with name 'executeDomain' defined in class path resource
[oracle/fsgbu/plato/flyway/FlywayConfig.class]: Bean instantiation via
factory method failed; nested exception...SQL State : 42000
```

In the error, the bean-name can be any of the following:

- **executeDomain**
- **executePlato**
- **executePlatoSec**
- **executePlatoUI**
- **executeSms**
- **executeCmc**
- **executeMidofcmc**
- **executePlatofeed**
- **executePlatobatch**
- **executePlatoorch**

1.3 Solution for Errors/Exceptions

This topic describes about solution for errors/exceptions on flyway deployments.

- At first for each case,, the service through Plato-configuration-service should be checked to see if it is suggesting the correct scheme via the **plato-config-service**.
- After checking that it is to be ensured for that particular APPLICATION, the following entries are present in the PROPERTIES table in the plato Schema.

Table 1-1 Properties Table

BEAN	PROPERTY SET NEED TO BE PRESENT
executeDomain	flyway.domain.db.*
executePlato	flyway.plato.db.*
executePlatoSec	flyway.platosec.db.*
executePlatoUI	flyway.platoui.db.*
executeSms	flyway.sms.db.*
executeCmc	flyway.cmc.db.*
executeMidofcmc	flyway.domain.db.*
executePlatofeed	flyway.platofeed.db.*
executePlatobatch	flyway.platobatch.db.*
executePlatoorch	flyway.platoorch.db.*

Depending on whether for the flyway db connection, JNDI name is being used or the JDBC URL and other details are used, each property set will look as follows:

CASE 1: USING JDBC

```
flyway.domain.db.username
flyway.domain.db.password
flyway.domain.db.jdbcUrl
flyway.domain.db.driver-class-name
flyway.domain.schemas
flyway.domain.locations
flyway.domain.placeholderReplacement
```

```
flyway.domain.ignoreMissingMigrations  
flyway.domain.outOfOrder
```

CASE 2: USING JNDI

```
flyway.domain.db.jndi  
flyway.domain.schemas  
flyway.domain.locations  
flyway.domain.placeholderReplacement  
flyway.domain.ignoreMissingMigrations  
flyway.domain.outOfOrder  
flyway.jndi.datasource.enabled
```

In each case, make sure that all the relevant placeholders are available in the scripts in the respective locations.

Error Description:

No value provided for placeholder: \${eureka.host}. Check your configuration!

In the example above, an error occurred due to the absence of passing the following parameter in the properties table:

```
flyway.domain.placeholders.eureka.host
```

Solution:

Similarly, any placeholder where the error occurred must pass to the environment through the properties table or the command line arguments (as -D parameters).

Index

E

Errors / Exceptions on Flyway Deployment, [1-3](#)

F

Functional Troubleshooting Errors, [1-1](#)

S

Solution for Errors/Exceptions, [1-4](#)