

Oracle® Banking Corporate Lending Process Management Troubleshooting Guide



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Preface

This topic contains following sub-topics:

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Purpose

This manual is designed to help acquaint you with the Oracle Banking Corporate Lending Process Management (OBCLPM) application. This manual provide troubleshoot with basic application related issues of OBCLPM system.

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.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

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Diversity and Inclusion

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

Related Resources

For more information on any related features, refer to the following documents:

- *OBCLPM Bilateral Loans User Guide*
- *OBCLPM Loan Syndication User Guide*
- *OBCLPM Configuration User Guide*

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

Conventions

The following text conventions are used in this document:


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

Screenshot Disclaimer

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

Basic Actions

Table 1 List of Basic Actions

Action	Description
Approve	Click Approve to approve the initiated report. This button is displayed, once the user click Authorize .
Audit	Click Audit to view the maker details, checker details of the particular record, and record status. This button is displayed only for the records that are already created.
Authorize	Click Authorize to authorize the record created. A maker of the screen is not allowed to authorize the report. Only a checker can authorize a record. This button is displayed only for the already created records.
Close	Click Close to close a record. This action is available only when a record is created.
Confirm	Click Confirm to confirm the performed action.
Cancel	Click Cancel to cancel the performed action.
Compare	Click Compare to view the comparison through the field values of old record and the current record. This button is displayed in the widget, once the user click Authorize .
Collapse All	Click Collapse All to hide the details in the sections. This button is displayed, once the user click Compare .
Expand All	Click Expand All to expand and view all the details in the sections. This button is displayed, once the user click Compare .
New	Click New to add a new record. The system displays a new record to specify the required data. <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> Note: The fields which are marked with Required are mandatory.</p> </div>
OK	Click OK to confirm the details in the screen.
Save	Click Save to save the details entered or selected in the screen.
View	Click View to view the report details in a particular modification stage. This button is displayed in the widget, once the user click Authorize .
View Difference only	Click View Difference only to view a comparison through the field element values of old record and the current record, which has undergone changes. This button is displayed, once the user click Compare .

Symbols and Icons

The following symbols and icons are used in the screens.

Table 2 Symbols and Icons - Common










Symbol/Icon	Function
	Minimize
	Maximize
	Close
	Perform Search
	Open a list
	Add a new record
	Navigate to the first record
	Navigate to the last record
	Navigate to the previous record

Table 2 (Cont.) Symbols and Icons - Common










Symbol/Icon	Function
	Navigate to the next record
	Grid view
	List view
	Refresh
	Calendar
	Filter
	Copy a record
	Click this icon to add a new row.
	Click this icon to delete an existing row.

Table 2 (Cont.) Symbols and Icons - Common



Symbol/Icon	Function
	Click to view the created record.
	Click to unlock, delete, authorize or view the created record.

Table 3 Symbols and Icons - Audit Details





Symbol/Icon	Function
	A user
	Date and time
	Unauthorized or Closed status
	Authorized or Open status

Table 4 Symbols and Icons - Widget





Symbol/Icon	Function
	Open status

Table 4 (Cont.) Symbols and Icons - Widget

Symbol/Icon	Function
	Unauthorized status
	Closed status
	Authorized status

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

Application Entry
Approval
Exception Approval
Handoff Retry
Review CP Satisfaction

Application Entry						
Data Segments	1 Tranche Details <small>Optional</small> Editable	2 Margin Details <small>Optional</small> Editable	3 Fee Details <small>Optional</small> Editable	4 Lender Commit <small>Optional</small> Editable	5 Facility Details <small>Optional</small> Editable	6 Additional Tran <small>Optional</small> Editable
Documents						
Checklist						
Advices	7 Fee Details <small>Optional</small> ReadOnly	8 Lender Commit <small>Optional</small> ReadOnly	9 Facility Details <small>Optional</small> ReadOnly	10 Additional Tran <small>Optional</small> ReadOnly	11 Agreement Det <small>Optional</small> ReadOnly	12 Fee Schedules <small>Optional</small> 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).

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