Oracle® Banking Corporate Lending Installer Troubleshooting



Release 14.7.6.0.0 G32281-01 April 2025

ORACLE

Oracle Banking Corporate Lending Installer Troubleshooting, Release 14.7.6.0.0

G32281-01

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1 Troubleshooting

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Preface

This topic contains the following sub-topics:

- Purpose
- Audience
- Documentation Accessibility
- Critical Patches
- Diversity and Inclusion
- Related Resources
- Conventions
- Screenshot Disclaimer
- Acronyms and Abbreviations

Purpose

This guide describes the process of figuring out errors and troubleshooting methods while installing Oracle Banking Corporate Lending solution.

Audience

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

Role Function		
Administrator	Who controls the system and application parameters and ensures smooth functionality and flexibility of the banking application.	
Implementation team	Implementation of Oracle Banking Corporate Lending Solution	
Pre-sales team	Install Oracle Banking Corporate Lending for demo purpose	
Bank personnel	Who installs Oracle Banking Corporate Lending	

The user of this manual is expected to have basic understanding of Oracle Banking Application installation.

Documentation Accessibility

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

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Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at Critical Patches, Security Alerts and Bulletins. All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by Oracle Software Security Assurance.

Diversity and Inclusion

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

Related Resources

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

- Oracle Banking Corporate Lending User Guides.
- Oracle Banking Corporate Lending 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.
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.

Table 2 Conventions

Screenshot Disclaimer

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



Acronyms and Abbreviations

The acronyms and abbreviations are listed in this below table:

Table 3 Acronyms and Abbreviations

Abbreviations or Acronyms	Definition
DSN	Data Source Name
IP	Internet Protocol
JDK	Java Development Kit
JDBC	Java Database Connectivity
RAC	Real Application Clusters
TNS	Transaction Network Services



1 Troubleshooting

This topic contains the following sub-topics:

Basic Setup

This topic provides information about the software is required to install in your local machine.

Check Logs

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

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

1.1 Basic Setup

This topic provides information about the software is required to install in your local machine.

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

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

Note:

- For Windows Machine, after installing **Java JDK**, set **JAVA_HOME** and **PATH** variables in an environment variable.
- For the Linux Machine, after installing **Java JDK**, set **JAVA_HOME** and **PATH** variables using command line arguments.
- 2. Install the Oracle WebLogic Server with the version specified in a document.
- 3. Install the Oracle DB Client with the version specified in a document.





- For Windows and Linux machines, the TNS entries of the database must be updated for the Oracle Banking Corporate Lending installation.
- For Windows machines, the system will automatically update the PATH variable of the client installed in environment variables.
 If it is not updated, manually update the PATH variable.
- For Linux machines, set the **ORACLE_HOME** variable using command line arguments.
- If backend compilations are not happening, verify TNS entries and schema credentials.
- 4. Note down Installed Locations of Java JDK, Oracle WebLogic Server, and Oracle DB Client which needs to provide while running Installer GUI.

Note:

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

Example of software paths:

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

1.2 Check Logs

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

If you get an error message while doing an Oracle Banking installation, check the log file to figure out the part of the code that caused the error. The log contains detailed information about executed methods and the type of error, if any.

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

The FCUBSInstaller screen displays.



ile <u>E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools	Help			
🌏 Back 🝷 🕥 🕤 🏂 🔎 Se	earch 🝺 Folders 🛄 🗸			
dress 🚞 D:\FCUBSInstaller				v >
File and Folder Tasks 🛛 📎	config	Images	InstallOptions	
Other Places 🛞	Library	logs	nbproject	
Details CUBSInstaller File Folder Date Modified: Today, August	src	build.xml XML Document 4 KB	FCUBSInstaller11.1.bat MS-DOS Batch File 1 KB	
06, 2010, 10:09 AM	FCUBSInstaller11.1.jar Executable Jar File 1,347 KB	MANIFEST.MF MF File 1 KB		
objects			1.31 MB	😼 My Computer

Figure 1-1 FCUBSInstaller

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

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

1.3 Troubleshoot Abrupt Exit from Installer

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

In case for some reason, the Oracle Banking Installer hangs and you are not able to proceed further, you may need to exit the Installer and restart the process. If you exit the Installer when it is hung, the application will be closed but the process will still be running in the background. In case of abrupt exits, you need to manually end the process running in the background.

- **1.** Exit the Oracle Installer.
- 2. Open Task Manager.

The Windows Task Manager window displays.



plications Processes	Performance Netwo	rking		
Image Name	User Name	CPU	Mem Usage	
wmiprvse.exe	SYSTEM	00	5,912 K	
igfxpers.exe	ShashidharA	00	2,924 K	
hkcmd.exe	ShashidharA	00	2,956 K	
WINWORD.EXE	ShashidharA	00	53,280 K	
explorer.exe	ShashidharA	01	13,476 K	
RTHDCPL.exe	ShashidharA	00	26,304 K	
notepad.exe	ShashidharA	00	3,604 K	
taskmgr.exe	ShashidharA	02	5,424 K	
stickies.exe	ShashidharA	00	7,652 K	
imp.exe	ShashidharA	00	27,144 K	
ctfmon.exe	ShashidharA	00	4,312 K	
ACEcInt.exe	ShashidharA	00	7,988 K	
communicator.exe	ShashidharA	00	8,876 K	
wmiprvse.exe	SYSTEM	00	5,248 K	
oracle.exe	SYSTEM	00	503,028 K	
McTray.exe	ShashidharA	00	924 K	
AdobeARM.exe	ShashidharA	00	6,624 K	
OUTLOOK.EXE	ShashidharA	00	17,008 K	
UdaterUI.exe	ShashidharA	00	2,944 K	ļ
TNSLSNR.EXE	SYSTEM	00	24,272 K	
jusched.exe	ShashidharA	00	4,092 K	
jqs.exe	SYSTEM	00	1,384 K	
albd_server.exe	clearcase_albd	00	7,572 K	
ACEnwork.exe	SYSTEM	00	4,916 K	
javaw.exe 🗧	ShashidharA	00	43,280 K	
svchost.exe	End Process	00	6,284 K	
iexplore.exe	End Process Tree	00	15,460 K	
spoolsv.exe	Debug	00	5,700 K	
svchost.exe		_ 00	4,208 K	
mfeann.exe	Set Priority 🔹 🕨	00	5,636 K	
Mcshield.exe	Set Affinity	00	31,240 K	
svchost.exe	Doc Hirinicy	00	3.572 K	
Show processes fro	m all users			End Process

Figure 1-2	Windows Task Manager - Processes	tab
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- 3. On the Windows Task Manager window, under Processes tab, locate the javaw.exe process.
- 4. Right-click the **javaw.exe** process, and click **End Process**.

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



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

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

Note:

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

