Oracle® Banking Corporate Lending Installer Troubleshooting





Oracle Banking Corporate Lending Installer Troubleshooting, Release 14.8.0.0.0

G29777-01

Copyright © 2007, 2025, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

	ro	fم	ce
Г	ΙU	ıα	しヒ

Purpo	ose	iv
Audience		iv
Documentation Accessibility		iv
Critical Patches		V
Diversity and Inclusion		V
Related Resources		V
Conventions Screenshot Disclaimer		V
		V
Acronyms and Abbreviations		
Tro	ubleshooting	
1.1	Basic Setup	1-1
1.2	Check Logs	1-2
1.3	Troubleshoot Abrupt Exit from Installer	1-3



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:

Table 1 Audience

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/.



Access to Oracle Support

Oracle customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

Critical Patches

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

Diversity and Inclusion

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

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:

Table 2 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.

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.

Note:

- 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.
- Note down Installed Locations of Java JDK, Oracle WebLogic Server, and Oracle DB Client which needs to provide while running Installer GUI.



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.

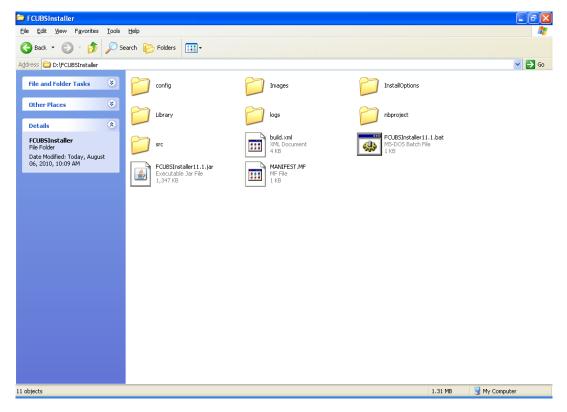
If you get an error message while doing an Oracle Banking installation, check the log file to figure out the part of the code that caused the error. The log contains detailed information about executed methods and the type of error, if any.

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

The FCUBSInstaller screen displays.



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.
- Open Task Manager.

The Windows Task Manager window displays.

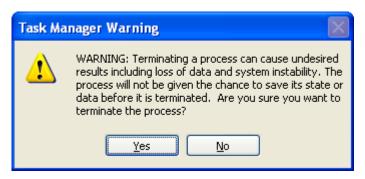
📕 Windows Task Manager File Options View Help Applications Processes Performance Networking Image Name User Name CPU Mem Usage ^ 5,912 K wmiprvse.exe SYSTEM 00 igfxpers.exe ShashidharA 00 2,924 K ShashidharA 2,956 K hkcmd.exe 00 WINWORD.EXE ShashidharA 00 53,280 K explorer.exe ShashidharA 01 13,476 K RTHDCPL.exe ShashidharA 00 26,304 K ShashidharA notepad.exe 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 ShashidharA 00 ACEcInt.exe 7,988 K ShashidharA 00 communicator.exe 8,876 K wmiprvse.exe SYSTEM 00 5,248 K SYSTEM 00 oracle.exe 503,028 K ShashidharA McTray.exe 00 924 K AdobeARM.exe ShashidharA 00 6,624 K 17,008 K OUTLOOK.EXE ShashidharA 00 UdaterUI.exe ShashidharA 00 2,944 K TNSLSNR.EXE SYSTEM 00 24,272 K ShashidharA 00 jusched.exe 4,092 K jqs.exe SYSTEM 00 1,384 K clearcase_albd 00 albd_server.exe 7,572 K SYSTEM 00 4,916 K ACEnwork.exe Shashidhar4 javaw.exe 43,280 K End Process svchost.exe 00 6,284 K iexplore.exe 00 15,460 K End Process Tree spoolsv.exe 00 5,700 K Debug svchost.exe 00 4,208 K 5,636 K mfeann.exe 00 Set Priority Mcshield.exe 00 31,240 K Set Affinity... svchost.exe 00 3.572 K Show processes from all users End Process CPU Usage: 5% Commit Charge: 1330M / 3410M Processes: 60

Figure 1-2 Windows Task Manager - Processes tab

- 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.

Figure 1-3 Task Manager 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.



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

