

Oracle® Banking Corporate Lending Installer Troubleshooting



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Preface

This topic contains the following sub-topics:

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Purpose

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

Acronyms and Abbreviations

The acronyms and abbreviations are listed in this below table:

Table 1 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

Audience

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

Table 2 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.

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](#).

Conventions

The following text conventions are used in this document:

Table 3 Conventions

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.

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.

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.

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.

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.

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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.

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

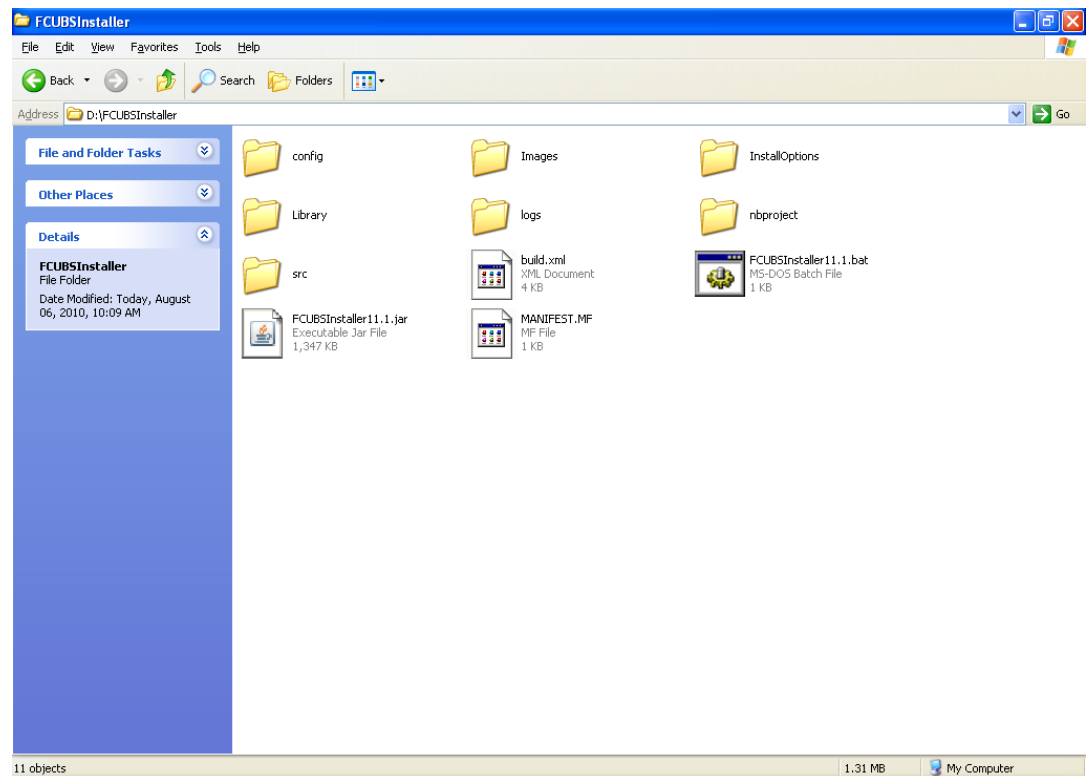
This topic explains systematic instructions to find out an error that occurs during Oracle Banking Corporate Lending installation.

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.

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

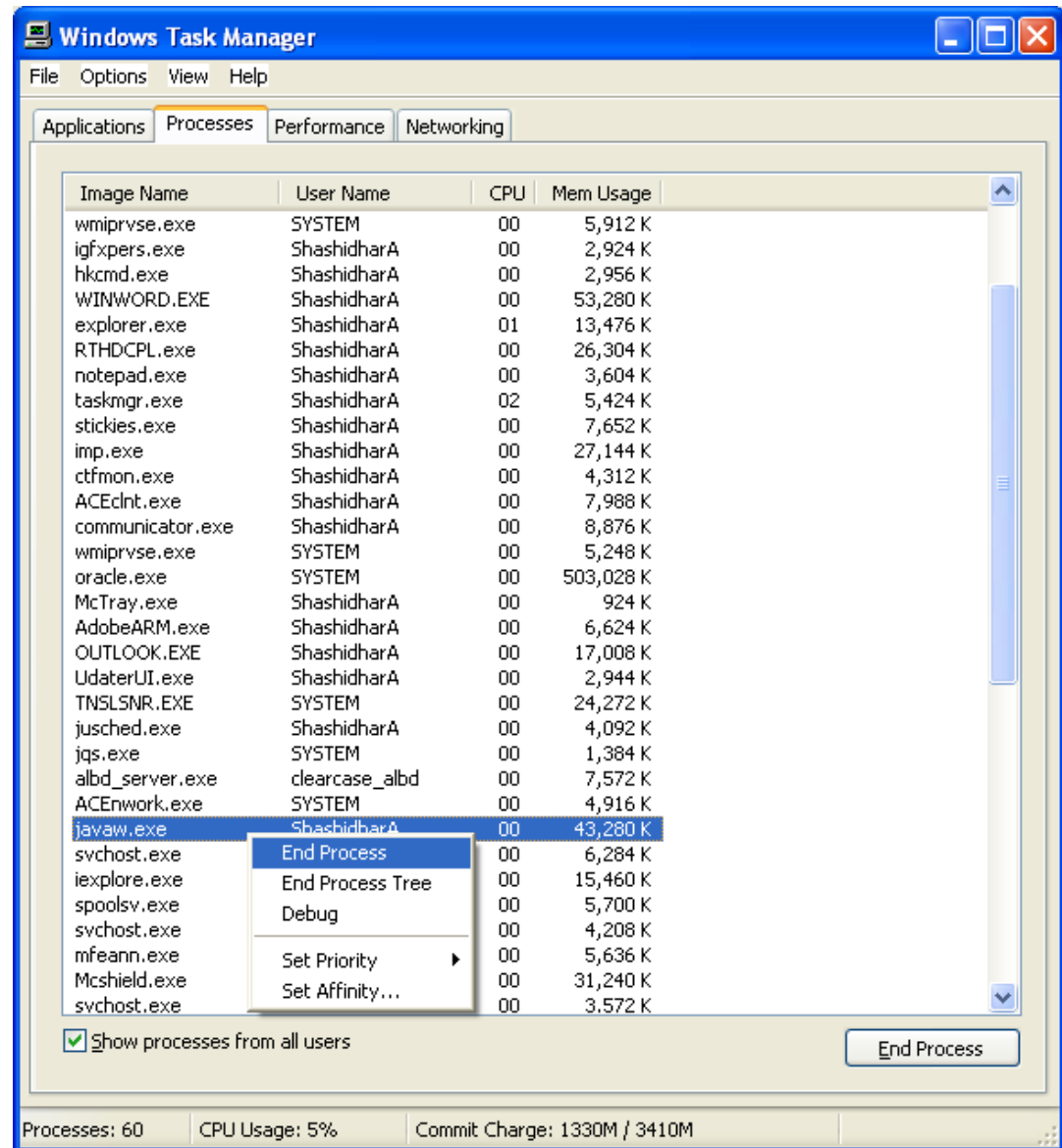
This topic explains systematic instructions to troubleshoot abrupt exits from the installation process (Windows only).

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**.

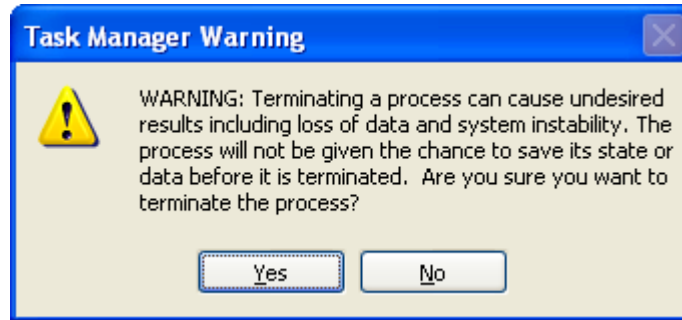
The **Windows Task Manager** window displays.

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.

Note

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