Oracle® Banking Electronic Data Exchange for Corporates Troubleshooting Guide



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Preface

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- Audience
- Acronyms and Abbreviations
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Purpose

This guide provides guidance to users for the issues within the application. It describes various methods to figure out the error and then troubleshoot it.

Audience

This guide is intended for the software developers and software testers.

Acronyms and Abbreviations

The list of the acronyms and abbreviations used in this guide are as follows:

Table 1	Acronyms	and	Abbreviations
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Abbreviation	Description
SMS	Security Management System
СМС	Common Core
МОС	Mid office Common Core
ELK	Elasticsearch Logstash Kibana
OBEDX	Oracle Banking Electronic Data Exchange for Corporates

Documentation Accessibility

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Screenshot Disclaimer

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List of Topics

This guide is organized as follows:

Topics	Description
Troubleshooting Technical Flows	This topic provides the information about the platform-wide troubleshooting of technical flows. It includes UI side checking, Service side logs, tracing using Zipkin, debugging using ELK stack, and some environmental issues of Weblogic.
Troubleshooting Kafka	This topic provides the information on the troubleshooting kafka.
Health Checks	This topic provides the information about the health check measures and observability required.
Troubleshooting Functional Workflows	This topic provides the information about the Oracle Banking Electronic Exchange for Corporates specific troubleshooting flows and specific data stores that can be checked for issues. It includes Oracle Banking Electronic Exchange for Corporates sub-domain (wars) and high-level flow of Cash Deposit transaction and key Process Log table to be checked to troubleshoot transaction flow.
Troubleshooting OutOfMemory issues	This topic provides the information on troubleshooting OutOfMemory issues.
Troubleshooting Deployment Errors/ Exceptions	This topic provides the troubleshooting information for Errors/Exceptions that can occur due to flyway while deployment.

Table 2 List of Topics

Prerequisites

Prerequisites

The prerequisites are as follows:

- Basic understanding of Eventing platform
- Basic understanding application log analysis using tools
- Basic understanding DB changes

Pre-installed Softwares

The following softwares should be pre-installed:

Zipkin



- Kafka
- ELK
- Any SQL Database like SQLDEVELOPER
- WinSCP

General Prevention

Do not make any changes to Flyway scripts manually.

Related Documents

The related documents are as follows:

- Oracle Banking Common Core User Guide
- Oracle Banking Getting Started User Guide
- Oracle Banking Security Management System User Guide
- Overview User Guide
- Charges User Guide
- Configuration User Guide
- Customer and Accounts User Guide
- Identifier User Guide
- Transactions User Guide

A Troubleshooting Technical Flows

This topic describes about various programming issues, possible causes, and solutions to resolve the issues.

- Where is the problem
- Preliminary checks from UI
- Troubleshooting Environmental Issues
- Where is the Problem This topic describes about troubleshooting the problem in the distributed system.
- Preliminary Checks from UI This topic provides systematic instructions to launch the application and check for the basic errors.

A.1 Where is the Problem

This topic describes about troubleshooting the problem in the distributed system.

Troubleshooting the problem in the distributed system can be challenging, if not understood fully. Each product has UI application components and service side application components. Each side requires different troubleshooting techniques and various logs that can be used to corroborate the problem.

It is important to establish the area of the problem on the service side. It can be achieved by a complete understanding of UI and service side flows along with the data architecture of an application.



Figure A-1 Distributed Flow Across Micro Services

A.2 Preliminary Checks from UI

This topic provides systematic instructions to launch the application and check for the basic errors.



- 1. Launch the application with delegated URL.
- 2. Press F12 key and select Inspect and See network.
- 3. Verify that all the call responses are successful.

Elements Console	Sources Network Performance Memory	Application Lightho	use Security			0 4 🗛 3 🇱
arch	🗙 🕚 🚫 😽 🔍 🗌 Preserve log 🗌 Disabl	le cache 🕴 No throttling	9 V 🛓 🛨			
* Search C	S Filter Hide data URLs	All XHR JS CSS In	ng Media Font Doc WS Mar	nifest Other 🗌 Has blocked co	ookies 🔲 Blocked Request	ts
	200 ms 400 ms	600 ms 801	0 ms 1000 ms	1200 ms 1400 ms	1600 ms	1800 ms
	Name	S Type	Initiator	Size Time	Waterfall	
	loader.js	2 script	require.js:5	1.2 kB	28 ms	1
	fsgbu-ob-cmn-ct-rs-json-compare.html	2 xhr	text.js:325	4.8 kB	35 ms	
	fsgbu-ob-cmn-ct-rs-json-compare.js	2 script	require.js:5	15.4 kB	51 ms	
	fsgbu-ob-cmn-ct-rs-json-compare.json	2 xhr	text.js:325	351 B	44 ms	•
	fsgbu-ob-cmn-ct-rs-json-compare.css	2 stylesheet	css.js:149	850 B	46 ms	
	fsgbu-ob-cmn-ct-json-compare.html	2 xhr	text.js:325	3.4 kB	44 ms	•
	fsgbu-ob-cmn-ct-json-compare.js	2 script	require.js:5	12.5 kB	46 ms	•
	fsgbu-ob-cmn-ct-json-compare.json	2 xhr	text.js:325	741 B	75 ms	
	fsgbu-ob-cmn-ct-json-compare.css	2 stylesheet	css.js:149	962 B	56 ms	4
	cmnctrsjsoncomparemodel.js	2 script	require.js:5	4.8 kB	36 ms	4
	jrowexpander.js	2 script	require.js:5	107 kB	89 ms	•
	jflattenedtreetabledatasource.js	2 script	require.js:5	20.7 kB	49 ms	4
	?userId=ADMINUSER1&branchCode=000&ccaN	ame 2 preflight	Preflight 🕞	0 B	29 ms	1.1
	?userId=ADMINUSER1&branchCode=000&ccaN	ame 2 xhr	jquery-3.5.1.min.js:2	551 B	71 ms	
	accounts?includecloseandunauth=true&offset=0	1&li 2 preflight	Preflight 🕒	0 B	30 ms	1.1
	accounts?includecloseandunauth=true&offset=0	18di 2 xhr	jquery-3.5.1.min.js:2	17.3 kB	282 ms	
	refresh.png	2 png	fsgbu-ob-cmn-ct-act-sum	4.1 kB	31 ms	1 I I I I I I I I I I I I I I I I I I I
	open.png	2 png	fsgbu-ob-cmn-ct-act-sum	4.4 kB	31 ms	
	arrow.png	2 png	fsgbu-ob-cmn-ct-act-sum	3.5 kB	32 ms	
	authorized.png	2 png	png u-ob-cmn-ct-act-sum	5.0 kB	32 ms	
	unauthorized.png	2 png	isguu-ob-cmn-ct-act-sum	5.3 kB	30 ms	
	52 requests 371 kB transferred 362 kB resource	res				

Figure A-2 Call Responses

Note:

Usually Red color indicates non 2xx HTTP response.

Figure A-3 Non 2xx Response

ADMINUSER1 - 000 - Oracle Ba	ani × +			o – o ×
\leftrightarrow \rightarrow C \blacktriangle Not secure	e 10.40.162.114:8731/app-shell/			• 🕁 🔒 :
= ORACLE°	Dashboard	(DEFAULTENTITY) Bank Fut	ura - Deposits Bra	ADMINUSER oracle@oracle.co
Create Account Input				$_{\mu}^{\mu}$ \rightarrow
Account Description *	Account Purpose	Balance Availability *	Fixed Amount in Pool Curr	ency
KEITH Balance Check for Debits	De Error	d Fard is Danch for some sine success	Account Frozen	
Overdraft Required	Ov	een defined in Branch for respective customer.	Overdraft End Date Ок Арт 7, 2018	
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	Name	× Headers Preview Response Initiator Timing		
	error.png	▲ ▼ General		
	accounts	Request URL: http://whf00pia.in.oracle.com:7006/ap	pi-gateway/obvam-account-services,	/accounts
	accounts	Request Method: POST Status Code: 400 Bad Request		
_	11 requests 17.8 kB transferred 14.9 kB resources			4:23 PM
= 오 타 듥 🗌				^ ^{4+23 PM} □



4. Export the trace using the **Export** in browsers.

Example: The user can see the export option as shown below in Chrome.



	e Sources Network Performance Memory	Application Lighth	ouse Security			04 A 3	\$
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Aa .* Search C	S Filter Hide data URLs	XHR JS CSS I	ng Media Font Doc WS Mar	ifest Other 🗆 H	las blocked cookies 🗌 Blocke	d Requests	
	200 ms 400 ms		0 ms 1000 ms	1200 ms	1400 ms 1600 ms	1800 ms	
		-		-	-		
	Name	S Type	Initiator	Size	Time	Waterfall	
	📋 loader.js	2 script	require.js:5	1.2 kB	28 ms	1.1	
	fsgbu-ob-cmn-ct-rs-json-compare.html	2 xhr	text.js:325	4.8 kB	35 ms		
	fsgbu-ob-cmn-ct-rs-json-compare.js	2 script	require.js:5	15.4 kB	51 ms		
	fsgbu-ob-cmn-ct-rs-json-compare.json	2 xhr	text.js:325	351 B	44 ms	1 C C	
	fsgbu-ob-cmn-ct-rs-json-compare.css	2 stylesheet	<u>css.js:149</u>	850 B	46 ms		
	fsgbu-ob-cmn-ct-json-compare.html	2 xhr	text.js:325	3.4 kB	44 ms		
	fsgbu-ob-cmn-ct-json-compare.js	2 script	require.js:5	12.5 kB	46 ms		
	fsgbu-ob-cmn-ct-json-compare.json	2 xhr	text.js:325	741 B	75 ms		
	fsgbu-ob-cmn-ct-json-compare.css	2 stylesheet	css.js:149	962 B	56 ms	4	
	cmnctrsjsoncomparemodel.js	2 script	require.js:5	4.8 kB	36 ms		
	ojrowexpander.js	2 script	require.js5	107 kB	89 ms		
	jojflattenedtreetabledatasource.js	2 script	require.js:5	20.7 kB	49 ms		
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	?userId=ADMINUSER1&branchCode=000&ccaN	ame 2 xhr	jquery-3.5.1.min.js:2	551 B	71 ms		
	accounts?includecloseandunauth=true&offset=0	l&li 2 preflight	Preflight 🕢	0 B	30 ms	1	
	accounts?includecloseandunauth=true&offset=0	1&li 2 xhr	jquery-3.5.1.min.js:2	17.3 kB	282 ms		
	refresh.png	2 png	fsgbu-ob-cmn-ct-act-sum	4.1 kB	31 ms		
	open.png	2 png	fsgbu-ob-cmn-ct-act-sum	4.4 kB	31 ms		
	arrow.png	2 png	fsgbu-ob-cmn-ct-act-sum	3.5 kB	32 ms		
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Search	ke Sources Network Performance Memory × ● S P ⊂ Perserve log Disk 5 ⊙ Filter → Perserve log Disk 5 ⊙ Filter → Perserve log Disk 100 min → Perserve log Disk	Application Light le cache No throtti No throtti No Arr JS CSS 600 m f S. Type S. Type S. Scipt 2. stript 2. stript 2. stript 2. stript 2. stript 2. stylesheet 2. script 2. script 2. script 2. script 3. scr	ng • • • • • • • • • • • • • • • • • • •	1200 mi Size 4.8 ki 4.6 ki 4.5 ki 5.5 ki 5.5 ki 4.8 ki 4.8 ki 2.5 ki 9.6 zi 4.8 ki 1.2 ki 5.5 ki 3.4 ki 9.6 zi 4.8 ki 1.2 ki 5.5 ki 5.5 ki 1.2 ki 5.5 ki 5.5 ki 5.5 ki 1.2 ki 5.5 ki	1400 ms Time 28 ms 51 ms 44 ms 44 ms 44 ms 44 ms 55 ms 44 ms 45 ms 75 ms 7	ed Requests 1000 ms Waterfall	
Search	Ale Sources Network Performance Memory Sources Network Performance Sources Network Performances Sources Network Perf	Application Light le cache No throtti NHR JS CSS 600 m. 8 5 500 m. 8 5 500 m. 8 5 500 m. 8 5 500 m. 8 5 500 m. 8 5 5 500 m. 8 5 5 500 m. 8 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	g •	120 m 5120 4.8 k8 4.8 k8 4.8 k8 550 k 3.4 k8 4.5 k8 7.4 k8 7.5 k8 7.4 k8 7.5 k8 7.	1400 ms Time 28 ms 51 ms 44 ms 44 ms 44 ms 46 ms 46 ms 47 ms 39 ms 49 ms 49 ms 49 ms 31 ms 31 ms 31 ms 32 ms 3	ed Requests 1000 ms Waterfall	
Search	ke Sources Network Performance Memory × ● S P ⊂ Perserve log Disk 5 ⊙ Filter → Perserve log Disk 5 ⊙ Filter → Perserve log Disk 100 min → Perserve log Disk	Application Light le cache No throtti XHR JS CSS 600 ns 6 S Type 2. script 2. skr 2. skr 2. skr 2. skr 2. skr 2. skr 2. skr 2. skr 2. skr 2. script 2. script 3. script	ng • • • • • • • • • • • • • • • • • • •	120 m 5120 4.8 k8 4.8 k8 4.8 k8 550 k 3.4 k8 4.5 k8 7.4 k8 7.5 k8 7.4 k8 7.5 k8 7.	1400 ms Time 28 ms 51 ms 44 ms 44 ms 44 ms 44 ms 55 ms 44 ms 45 ms 75 ms 7	ed Requests 1000 ms Waterfall	3

Figure A-4 Export Option





Note:

The tools such as **Fiddler** and **Wireshark** can be used to get the browser to API gateway web traffic. This helps to investigate the exact request and response payloads exchanged between UI and API Gateway.



B Troubleshooting Kafka

This topic describes about the troubleshooting Kafka.

This topic contains the following subtopics:

- Consumer Services
 This topic describes about the Consumer Services provided in Oracle Banking Electronic
 Data Exchange for Corporates.
- Producer Services
 This topic describes about the Producer Services on Oracle Banking Electronic Data Exchange for Corporates.
- Debugging Consumer/Producer health and troubleshooting This topic describes about the Debugging Consumer/Producer health and troubleshooting.
- Configurations
 This topic describes about the various configurations for the kafka and integration services.

B.1 Consumer Services

This topic describes about the Consumer Services provided in Oracle Banking Electronic Data Exchange for Corporates.

Oracle Banking Electronic Data Exchange for Corporates consumer service can be referred API documentation at https://docs.oracle.com/cd/F92984_01/PDF/API/ SwaggerUI.zip.

B.2 Producer Services

This topic describes about the Producer Services on Oracle Banking Electronic Data Exchange for Corporates.

Oracle Banking Electronic Data Exchange for Corporates Producer service can be referred API documentation at https://docs.oracle.com/cd/F92984_01/PDF/API/ SwaggerUI.zip.

B.3 Debugging Consumer/Producer health and troubleshooting

This topic describes about the Debugging Consumer/Producer health and troubleshooting.

Logs to analyze

- Under the domain folder of Weblogic Logs related to any issue in Kafka connection and authentication can be found here.
- On a user defined log path if we are facing issues in produce/consume operation of event.



Tables to analyze

The below table provides the values to be verified to confirm accurate functioning of the consumer/producer service.

Table B-1 Tables to analyze

Table Name	Column Name	Possible Values
plato_eventhub_in_log	-	-
plato_eventhub_out_log	status	SENT -> Published successfully

B.4 Configurations

This topic describes about the various configurations for the kafka and integration services.

Refer to Oracle Banking Microservices Platform Foundation Installation Guide for kafka setup and all the properties are declared in the yaml file of integration services for the applicationlevel setup.



C Health Checks

This topic describes about Health Checks.

This topic contains the following subtopics:

- Eureka Dashboard This topic describes about Eureka Dashboard.
- Application Services This topic describes about application services.
- Database This topic describes about the data source configuration in Weblogic and Day0 scripts on Database.

C.1 Eureka Dashboard

This topic describes about Eureka Dashboard.

Until the heath check API's implemented, the health must be monitored using WebLogic JVM managed server status and Eureka instance.

Figure C-1 Eureka Dashboard

OBEDX-CORE-SERVICE	n/a (1)	(1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com:obedx-core-service:16062
OBEDX-INQUIRY-SERVICE n/a (1) (1) UP (1) - ofss-mum-119.snbomprshared1.gbucdsin		UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com:obedx-inquiry-service:16062	
OBEDX-NOTIFICATION-SERVICE	n/a (1)	(1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com:obedx-notification-service:16062
OBEDX-WORKFLOW-SERVICE	n/a (1)	(1)	UP (1) - ofss-mum-119.snbomprshared1.gbucdsint02bom.oraclevcn.com:obedx-workflow-service:16062

C.2 Application Services

This topic describes about application services.

Catalog of services required for Oracle Banking Electronic Data Exchange for Corporates are as follows:

|--|

Group	Service List	Usage
OBEDX	obedx-workflow-service	Workflow Service
OBEDX	obedx-notification-service	For email alerts and output generation
OBEDX	obedx-inquiry-service	Inquiry
OBEDX	obedx-component-server	UI
PLATO	plato-config-service	Required for PLATO framework
PLATO	plato-alerts-management-services	Required for PLATO framework
PLATO	plato-api-gateway	Required for PLATO framework



Group	Service List	Usage
PLATO	plato-batch-server	
PLATO	plato-discovery-service	Required for PLATO framework
PLATO	plato-feed-services	
PLATO	plato-orch-service	Required for PLATO framework
PLATO	plato-o	Required for PLATO framework
PLATO	plato-ui-config-services	Required for PLATO framework
SMS	sms-core-services-{version}.war	SMS services
SMS	sms-component-server-{version}.war	UI
CMC	cmc-account-services	Common Core Services
CMC	cmc-base-services	Common Core Services
CMC	cmc-branch-services	Common Core Services
CMC	cmc-businessoverrides-services	
CMC	cmc-currency-services	Common Core Services
CMC	cmc-customer-services	Common Core Services
CMC	cmc-datasegment-services	Common Core Services
CMC	cmc-obrh-service	Used for routing via OBRH
CMC	cmc-obrh-kafka-consumer	Used for routing via OBRH
CMC	cmc-resource-segment-orchestrator- service	Used in screens using gcs like maintenanace screens
CMC	cmc-resourceclass-services	Common Core Services
CMC	cmc-screenclass-services	Common Core Services
CMC	cmc-transactioncontroller-services	Used in screens using gcs like maintenanace screens
CMC	cmc-component-server-{version}.war	UI
PLATO	app-shell-{version}.war	UI
OBEDX	obedx-core-service	Maintenance Service

Table C-1 (Cont.) Services List

C.3 Database

This topic describes about the data source configuration in Weblogic and Day0 scripts on Database.

This topic contains the following subtopics:

- Configure Data Sources
 This topic provides the systematic instructions to configure the data sources in WebLogic.
- Day0 Scripts This topic describes about the Day0 Scripts.

C.3.1 Configure Data Sources

This topic provides the systematic instructions to configure the data sources in WebLogic.

To add the Data Sources, follow the below steps:

Specify User ID and Password, and login to Oracle WebLogic Administration Console.



1. On Domain Structure, click Services.

The **Domain Structure** screen displays.

Figure C-2 Domain Structure

ORACLE WebLogic Server Adr **Change Center** View changes and restarts Configuration editing is enabled. Future changes will automatically be activated as you modify, add or delete items in this domain. **Domain Structure** этагтар ана эпатаоми стазоса Deployments Services €-Messaging Data Sources Persistent Stores --Foreign JNDI Providers --Work Contexts --XML Registries --XML Entity Caches -jCOM Mail Sessions --File T3 --JTA

2. Under Services, click Data Sources.

The Summary of JDBC Data Sources screen displays.

ome >Summary of Servers >Sum	many of 1DBC Data Sour	ces >PLATO >Summary of JDBC Data Sources	TAG
		ces > Porto > Summary of Sobe Data South	
nmary of JDBC Data Source	is		
onfiguration Monitoring			
A JDBC data source is an objec	t bound to the JNDI tr	ee that provides database connectivity thro	ugh a pool of JDBC connections. Applications can look up a data source on the JNDI tree and then borrow a databas
This page summarizes the JDB	C data source obiects	that have been created in this domain.	
	,		
Customize this table			
customize uns table			
ata Sources (Filtered - Mor	e Columns Exist)		
New ~ Delete			
Generic Data Source	Type	INDI Name	Targets
Generic Data Source	Туре		Targets
	Generic	jdbc/ICL	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6
GridLink Data Source	Generic Generic	jdbc/LMB	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
GridLink Data Source	Generic	jdbc/ICL jdbc/LMB jdbc/LMC	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
GridLink Data Source Multi Data Source Proxy Data Source	Generic Generic	jdbc/LMB	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
GridLink Data Source Multi Data Source Proxy Data Source	Generic Generic Generic	jdbc/ICL jdbc/LMB jdbc/LMC	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
GridLink Data Source Multi Data Source Proxy Data Source UCP Data Source	Generic Generic Generic Generic	jdbc/LMB jdbc/LMC jdbc/LMD	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
GridLink Data Source Multi Data Source Proxy Data Source UCP Data Source LMR	Generic Generic Generic Generic Generic	Jdbc/LM Jdbc/LMB Jdbc/LMC Jdbc/LMC Jdbc/LMD Jdbc/LMR	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
GridLink Data Source Multi Data Source Proxy Data Source UCP Data Source ULMR UMX	Generic Generic Generic Generic Generic Generic	jdbc/ICL jdbc/LMB jdbc/LMC jdbc/LMD jdbc/LMR jdbc/LMR	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5
GridLink Data Source Multi Data Source Proxy Data Source UCP Data Source LMR LMX LMX LRT	Generic Generic Generic Generic Generic Generic Generic	jdbc/LL jdbc/LMB jdbc/LMD jdbc/LMD jdbc/LMD jdbc/LMR jdbc/LMX	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server5 managed_server1, managed_serve2, managed_server3, managed_server5 managed_server1, managed_serve2, managed_server3, managed_server4, managed_server5
GridLink Data Source Multi Data Source Proxy Data Source UCP Data Source LMR LMX LRT PLATO	Generic Generic Generic Generic Generic Generic Generic Generic	Jdbc/LL Jdbc/LMB Jdbc/LMC Jdbc/LMC Jdbc/LMD Jdbc/LMR Jdbc/LMX Jdbc/LRX Jdbc/PLATO	managed_server1, managed_server2, managed_server3, managed_server4, managed_server5, managed_server6 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5 managed_server1, managed_server2, managed_server3, managed_server4, managed_server5

Figure C-3 Summary of JDBC Data Sources

3. Click **New** and add the data source providing the required details.

The Create New JDBC Data Source - Properities screen displays.

ure C-4 Create New JDBC E	Data Source - Properties
Create a New JDBC Data Source	
Back Next Finish Cance	3
JDBC Data Source Properties	
The following properties will be us * Indicates required fields	ed to identify your new JDBC data source.
What would you like to name your r	new JDBC data source?
街 * Name:	PLATO
What scope do you want to create y	your data source in ?
Scope:	Global 🗸
What JNDI name would you like to	assign to your new JDBC Data Source?
jdbc/PLATO	
	to select?
What database type would you like	

ORACLE[°]

	-
Home >Summary of Servers >Summary of JDBC Data Sources >PLATO >Summ	ary of JDBC Data Sources
Create a New JDBC Data Source	
Back Next Finish Cancel	
Connection Properties	
Define Connection Properties.	
What is the name of the database you would like to connect to?	
Database Name:	OBLMDB
What is the name or IP address of the database server?	
Host Name:	whf00bqa.in.oracle.com
What is the port on the database server used to connect to the database?	
Port:	1521
What database account user name do you want to use to create database	connections?
Database User Name:	OBLM144DEVPLATO
What is the database account password to use to create database connect	tions?
Password:	•••••
Confirm Password:	•••••
Additional Connection Properties:	
oracle.jdbc.DRCPConnectionClass:	
Back Next Finish Cancel	

Figure C-5 Create New JDBC Data Source - Connection Properties



Home >Summary of Servers >Summary of JDBC Data Sources >PLATO > Summ	nary of JDBC Data Sources
Create a New JDBC Data Source	
Back Next Finish Cancel	
Connection Properties	
Define Connection Properties.	
What is the name of the database you would like to connect to?	
Database Name:	OBLMDB
What is the name or IP address of the database server?	
Host Name:	whf00bqa.in.oracle.com
What is the port on the database server used to connect to the database?	
Port:	1521
What database account user name do you want to use to create database	e connections?
Database User Name:	OBLM144DEVPLATO
What is the database account password to use to create database connect	tions?
Password:	•••••
Confirm Password:	•••••
Additional Connection Properties:	
oracle.jdbc.DRCPConnectionClass:	
Back Next Finish Cancel	

C.3.2 Day0 Scripts

This topic describes about the Day0 Scripts.

Make sure that all the DayO scripts available in the product package are run successfully.



D Troubleshooting Application Workflows

This topic describes the troubleshooting functional workflows applicable to Oracle Banking Electronic Data Exchange for Corporates.

This topic describes the troubleshooting functional workflows applicable to Oracle Banking Electronic Data Exchange for Corporates. It contains the following sections:

- Oracle Banking Electronic Data Exchange for Corporates Subdomains List
- Troubleshooting SMS Errors
- Oracle Banking Routing Hub Configuration
- Oracle Banking Electronic Data Exchange for Corporates Subdomains List This topic describes about the Oracle Banking Electronic Data Exchange for Corporates Subdomains List.
- Troubleshooting SMS Errors This topic describes about Troubleshooting SMS Errors.
- Oracle Banking Routing Hub Configuration This topic describes about Oracle Banking Routing Hub configuration.

D.1 Oracle Banking Electronic Data Exchange for Corporates – Subdomains List

This topic describes about the Oracle Banking Electronic Data Exchange for Corporates Subdomains List.



Figure D-1 Composition of Oracle Banking Electronic Data Exchange for Corporates



On successful login, the Oracle Banking Electronic Data Exchange for Corporates dashboard screen appears depending on the user privileges.

User Role Issues

Role Profile includes access rights to the functional activities that are common to a group of users. A user can be linked to a Role Profile by which you give the user access rights to all the functional activities in the Role Profile.

1. On Home screen, click Security Management. Under Security Management, click Role.

The Role Maintenace Screen displays.

e Code * M_ALL_R	OLE	Description [*] Role contains all functional activity for VAM
ole Activi	ty	
	Functional Activity Code	Functional Activity Description
	IC_FA_ISLAMIC_UDE_MAINTENANCE_AUTHORIZE	
	CMC_FA_COUNTRY_CODE_SERVICE_MODIFY	
	IC_FA_BRANCH_DATES_DELETE	
	VAB_FA_ECA_BLOCK_RELEASE	External Credit Approval Block Release
	CMC_FA_RH_CONFIG_DELETE	Delete configuration in routing hub maintenance
Page	I (1-5 of at least 1707 items) \ltimes < 1 2 3 4 5 6 > \rtimes	

Figure D-2 Role Maintenace

Only authorized users can access the system with the help of a unique User Login ID and password. The user profile of a user contains the details of the user in four sections - User details, Status, Other details and User role branches.

 From Home screen, click Security Management. Under Security Management, click User.

The User Maintenace Screen displays.



	laintenance				
serDet	tails				
lsernam SPUSER		Login ID * ESPUSER	Home Branch * 000		
atus					
ser Stat nable		Status Changed On Apr 7, 2018	Is Supervisor On	Manager ID ADMINUSER1 ADMINUSER1	
tart Dati .pr 7, 20		End Date Apr 7, 2024			
her D	Details				
Access to On Telephon	9 PII ie Number	Staff Customer Restriction Required Off Home Phone Number	Customer ID Mobile Number	Email ID oracle.oracle@oracle.com Fax	
Theme VAM		Language Code * ESP			
ser Rol	e Branches				
	e Branches Branch Code	Role Code	Role Description		+
	Branch Code 000	ADMIN_ROLE	Role Description		
	Branch Code				•
	Branch Code 000 000 000	ADMIN_ROLE ENTITY_ADMIN_ROLE VAM_ALL_ROLE	Detault role for initial login		•
	Branch Code 000 000	ADMIN_ROLE ENTITY_ADMIN_ROLE VAM_ALL_ROLE	Datault role for initial losin Datault role for initial losin		
	Branch Code 000 000 000	ADMIN_ROLE ENTITY_ADMIN_ROLE VAM_ALL_ROLE	Datault role for initial losin Datault role for initial losin		
Deage	Branch Code 000 000 000 1 of1 (1-3 of 3 items) K 1	ADMIN_ROLE ENTITY_ADMIN_ROLE VAM_ALL_ROLE	Datault role for initial losin Datault role for initial losin	s	elect All Application
age er App	Branch Code 000 000 000 1 of1 (1-3 of 3 items) K 1	ADMIN_ROLE ENTITY_ADMIN_ROLE VAM_ALL_ROLE	Datault role for initial losin Datault role for initial losin	S	elect All Application
age er App	Branch Code 000 000 000 1 of 1 (1-3 of 3 items) K < 1 □ 0lications	ADMIN_ROLE ENTITY_ADMIN_ROLE VAM_ALL_ROLE	L'adauti role for indual lovin L'adauti role for initial lovin Initia contraine all'Electional activity for VAM	S	elect All Application
al age ar App	Branch Code 000 000 000 01 of 1 of 2 of 1 of 2 of 2 of 3 of 4 of 4 of 5 of 5 of 5 of 5 of 5 of 6 of 7 of 7	ADMIN_ROLE ENTITY_ADMIN_ROLE VAM_ALL_ROLE	Label track for initial lowin Label track for initial lowin Hole contains all initial actions action tor VAM Application Description	S	elect All Application
er App	Branch Code 000 000 000 01 of 1 of 1	ADMIN_ROLE ENTITY_ADMIN_ROLE VAM_ALL_ROLE	L'hatsvill freide her verbal beruin L'hatsvill reide her verbal beruin Lecte eventeure all travetoriel activity for VALA Application Description VALA	S	elect All Application
D D D D D D D D D D D D D D D D D D D	Branch Code 000 000 000 000 000 000 1 of1 (1-3 of 3 items) K 00 01 01 02 02 03 04 04 04 04 04 04 04 04 04	ADMIN_ROLE ENTITY_ADMIN_ROLE VAM_ALL_ROLE	Etabolit role for instal locus Etabolit role for instal locus Neele roestaire all transformal artistic for VAM Application Description VAP VAP	S	elect All Application

Figure D-3 User Maintenace

Note:

Make sure that the required Role and User Applications are mapped to the user.

This topic contains the following subtopics:

- First level issues
 This topic describes the possible issues that may occur during the basic investigation.
- Call is Failing in OBRH This topic provides the troubleshooting information about the call is Failing in Oracle Banking Routing Hub (OBRH).

D.1.1 First level issues

This topic describes the possible issues that may occur during the basic investigation.

Error Message not shown

If there are any improper calls, check the ERTB_MSGS table of the respective schema to understand the cause of the error.



- 1. Press F12 to open the Networks.
- 2. Check the error code in the response.

Query: SELECT * FROM ERTB_MSGS WHERE ERR_CODE='GCS_AUTH-03'

Figure D-4 Error Code

Filter Hide data URLs and XHR JS CSS Img Media Font Doc WS Manifest Other Has blocked cookies Blocked Requests					
Use large request rows	Group by frame				
Show overview	Capture screenshots				
Vame	× Headers Preview Response Initiator Timing				
_ approve approve ⊙ error.png	<pre>v(,_) data: {links: []} vmessages: {keyId: "d24a66cd-93c5-4394-bb2a-6465385adfdb", status: "FAILURE", codes: [,_], requestId: null,_) vcodes: [,_] vecdes: [,_] vecdes: [,_] vecdes: [,_] code: "oc5 AdD1-03" desc: "Make rannot authorize" error: true information: false language: "ENG" override: false override: false override: false override: false override: false override: false</pre>				

Setting Log file path

Log generation path needs to be defined in **PLATO_LOGGER_PARAM_CONFIG** table of PLATO schema.

Query: Select * from PLATO_LOGGER_PARAM_CONFIG;

Figure D-5 PLATO_LOGGER_PARAM_CONFIG

	sele	c t * from pla	to_logger_param_co	nfig
Quer	y Resi	ult ×		
📌 📇	60	🙀 SQL All Rov	vs Fetched: 3 in 0.05 seco	nds
	∲ ID	MODIFY_FIELD	<pre> PARAM_NAME </pre>	<pre> PARAM_VAL </pre>
1	1	N	LOG_PATH	/scratch/oblm/request-logs
2	2	N	LOG_LEVEL	INFO
3	3	N	LOG_MSG_WITH_TIME	Y

Dynamic log generation issues

For generating dynamic service logs, insert the data to **PLATO_DEBUG_USERS** table. **Query:** Select * from PLATO_DEBUG_USERS;



Figure D-6 Service Logs

/scratch/obvam/app/user_logs/					
Name	Size	Changed	Rights	Owner	
		23-04-2021 17:39:20	rwxrwxrwx	obvam	
obvam-account-services_OBDX01_HEL_2021-05-07.log	4,784 KB	07-05-2021 16:02:23	rw-r	obvam	
bvam-account-services_SHUB01_000_2021-05-07.log	20,336 KB	07-05-2021 16:02:20	rw-r	obvam	
bvam-core-services_ARP02_000_2021-05-07.log	393 KB	07-05-2021 15:57:32	rw-r	obvam	
bvam-entity-services_OBDX01_HEL_2021-05-07.log	6,141 KB	07-05-2021 15:57:31	rw-r	obvam	
bvam-core-services_ADMINUSER1_000_2021-05-07.log	702 KB	07-05-2021 15:57:25	rw-r	obvam	
bvam-account-services_OBDX01_HEL_2021-05-07.2021-05-07.0	153,619 KB	07-05-2021 15:53:39	rw-r	obvam	
bvam-statement-services_OBDX01_HEL_2021-05-07.log	1,081 KB	07-05-2021 15:53:31	rw-r	obvam	
obvam-statement-services_DEB01_000_2021-05-07.log	355 KB	07-05-2021 15:53:26	rw-r	obvam	

Figure D-7 PLATO_DEBUG_USERS

ns	Data Constraints Gr	ants Statistics Triggers Flashback Dependencies	Details Partitions Indexes SQL	
ලු	📑 🗙 🗣 🖪 🞼	Sort Filter:		
4	ID DEBUG_ENAB		∯ USER_ID	
25	42 Y	obvam-core-services	ARP1	
26	2 Y	obvam-core-services	SHUB01	
27	8 Y	obvam-core-services	KEITH01	
28	38 Y	obvam-eca-services	ARP1	
29	26 Y	obvam-eca-services	ADMINUSER1	
30	30 Y	obvam-entity-services	DEB01	
31	22 Y	obvam-entity-services	ARP2	
32	55 Y	obvam-entity-services	SYSTEM	
33	7 Y	obvam-entity-services	KEITH01	
34	21 Y	obvam-entity-services	ARP1	
35	12 Y	obvam-entity-services	ADMINUSER1	
36	23 Y	obvam-entity-services	KEITH02	
37	19 Y	obvam-identifier-services	ARP2	
38	32 Y	obvam-identifier-services	DEB01	
39	9 Y	obvam-identifier-services	SHUB01	
40	20 Y	obvam-identifier-services	ADMINUSER1	
41	18 Y	obvam-identifier-services	ARP1	
42	24 Y	obvam-identifier-services	KEITH02	
43	13 Y	obvam-identifier-services	KEITH01	
44	77 Y	obvam-projection-services	ADMINUSER1	
45	78 Y	obvam-projection-services	ADMINUSER2	
46	14 Y	obvam-statement-services	ADMINUSER1	
47	57 Y	obvam-statement-services	ARP2	

Call is failing in Gateway

If any API call is failing in Gateway, hit the same API endpoint without passing through apigateway via the postman.

Figure D-8 API Gateway

GET	~	http://whf00bjp.in.oracle.com:7205/c	blm-maintenance-services/account?	customerId=HDFC		Send 🔻
Parar Head	ms Auth ders 7 hid	orization Headers (11) Body	Pre-request Script Tests	Settings		
	KEY		VALUE		DESCRIPTION	••• Bulk Edit
~	appld		LMM			
\checkmark	branchCode		LMB			
ody Pre 1		aders (7) Test Results Preview Visualize JSON		Status: 20	0 OK Time: 881 ms	Size: 16.88 KB S
2		: [
3 4 5 6 7 8		<pre>"keyId": "668792b5-343e-4b19-8 "makerId": "KANNAN1", "makerDateStamp": "2018-11-30T" 'checkerId": "KANNAN2", "checkerDateStamp": "2018-11-33</pre>	04:29:29.000+00:00",			



Exact error through exception log

If there is an exact error through the exception log, log in to WINSCP and check the server logs with NIS credentials.

The path is /scratch/obvam/app_logs/UserLogs.



ocal Mark Files Commands	Session Options I	Remote Help						
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sampkulk@whf00phz × 📮	New Session							
My documents 🔹 📁 🐨	- 💼 🖬 🏠 🌌	🐛 (🛶 🛶 🗸	📕 UserLog 🔹 🚰 🔹 🝸 🔹 🔁 🏠 🖓 📩 Find Files 💁 🐇 🛶 🛶					
Upload - Z Edit - 🗙			Download - 🛛 Edit - 🗙 🖓 🕞 Properties 🗳 New - 🕒 🖂 💟					
Jsers\sampkulk\Documents\	gr ug properties		/scratch/obvam/app logs/UserLogs/					
me	<i>c</i> : T	d l		<i>c</i> :	d I	n: Li	0	
		Changed	Name	Size	Changed	Rights	Owner	
		. 23-Apr-2021 11:19:		10 710 100	21-Apr-21 1:16:07 PM	FWXFWXFWX	obvam	
Zoom	FL.	23-Apr-2021 11:19:	obvam-account-services_ADMINUSER1_000_2021-05-06.log		06-May-21 12:16:01 PM	rw-r	obvam	
			obvam-entity-services_SYSTEM_000_2021-05-06.log obvam-projection-services_ADMINUSER1_000_2021-05-06.log		06-May-21 12:13:56 PM	rw-r	obvam obvam	
			obvam-projection-services_ADMINUSER1_000_2021-05-06.log		06-May-21 12:03:27 PM 06-May-21 12:08:00 AM	rw-r	obvam	
			obvam-account-services_ADMINUSER1_000_2021-05-05.log		06-May-21 12:08:00 AM 06-May-21 12:01:15 AM	rw-r	obvarn obvarn	
			obvam-account-services ADMINUSER1 000 2021-05-05.2021-05-05.0.log		05-May-21 11:59:01 PM	rw-r	obvam	
			obvam-account-services_ADMIN05EKT_000_2021-05-05.2021-05-05.0.log		05-May-21 11:46:15 PM	rw-r	obvam	
			obvam-entity-services_3131EW_000_2021-05-05.log		05-May-21 7:07:55 PM	rw-r	obvam	
			obvam-account-services_KEITH01_000_2021-05-05.log		05-May-21 7:07:00 PM	rw-r	obvam	
			obvam-entity-services_AEP1 000 2021-05-05.log		05-May-21 7:05:57 PM	rw-r	obvam	
			obvam-account-services_ART_000_2021-05-05.log		05-May-21 7:00:00 PM	rw-r	obvam	
			obvam account services_Add 1_000_2021 05 05.log		05-May-21 4:02:37 PM	rw-r	obvam	
			obvam-entity-services SYSTEM 000 2021-05-04.log		05-May-21 12:12:48 AM	rw-r	obvam	
			obvam-account-services_ADMINUSER1 000 2021-05-04.log		05-May-21 12:05:00 AM	rw-r	obvam	
			obvam-account-services_ADMINUSER1_000_2021-05-04.2021-05-04.0.log		04-May-21 11:59:02 PM	rw-r	obvam	
			obvam-entity-services SYSTEM 000 2021-05-04.2021-05-04.0.log		04-May-21 11:57:48 PM	rw-r	obvam	
			obvam-projection-services ADMINUSER1 000 2021-05-04.log		04-May-21 11:35:08 AM	rw-r	obvam	
			cmc-transactioncontroller-services KEITH01 000 2021-05-04.log		04-May-21 10:36:53 AM	rw-r	obvam	
			cmc-resource-segment-orchestrator-service KEITH01 000 2021-05-04.log		04-May-21 10:36:51 AM	rw-r	obvam	
			obvam-entity-services SYSTEM 000 2021-05-03.log		04-May-21 12:08:29 AM	rw-r	obvam	
			obvam-account-services ADMINUSER1 000 2021-05-03.log		04-May-21 12:06:00 AM	rw-r	obvam	
		>	obvam-account-services_ADMINUSER1_000_2021-05-03.2021-05-03.0.log		03-May-21 11:59:02 PM	rw-r	obvam	
of 0 B in 0 of 1		4 bidden	0 B of 205 MB in 0 of 61					
		4 hidden	0 0 01 203 MD III 0 01 01			SFTI	o.g 💷	0:00

Figure D-9 Exception Error Log

Logs are not generated

If you are not getting logs, put the loggers across API, hit through postman, and test again.

				23	Working loca	Ily in Scratch F	ad. Switch to a Workspace						
GET ht	tp:// • GET	http:// • 0	GET http:// • GET http://	/ • «	GET http://	• GET http	:// • GET http:// •	GET http://l •	+ 000	Account_Fac	ility	~	ł
http	://localhost:7001	1/obvam-accoun	t-services/accounts?realCu	stomerNo	=20233					🖺 Save	~		
GET	~ I	http://localhost:70	001/obvam-account-services	accounts)	?realCustom	erNo=20233					Se	end ~	
Param	s Auth He	aders (12) Boo	ly Pre-req. Tests Setti	ngs		Cookies	Response					Þ	
) Head	lers 💿 7 hidde	en											
	KEY	VALUE	DESCRIPTION	000	Bulk Edit	Presets ~							
	appld	VAM											
	branchCode	000											
	userld	ADMINUSER1											
	Content-Type	application/j							1 49				
	entityId	DEFAULTEN											
	Key	Value	Description					Hit Send to	o get a respor	ise			

Figure D-10 Postman



D.1.2 Call is Failing in OBRH

This topic provides the troubleshooting information about the call is Failing in Oracle Banking Routing Hub (OBRH).

If any call is failing in Oracle Banking Routing Hub, open the CMC_RH_AUDIT_EVENT_LOG for getting Gateway response (**SUCCESS** or **FAILED**).

Select the following query to verify results.

Query: select * from CMC_RH_AUDIT_EVENT_LOG

Figure D-11 CMC_RH_AUDIT_EVENT_LOG

8									
СМО	RH_AUDIT_EVENT_LOG	1	Dependencies						
olumns	Data Constraints Grants	Statistics Triggers Flashback	Dependencies Details P	artitions Index	es SQL				
e (14	🔁 🗶 🖪 🗐 Sort.	Filter:							▼ Action
	A REQUEST ID	DATA				EVENT TY	PE	∯ ID	
1	V	{"body":{"data":null,	"messages" / "keyId	"-null."st	TUS" . "FATLIRF" .	-		¥	-42f0-8e61-d9491
	the second se	{"headers": {"Accept":					and the second second second	No. of Lot of Lo	
		{"body": {"data":null,				-	-		
	the second s	{"headers":{"Accept":							
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12	1Y58Q2VcmHcy0xYk	{"body":{"data":null,	"messages":{"keyId	":null,"st	atus": "FAILURE", ".	DISPATCH	RESPONSE	2c74c94b-e583	-4524-ac39-b9657
13	1NhKkMamaQeS63cP	("headers": {"Accept":	["application/xml,	text/xml,	application/ison.	DISPATCH	REQUEST	d9c5b5ca-8d0e	-42f3-9cc4-3e21c
14	nrSWHpeWg7nMbeVJ	{"body":{"data":null,	"messages":{"keyId	":null,"sta	atus": "FAILURE", ".	DISPATCH	RESPONSE	6aef5372-5652	-4516-967b-8bab5
15	rDn21UVoU4erjkMV	{"headers": {"Accept":	["application/xml,	text/xml,	application/json.	DISPATCH	REQUEST	bcf24888-0dea	-4f85-87fa-42876
16	KDZnxGSwsL9WdxPd	{"body":{"data":null,	"messages":{"keyId	":null,"sta	atus":"FAILURE",".	DISPATCH	RESPONSE	bedlef6d-b965	-4c75-8924-c3692
17	SX7Kg2xL5Fcsk0Zq	{"headers":{"Accept":	["application/xml,	text/xml,	application/json.	DISPATCH	REQUEST	dace9a7c-e4d7	-4606-bf20-586a0
18	1NhKkMgmgQeS63cP	{"body": {"data":null,	"messages":{"keyId	":null,"sta	atus": "FAILURE", ".	DISPATCH	RESPONSE	0d98527f-c33a	-4f6b-8795-fe169
19	nrSWHpeWg7nMbeVJ	{"headers":{"Accept":	["application/xml,	text/xml,	application/json.	DISPATCH	REQUEST	5edb0891-f215	-4f9a-929b-fe2f9
20	rDn21UVoU4erjkMV	{"body":{"data":null,	"messages":{"keyId	":null,"sta	atus":"FAILURE",".	DISPATCH	RESPONSE	61677103-2e51	-462b-a44b-0eccd
21	JCBGbF1DSYbrByP2	{"body":{"data":null,	"messages":{"keyId	":null,"st	atus":"FAILURE",".	DISPATCH	RESPONSE	390b25fa-314e	-479d-9371-8f714
22	jDxkFBochv6X02JX	{"headers":{"Accept":	["application/xml,	text/xml,	application/json.	DISPATCH	REQUEST	d650a6d3-1641	-4d21-a705-3cfd6
23	jDxkFBochv6X02JX	{"body":{"data":null,	"messages": ("keyId	":null,"sta	atus":"FAILURE",".	DISPATCH	RESPONSE	df3c9cee-3224	-4eb1-8fa3-23323
24	KDZnxGSwsL9WdxPd	{"headers":{"Accept":	["application/xml,	text/xml,	application/json.	DISPATCH	REQUEST	2549fb6a-057b	-4809-b59f-7alb8
25	JCBGbF1DSYbrByP2	{"headers":{"Accept":	["application/xml,	text/xml,	application/json.	DISPATCH	REQUEST	38058514-41ad	-4fc7-9691-0be08
76	CV7Valat EFaal-07a	("bode". ["data"	"managera" + ("benta	".mull "at		DICDATCU	nechater		4141 bda0 4b240

Code Error in GCS Side

If there is any error in GCS side codes, use java de-complier to debug the error.

404 Error

The possible causes for 404 error are as follows:

- Check service is not running on Eureka.
- Check service is not deployed in WebLogic.

500 Internal Error

The possible causes for 500 Internal error are as follows:

Issue with Plato entries



- Issue with Eureka
- Issue with any peace of code

The server-side debugging is needed for the above-mentioned issues, if it is not captured in logs.

D.2 Troubleshooting SMS Errors

This topic describes about Troubleshooting SMS Errors.

The possible issues occur in Security Management System are mentioned below.

- Unable to login after launching the application.
- Menus are not displayed after logging in.

D.3 Oracle Banking Routing Hub Configuration

This topic describes about Oracle Banking Routing Hub configuration.

Refer to Routing Hub Configuration User Guide for the detailed explanation.



E Troubleshooting OutOfMemory issues

This topic describes about Troubleshooting OutOfMemory issues

This topic contains the following subtopics:



Troubleshooting Deployment Errors/ Exceptions

This topic describes the troubleshooting information for Errors/Exceptions that can occur due to flyway while deployment.

Solutions for 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
- executePlatoUl
- executeSms
- executeCmc
- executeMidofcmc
- executePlatofeed
- executePlatobatch
- executePlatoorch

Solution

- 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 F-1 Properties Table

BEAN	PROPERTY_SET NEED TO BE PRESENT
executeDomain	flyway.domain.db.*
executePlato	flyway.plato.db.*
executePlatoSec	flyway.platosec.db.*



BEAN	PROPERTY_SET NEED TO BE PRESENT
executePlatoUl	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.*

Table F-1 (Cont.) Properties Table

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).



G Business Error Codes

This topic describes about the error codes and messages.

Error Code	Description
GC-CLS-02	Record Successfully Closed
GC-REOP-03	Successfully Reopened
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthroized modifications found for approval.
GCS-CLOS-002	Record Successfully Closed
GCS-CLOS-01	Record Already Closed
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper ModNo
GCS-COM-004	Please send makerId in the request
GCS-COM-005	Request is Null. Please Resend with Proper Values
GCS-COM-006	Unable to parse JSON
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.
GCS-COM-009	Resource ID cannot be blank or "null".
GCS-COM-010	Successfully cancelled \$1.
GCS-COM-011	\$1 failed to update.
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didnt match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthroized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.
GCS-MOD-004	Only maker of the record can modify before once auth
GCS-MOD-005	Not amendable field, cannot modify

Table G-1 List of Error Codes



Table G-1 (Co	nt.) List of Error Codes
---------------	--------------------------

Error Code	Description
	Description
GCS-MOD-006	Natural Key cannot be modified
GCS-MOD-007	Only the maker can modify the pending records.
GCS-REOP-003	Successfully Reopened
GCS-REOP-01	Unauthorized Record cannot be Reopened
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records
GCS-REOP-03	Successfully Reopened
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized
GCS-SAV-001	Record already exists
GCS-SAV-002	Record Saved Successfully.
GCS-SAV-003	The record is saved and validated successfully.
GCS-VAL-001	The record is successfully validated.
EDX-PAR-023	Failure in sending file to Parsing Service during try-\$1
EDX-FPS-000	Success
EDX-FPS-001	Failure
EDX-FPS-002	Channel Not Found
EDX-FPS-003	Configured Path is not accessible
EDX-FPS-004	File not found / Unable to read file size
EDX-FPS-005	Given file name, in request, is not found in filesystem
EDX-FPS-006	Unable to rename file
EDX-FPS-007	File size exceeds against configured size
EDX-FPS-008	Unable to put message in Kafka
EDX-FPS-009	File is under process via earlier request
EDX-FPS-010	File content type is not allowed
EDX-FPS-011	Unable to move file to backup area
EDX-FPS-012	Due to channel is closed, unable to process file
EDX-DBM-000	Success
EDX-DBM-001	Failure
EDX-DBM-002	Success
EDX-DBM-003	Update Success
EDX-DBM-004	No records found.
EDX-FLW-000	Success
EDX-FLW-001	Failure
EDX-FLW-002	Missing Mandatory parameter in input
EDX-FNM-000	Success
EDX-FNM-001	Failure
EDX-FNM-002	Channel maintenance not found
EDX-FNM-003	File name template not found
EDX-FNM-004	File Extension not found
EDX-FNM-005	File Extension does not match with configured data
EDX-FNM-006	File name not matched with configured attributes
EDX-FNM-007	Expecting Alphanumeric characters only for \$1
EDX-FNM-007	
	Expecting Alphanumeric and space characters only for \$1

Error Code	Description
EDX-FNM-009	Expecting Alphanumeric and spacial characters only for \$1
EDX-FNM-010	Expecting Numeric characters only for \$1
EDX-FNM-011	Expecting Numeric and . characters only for \$1
EDX-FNM-012	Expecting Alphabets characters only for \$1
EDX-FNM-013	Expecting Alphabets and space characters only for \$1
EDX-FNM-014	Expecting Alphabets and spacial characters only for \$1
EDX-FNM-015	Expecting valid date format for \$1
EDX-FNM-016	Expecting valid constant value \$1
EDX-FNM-017	Unable to move file to backup area
EDX-FNM-018	Transaction not Found
EDX-FNM-019	Format not Found
EDX-CRP-000	Success
EDX-CRP-001	Failure
EDX-CRP-002	Corporate Alias not found.
EDX-CRP-003	Channel maintenance not found
EDX-CRP-004	Transaction Name is not subscribed with corporate
EDX-CRP-005	Transaction Name and Channel's combination is not subscribed with corporate
EDX-CRP-006	Transaction, Channel and Format's unique combination is not subscribed with corporate
EDX-CRP-007	Unable to move file to backup area
EDX-PAR-000	PARSING SUCESS
EDX-PAR-001	PARSING DONE with exceptions
EDX-PAR-002	Channel maintenance not found for channel \$1
EDX-PAR-003	MT message parsing exception for tag \$1
EDX-PAR-004	MT tag \$1 is mandatory.
EDX-PAR-005	MT tag \$1 has max length \$2 allowed.
EDX-PAR-006	IO exception has occurred for mt file
EDX-PAR-007	File details not found in cache for id
EDX-PAR-008	File \$1 not found.
EDX-PAR-009	Paring failed for MX file
EDX-PAR-010	Missing or invalid closing bracket in block \$1
EDX-BAS-001	Enumeration is empty.
EDX-EXCE-001	Something went wrong.
EDX-EXCE-002	Error Message is \$1
EDX-OBDXUSR-001	User Creation has been failed in OBDX
EDX-OBDXUSR-002	Unable to save Record.Failed to Unlock the Corporate Channel User ID !
EDX-OBDXUSR-003	Unable to save Record.Failed to lock the Corporate Channel User ID !
EDX-OBDXUSR-004	Unable to save the Record due to failure in fetching Status for Corporate Channel User.
EDX-VLDN-001	Server Side validation Failed \$1
EDX-AVF-001	File Level Validations Failed.
EDX-AVF-002	Max Files per day count breached.

Table G-1 (Cont.) List of Error Codes



Error Code	Description			
EDX-AVF-003	Max Records per file count breached.			
EDX-AVF-004	Max Records per day count breached.			
EDX-AVF-005	File Amount Limit breached.			
EDX-AVF-006	Max Amount per day limit breached.			
EDX-DUR-000	Record Dedupe Validation Passed			
EDX-DUR-001	Record Dedupe Validation Failed			
EDX-DUR-002	Record Dedupe Validation Failed Within Same File			
EDX-DUR-003	Record Dedupe Validation Failed Across Files			
EDX-DUR-004	No Record Dedupe rule defined			
EDX-DUR-999	Record Dedupe partial failure			
EDX-AVR-000	Record Level Validations Successful.			
EDX-AVR-001	Record Level Validations Failed.			
EDX-AVR-002	Record Amount Limit breached.			
EDX-AVR-999	Record Level Validations Partially Successful.			
EDX-CAC-001	Error In Approval Module			
EDX-CAC-700	Approval Required			
EDX-CAC-800	Approval Not Required			
EDX-RAS-000	Approved			
EDX-RAS-001	Rejected			
EDX-RAS-200	Success			
EDX-RAS-700	Partially Approved			
EDX-TRS-002	Service Definition not found			
EDX-TRS-003	Unable to derive key from given input			
EDX-COF-000	Correlation Passed			
EDX-COF-001	Correlation Failed			
EDX-COF-002	No Correlation Rule defined			
EDX-COF-003	No Attribute mapping found for transaction			
EDX-COF-004	No File Correlated			
EDX-COF-999	File partially correlated			
EDX-COR-000	Correlation Pass			
EDX-COR-001	Correlation Fail			
EDX-PCB-000	Record Created successfully			
EDX-PCB-001	Record Deleted successfully			
EDX-PCB-002	All Records Deleted successfully			
EDX-HCB-000	Record Created successfully			
EDX-HCB-001	Record Deleted successfully			
EDX-HCB-002	All Records Deleted successfully			
EDX-COR-003	Exception from Host is: \$1			
EDX-CRP-008	Transaction not Found			
EDX-CRP-009	Format not Found			
EDX-AVR-003	Real Customer Number does not match with File Corporate ID			
EDX-PAR-024	Technical Error in Parsing			
EDX-CRP-010	Technical Error in Corporate Preference Check			

Table G-1 (Cont.) List of Error Codes	Table G-1
---------------------------------------	-----------



Error Code	Description			
EDX-DUR-005	Technical Error in Record Dedupe Validation			
EDX-DUF-004	Technical Error in File Dedupe Validation			
EDX-FNM-020	Technical Error in File Name Validation			
EDX-FPS-013	Technical Error in File Reception			
EDX-COR-004	Accepted			
EDX-COR-005	Processed			
EDX-COR-006	Rejected			
EDX-COR-007	In Progress			
EDX-DBM-008	Invalid Action present in file			
EDX-COR-008	Reconciled			
EDX-COR-009	Reconciled			
EDX-COR-010	Reconciled			
EDX-COR-011	Reconciled			
EDX-COR-012	Reconciled			
EDX-COR-013	Reconciled			
EDX-PPR-700	Handoff Creation In Progress			
EDX-ADS-009	Response File request accepted			
EDX-ADS-010	Response File request rejected			
EDX-PAR-031	Expected value for \$1 is \$2, actual value provided \$3			
EDX-PAR-032	Invalid date \$1			
EDX-PAR-033	Max length of the field with value \$1 is breached. Expected max length is \$2			
EDX-PAR-034	\$1 is mandatory			
EDX-PAR-035	Invalid currency \$1			
EDX-ADS-000	Notification success			
EDX-ADS-001	Notification Failed			
EDX-ADS-002	No Eligible Status Defined			
EDX-ADS-003	Cache Id not generated from Canonical Service Router			
EDX-ADS-004	No Action Defined to call file generator			
EDX-ADS-005	No Product Processor defined for Handoff			
EDX-ADS-006	Handoff Generation Failed			
EDX-ADS-007	Unable to fetch Corporate Preference			
EDX-ADS-008	No Filter Code Defined			
EDX-PPR-007	Failure while generating handoff file			
EDX-PPR-006	Failure in notifying host for handoff file			
EDX-PAR-011	Block \$1 missing for the file			
EDX-PAR-012	MT file type is \$1, expected file type is \$2			
EDX-PAR-013	Invalid number of transactions \$1 in the File Header			
EDX-PAR-014	Schema validation Error: \$1			
EDX-PAR-016	Invalid control Sum \$1 in the File Header			
EDX-PAR-017	Integration Preferences not found for the format \$1 and transaction \$2.			
EDX-PAR-018	File is not Parsable			
EDX-PAR-019	File Parsed			

Table G-1 (Cont.) List of Error Codes



Error Code	Description		
EDX-DBM-005	Datatype of the field with value \$1 is invalid. Expected datatype is \$2		
EDX-DBM-006	Max length of the field with value \$1 is breached. Expected max length is \$2		
EDX-DBM-007	Data Missing for certain fields		
EDX-PPR-000	File Generation Success		
EDX-PPR-001	File Generation Fail		
EDX-PPR-002	File upload to PP failed		
EDX-PPR-004	File Name template not found.		
EDX-PPR-005	Backup File Generation Failed		
EDX-PPR-999	Handoff created partially		
EDX-RSC-000	RSC Success		
EDX-RSC-001	RSC Failure		
EDX-RSC-999	Response File Sent Partially		
EDX-DUF-000	File Dedupe Validation Passed		
EDX-DUF-001	File Dedupe Validation Failed		
EDX-DUF-002	No File Dedupe rule defined		
EDX-DUF-003	File Dedupe Validation Failed : Duplicate File Exist		
EDX-AVF-000	File Level Validations Successful.		

Table G-1 (C	Cont.) List o	of Error Codes	5
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