

Oracle® Banking Cash Management

Troubleshooting Guide



Release 14.8.2.0.0

G52259-01

April 2026

ORACLE®

Copyright © 2020, 2026, 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

Preface

Purpose	i
Audience	i
Documentation Accessibility	i
Critical Patches	i
Diversity and Inclusion	ii
Related Resources	ii
Conventions	ii
Screenshot Disclaimer	ii
Acronyms and Abbreviations	ii
Prerequisites	iii
General Prevention	iii
Best Practices	iii

1 Troubleshooting Technical Flows

1.1 Where is the Problem	1
1.2 Preliminary Checks from UI	1
1.3 Troubleshooting Environmental Issues	3
1.3.1 Possible Issues While Deploying Services	3
1.3.2 Possible Issues in Login and Screen Launch	4

2 Troubleshooting Kafka

2.1 Consumer Services	1
2.2 Producer Services	1
2.3 Debugging Consumer/Producer health and troubleshooting	1
2.4 Configurations	2

3 Health Checks

4	Troubleshooting Functional Workflows	
4.1	Log Analysis	1
5	Troubleshooting OutOfMemory issues	
5.1	Extract Heapdump	1
5.2	JFR Tool in Java	2
5.3	Quick Recovery	2
6	Troubleshooting Deployment Errors/Exceptions	
A	Business Error Codes	
	Index	

Preface

- [Purpose](#)
- [Audience](#)
- [Documentation Accessibility](#)
- [Critical Patches](#)
- [Diversity and Inclusion](#)
- [Related Resources](#)
- [Conventions](#)
- [Screenshot Disclaimer](#)
- [Acronyms and Abbreviations](#)
- [Prerequisites](#)
- [General Prevention](#)
- [Best Practices](#)

Purpose

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

Audience

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

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

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

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*
- *Cashflow Forecasting User Guide*
- *Collections User Guide*
- *Netting User Guide*
- *Receivables and Payables User Guide*

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 user supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that user enter.

Screenshot Disclaimer

Information used in the interface or documents are dummy, it does not exist in real world, and its only for reference purpose.

Acronyms and Abbreviations

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

Table 1 Acronyms and Abbreviations

Abbreviation	Description
SMS	Security Management System
CMC	Common Core
MOC	Mid office Common Core
ELK	Elasticsearch Logstash Kibana

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.

Best Practices

The best practices are as follows:

- It is ideal to have ELK stack installed on a separate VM outside the product VMs to ensure the flow of logs in case of an app crash.
- Log levels can be adjusted to INFO and above to enable relevant logs to flow in.

1

Troubleshooting Technical Flows

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

- [Where is the Problem](#)
This topic describes on the 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.
- [Troubleshooting Environmental Issues](#)
This topic describes on the troubleshooting environmental issues.

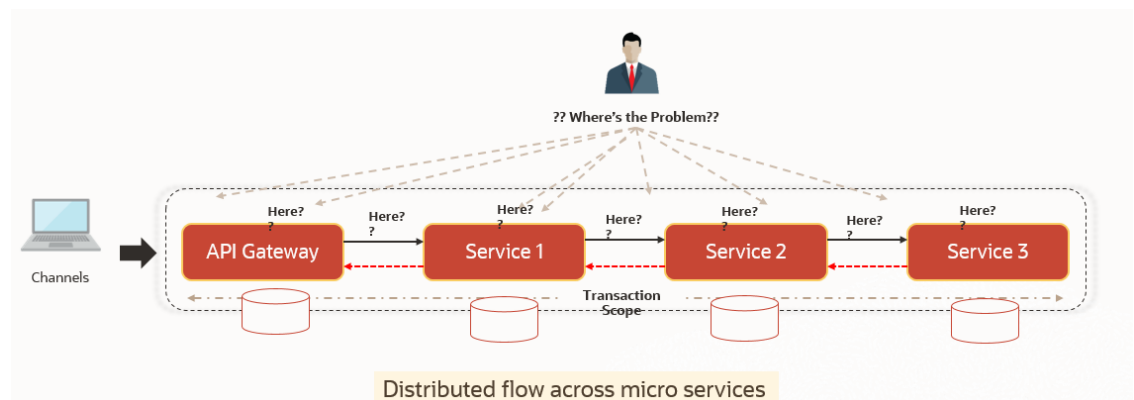
1.1 Where is the Problem

This topic describes on the 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 1-1 Distributed Flow Across Micro Services



1.2 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.

Figure 1-2 Call Responses

Name	Status	Type	Initiator	Size	Time	Waterfall
1401	200		Other	0 B	73 ms	
userpreferences?userId=AKASH&branchCode=000	200	xhr	jquery-3.4.1.min.js	647 B	82 ms	
1401	200	xhr	jquery-3.4.1.min.js	1.1 kB	150 ms	
1401	200		Other	0 B	64 ms	
1401	200	xhr	jquery-3.4.1.min.js	1.6 kB	89 ms	
vi?userId=AKASH&branchCode=000&ccaName=fgbu-ob-remo-srv-vp-telle...	200		Other	0 B	63 ms	
vi?userId=AKASH&branchCode=000&ccaName=fgbu-ob-remo-srv-vp-telle...	200	xhr	jquery-3.4.1.min.js	661 B	74 ms	
vi?userId=AKASH&branchCode=000&ccaName=fgbu-ob-remo-srv-ds-cash...	200		Other	0 B	68 ms	
vi?userId=AKASH&branchCode=000&ccaName=fgbu-ob-remo-srv-ds-char...	200		Other	0 B	65 ms	
vi?userId=AKASH&branchCode=000&ccaName=fgbu-ob-remo-srv-ds-den...	200		Other	0 B	64 ms	
vi?userId=AKASH&branchCode=000&ccaName=fgbu-ob-remo-srv-ds-cash...	200	xhr	jquery-3.4.1.min.js	661 B	94 ms	
vi?userId=AKASH&branchCode=000&ccaName=fgbu-ob-remo-srv-ds-char...	200	xhr	jquery-3.4.1.min.js	748 B	234 ms	
vi?userId=AKASH&branchCode=000&ccaName=fgbu-ob-remo-srv-ds-den...	200	xhr	jquery-3.4.1.min.js	661 B	83 ms	
GBP	200		Other	0 B	90 ms	
CUSTOMER	200		Other	0 B	81 ms	
GBP	200	xhr	jquery-3.4.1.min.js	3.6 kB	102 ms	
CUSTOMER	200	xhr	jquery-3.4.1.min.js	820 B	273 ms	
userpreferences?userId=AKASH&branchCode=000	200	xhr	jquery-3.4.1.min.js	647 B	99 ms	
tiles?userId=AKASH&branchCode=000	200	xhr	jquery-3.4.1.min.js	4.0 kB	96 ms	
0000000010048	200		Other	0 B	66 ms	
0000000010048	200	xhr	jquery-3.4.1.min.js	1.6 kB	119 ms	
chargePickUp?txnAmount=100&txnCcy=GBP&accountBranchCode=000&fu...	200		Other	0 B	64 ms	
C	200		Other	0 B	62 ms	
chargePickUp?txnAmount=100&txnCcy=GBP&accountBranchCode=000&fu...	201	xhr	jquery-3.4.1.min.js	1.0 kB	109 ms	
C	200	xhr	jquery-3.4.1.min.js	2.7 kB	137 ms	

Note

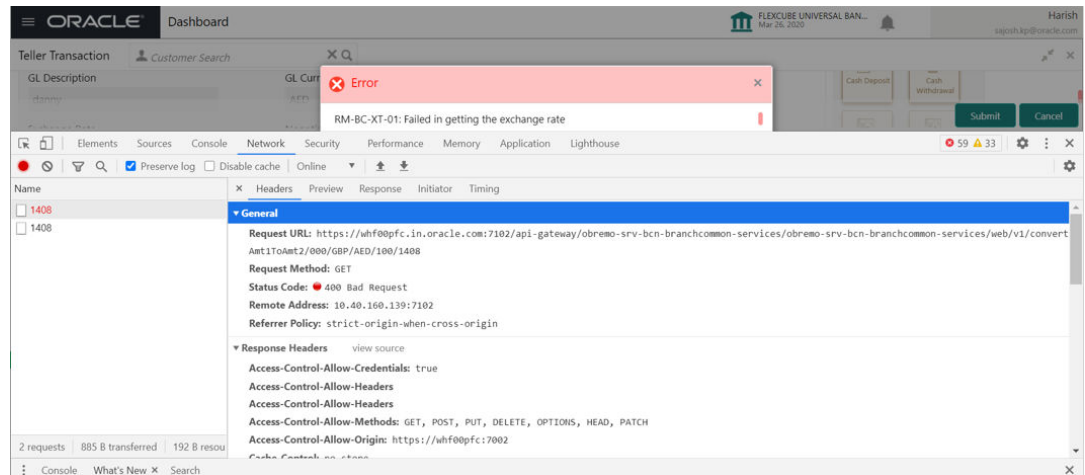
Usually Red color indicates non 2xx HTTP response.

Figure 1-3 Non 2xx Response

Error
RM-BC-XT-01: Failed in getting the exchange rate

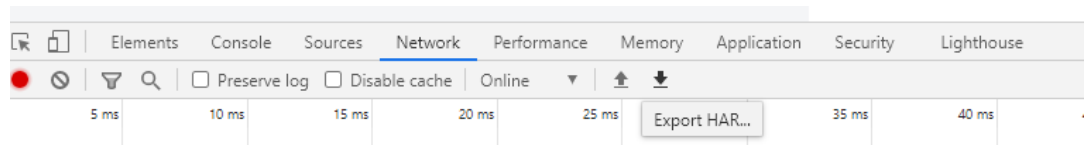
Name	Status	Type	Initiator	Size	Time	Waterfall
1408	400	xhr	jquery-3.5.1.min.js	885 B	299 ms	
1408	200		Other	0 B	17 ms	

2 requests | 885 B transferred | 192 B resources

Figure 1-4 Non 2xx Response Details

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

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

Figure 1-5 Export Option

1.3 Troubleshooting Environmental Issues

This topic describes on the troubleshooting environmental issues.

- [Possible Issues While Deploying Services](#)
This topic describes the possible issues that may occur while deploying services
- [Possible Issues in Login and Screen Launch](#)
This topic describes the possible issues that may occur while logging in and launching the screens.

1.3.1 Possible Issues While Deploying Services

This topic describes the possible issues that may occur while deploying services

For the Environment Variables for Oracle Banking Cash Management list, refer **Environment Variables for OBCM Managed Servers** section, in the **Environment Variable Setup Guide**.

1.3.2 Possible Issues in Login and Screen Launch

This topic describes the possible issues that may occur while logging in and launching the screens.

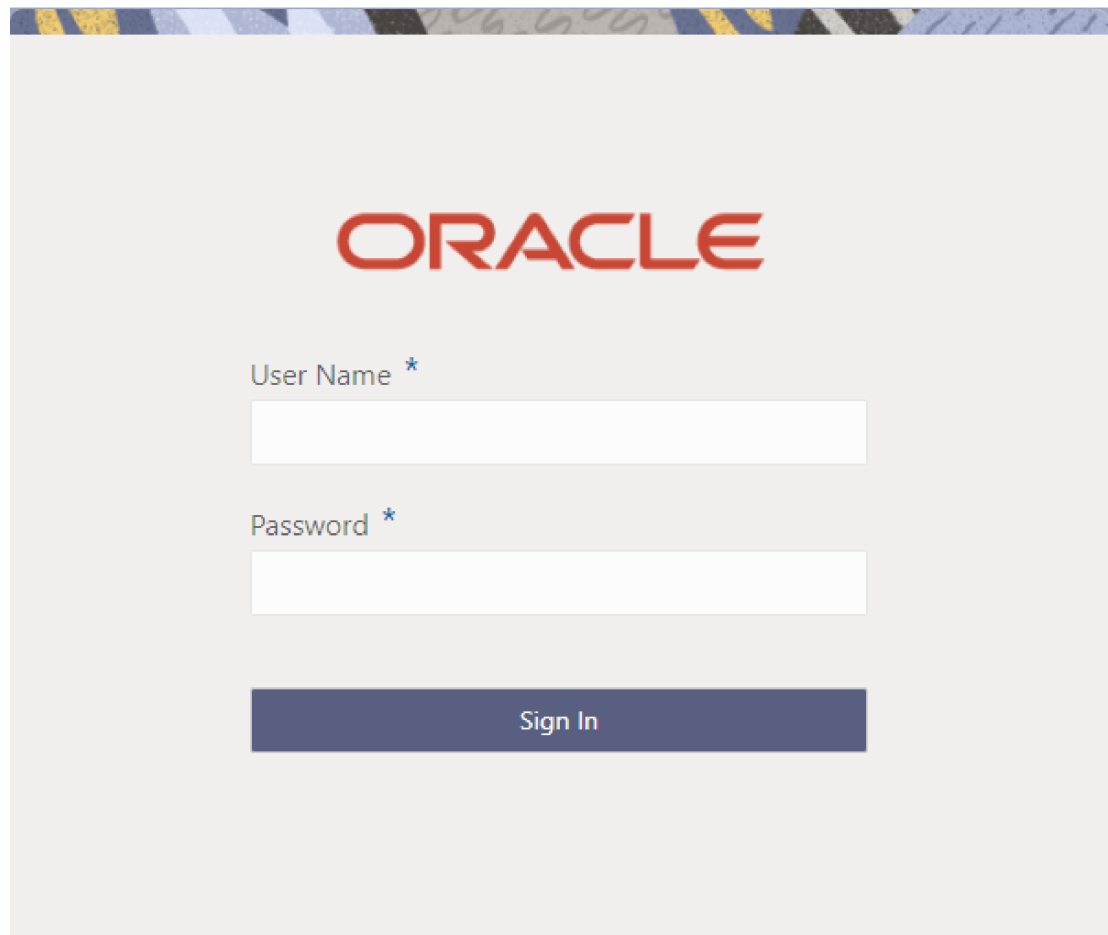
Login Page is not launching

Perform the following checks if the login page is not working

- Check if the app-shell war file is deployed.
- Make sure that the war file is up and running in the deployed managed server and try to login.
- Check if you are logged in with the appshell URL according to the war file deployed.

For example, `http://10.40.162.114:8731/app-shell/`. In this URL, the name app-shell is dynamic which depends on the name of war file deployed.

Figure 1-6 Login Page



The screenshot shows the Oracle login interface. At the top, the Oracle logo is displayed in red. Below the logo, the text 'User Name *' is followed by a white input field. Below that, the text 'Password *' is followed by another white input field. At the bottom of the form, there is a dark blue button with the text 'Sign In' in white.

Unable to login after launching the application

Perform the following check if you are not able to login after the application is launched

- Make sure that the plato-api-gateway service, plato-ui-config service, sms-core-service, and common core services are up and running.

Figure 1-7 Status of Services

PLATO-API-GATEWAY	n/a (1)	(1)	UP (1) - fsgbu-phx-54.snphxprshared1.gbucdsint02phx.oraclevcn.com:plato-api-gateway:5012
PLATO-DISCOVERY-SERVICE	n/a (1)	(1)	UP (1) - fsgbu-phx-54.snphxprshared1.gbucdsint02phx.oraclevcn.com:plato-discovery-service:5012
PLATO-UI-CONFIG-SERVICES	n/a (1)	(1)	UP (1) - fsgbu-phx-54.snphxprshared1.gbucdsint02phx.oraclevcn.com:plato-ui-config-services:5012
SMS-CORE-SERVICES	n/a (1)	(1)	UP (1) - fsgbu-phx-54.snphxprshared1.gbucdsint02phx.oraclevcn.com:sms-core-services:5012

Unable to login after restarting the services

Perform the following check if you are not able to log in after restarting the services

- Make sure that the LDAP server is up and running, and check if the entered credentials are correct.

Screens are not launching after logging in

Perform the following check if you are not able to launch the screens after logging in

- Make sure that the respective services are up and running.
- Verify the VPN connection while trying to troubleshoot the issues related to page launching, and so on.

2

Troubleshooting Kafka

This topic describes about the troubleshooting Kafka.

- [Consumer Services](#)
This topic describes about the Consumer Services provided in Oracle Banking Cash Management.
- [Producer Services](#)
This topic describes about the Producer Services on Oracle® Banking Cash Management Cloud Service.
- [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.

2.1 Consumer Services

This topic describes about the Consumer Services provided in Oracle Banking Cash Management.

- obscfcm-report-services
- obcm-report-services
- obcm-cashflow-projection-services

2.2 Producer Services

This topic describes about the Producer Services on Oracle® Banking Cash Management Cloud Service.

- obscfcm-manual-recon-services
- obcm-collections-transaction-services
- obcm-cashflow-forecasting-services
- obcm-multilateral-netting-services
- obscfcm-instruments-receivables-services
- obscfcm-core-services

2.3 Debugging Consumer/Producer health and troubleshooting

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

Logs to analyze

Logs of the Kafka, Zookeeper, Producer & Consumer needs to be checked. For more details, refer the Logs Configuration section.

Tables to analyze

All the communication between producer & consumer happens via event hub and there are two tables in each schema for Producer & Consumer which keeps track of all the communication happen between them. The tables are:

- PLATO_EVENTHUB_IN_LOG
- PLATO_EVENTHUB_OUT_LOG

2.4 Configurations

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

Setup Kafka

- Download Kafka from https://www.apache.org/dyn/closer.cgi?path=kafka/3.8.0/kafka_2.13-3.8.0.tgz.
- Install Zookeeper first and then Kafka.
- zookeeper-3.8.0/apache-zookeeper-3.8.0-bin.tar.gz. As zookeeper is embedded in Kafka.
- Follow the steps mentioned here - <https://kafka.apache.org/quickstart>.

Check if kafka is running

Run cmd `$ netstat -tlnp | grep :9092`

(9092 is default port of kafka)

Possible issue while starting kafka

- Kafka is not starting may be because zookeeper is not yet started run cmd

```
$ netstat -tlnp | grep :2181
```

(2181 is default port of zookeeper)

If any service is not running on this port means zookeeper is down

- Check if any permission issue is there for kafka log folder.
- Create console producer and consumer for troubleshooting.

Refer the following link for the same. <http://cloudurable.com/blog/kafka-tutorial-kafka-from-command-line/index.html>

Useful Links

https://docs.cloudera.com/documentation/kafka/latest/topics/kafka_faq.html

3

Health Checks

This topic describes the information for the health checks.

Eureka Dashboard

The health of services needs to be monitored using weblogic JVM managed server console and Eureka dashboard.

Figure 3-1 Eureka Dashboard

Instances currently registered with Eureka			
Application	AMIs	Availability Zones	Status
CMC-ACCOUNT-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-account-services:7301
CMC-ADDITIONAL-ATTRIBUTES-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-additional-attributes-services:7301
CMC-ADVICE-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-advice-services:7301
CMC-BASE-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-base-services:7301
CMC-BATCH-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-batch-services:7301
CMC-BRANCH-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-branch-services:7301
CMC-BUSINESSOVERRIDES-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-businessoverrides-services:7301
CMC-CHARGES-CALCULATION-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-charges-calculation-services:7301
CMC-COREBANKING-ADAPTER-SERVICE	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-corebanking-adapter-service:7302
CMC-CURRENCY-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-currency-services:7302
CMC-CUSTOMER-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-customer-services:7302
CMC-DATASEGMENT-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-datasegment-services:7302
CMC-EXTERNAL-CHART-ACCOUNT-SERVICES	n/a (1)	(1)	UP (1) - whf00ist.in.oracle.com:cmc-external-chart-account-services:7302

Application Services

Catalog of services required for Oracle Banking Cash Management.

Table 3-1 Services List

Group	Service Name
OBMA	plato-ui-config-services-{version}
OBMA	plato-feed-services-{version}
OBMA	plato-report-services-{version}
OBMA	plato-batch-server-{version}
OBMA	plato-config-service-{version}
OBMA	plato-ref-{version}
OBMA	plato-api-gateway-{version}
OBMA	plato-orch-service-{version}
OBMA	plato-edp-services-{version}
OBMA	plato-dynamic-data-services-{version}

Table 3-1 (Cont.) Services List

Group	Service Name
OBMA	plato-alerts-management-services-{version}
OBMA	plato-swagger-api-{version}
OBMA	plato-regional-configurator-services-{version}
OBMA	plato-fast-data-transfer-service-{version}
OBMA	plato-dataload-framework-{version}
OBMA	plato-password-policy-service-{version}
OBMA	plato-apigateway-router-{version}
OBMA	plato-rule-service-{version}
OBMA	plato-discovery-service-{version}
OBMA	plato-security-toolkit-{version}
CMC	cmc-account-services-{version}
CMC	cmc-additional-attributes-services-{version}
CMC	cmc-advice-services-{version}
CMC	cmc-base-services-{version}
CMC	cmc-batch-services-{version}
CMC	cmc-branch-services-{version}
CMC	cmc-businessoverrides-services-{version}
CMC	cmc-charges-calculation-services-{version}
CMC	cmc-corebanking-adapter-service-{version}
CMC	cmc-currency-services-{version}
CMC	cmc-customer-services-{version}
CMC	cmc-datasegment-services-{version}
CMC	cmc-external-chart-account-{version}
CMC	cmc-external-system-services-{version}
CMC	cmc-external-virtual-account-services-{version}
CMC	cmc-facilities-service-{version}
CMC	cmc-fc-ai-ml-services-{version}
CMC	cmc-ml-indb-services-{version}
CMC	cmc-nlp-dashboard-widget-services-{version}
CMC	cmc-nlp-maintenance-services-{version}
CMC	cmc-nlp-pipeline-services-{version}
CMC	cmc-nlp-text-extraction-services-{version}
CMC	cmc-obcbs-services-{version}
CMC	cmc-obrh-service-{version}
CMC	cmc-report-service-{version}
CMC	cmc-resource-segment-orchestrator-service-{version}
CMC	cmc-screenclass-services-{version}
CMC	cmc-settlements-services-{version}
CMC	cmc-transactioncontroller-services-{version}
CMC	cmc-txn-code-services-{version}
CMC	cmc-ml-genai-admin-services-{version}
MOC	cmc-applicationcategory-services-{version}
MOC	cmc-checklistmanagement-services-{version}

Table 3-1 (Cont.) Services List

Group	Service Name
MOC	cmc-checklist-services-{version}
MOC	cmc-comments-services-{version}
MOC	cmc-documentmanagement-services-{version}
MOC	cmc-document-services-{version}
MOC	cmc-mailnotification-services-{version}
MOC	cmc-priority-service-{version}
MOC	cmc-processcode-service-{version}
MOC	cmc-queue-service-{version}
MOC	cmc-sequencegenerator-services-{version}
MOC	cmc-sla-services-{version}
OBCM	obscfcm-account-maintenance-services-{version}
OBCM	obscfcm-auto-recon-batch-{version}
OBCM	obscfcm-batch-jobs-{version}
OBCM	obscfcm-charges-services-{version}
OBCM	obscfcm-chatbot-services-{version}
OBCM	obscfcm-core-services-{version}
OBCM	obscfcm-filter-services-{version}
OBCM	obscfcm-instruments-receivables-services-{version}
OBCM	obscfcm-manual-recon-services-{version}
OBCM	obscfcm-master-maintenance-services-{version}
OBCM	obscfcm-report-services-{version}
OBCM	obscfcm-workflow-management-services-{version}
OBCM	obcm-cashflow-forecasting-services-{version}
OBCM	obcm-cashflow-projection-services-{version}
OBCM	obcm-collections-maintenance-services-{version}
OBCM	obcm-collections-transaction-services-{version}
OBCM	obcm-multilateral-netting-services-{version}
OBCM	obcm-report-services-{version}
OBCM	obscfcm-eod-batch-{version}
OBCM	obscfcm-genai-integration-services-{version}
SFS	sfs-alerts-services-{version}
UI	app-shell-{version}
UI	cmc-component-server-{version}
UI	moc-component-server-{version}
UI	obpy-component-server-{version}
UI	obreports-component-server-{version}
UI	obscfcm-component-server-{version}
UI	obcm-component-server-{version}
UI	sms-component-server-{version}

Note

Refer to OSDC zip for the exact version number for each service.

4

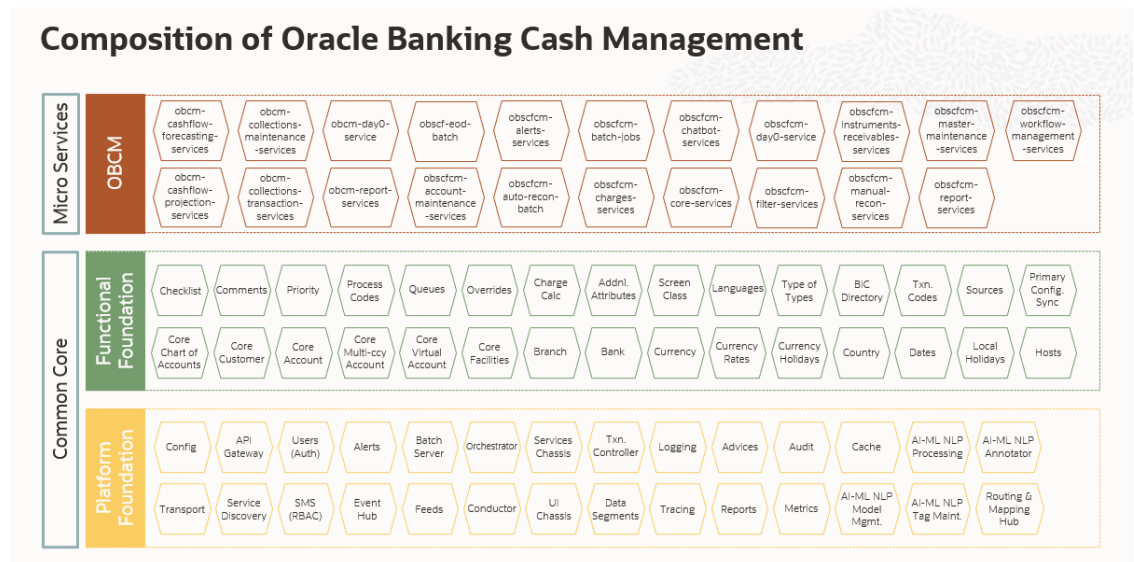
Troubleshooting Functional Workflows

This topic describes about the troubleshooting functional workflows.

Oracle Banking Cash Management – Subdomains List

The subdomains of Oracle Banking Cash Management are shown as follows.

Figure 4-1 Oracle Banking Cash Management – Subdomains



This topic contains the following subtopics:

- [Log Analysis](#)
This topic describes the possible issues to use logs to analyze issues in a transaction using logs.

4.1 Log Analysis

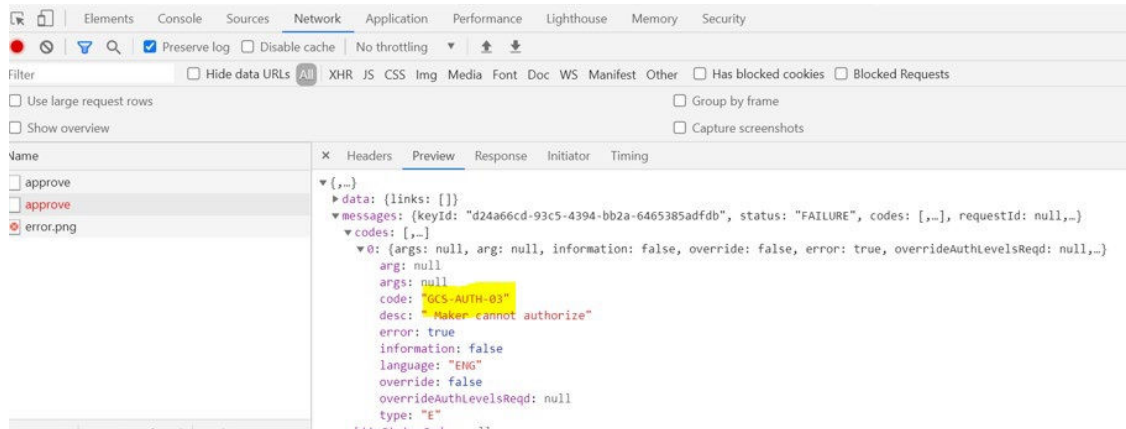
This topic describes the possible issues to use logs to analyze issues in a transaction using logs.

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 4-2 Error Code**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 4-3 PLATO_LOGGER_PARAM_CONFIG

```
select * from plato_logger_param_config
```

ID	MODIFY_FIELD	PARAM_NAME	PARAM_VAL
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 4-4 Service Logs

Worksheet

Query Builder

Select * from PLATO_DEBUG_USERS

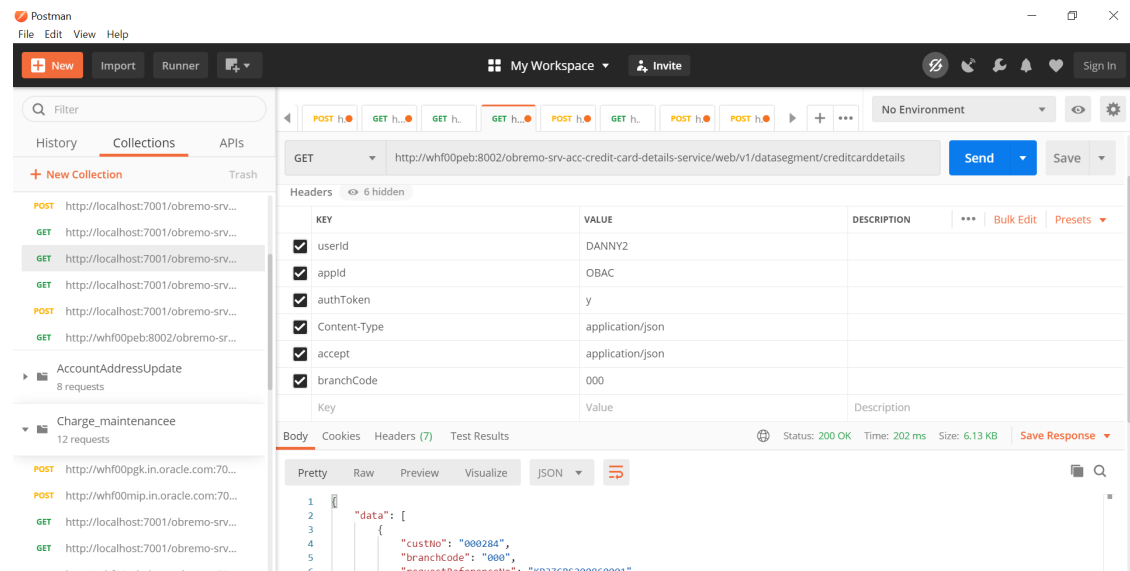
Query Result x

SQL | All Rows Fetched: 42 in 0.34 seconds

	ID	DEBUG_ENABLED	SERVICE_CODE	USER_ID
1	1	Y	obscfcm-manual-recon-services	SWETA
2	83	Y	obscfcm-recon-maintenance-services	SUNIL
3	61	Y	obscfcm-filter-services	SUNIL
4	100	Y	obscfcm-charges-services	DEV
5	87	Y	obscfcm-auto-recon-batch	SUNIL
6	88	Y	obscfcm-core-services	SUNIL
7	89	Y	obscfcm-account-maintenance-services	SUNIL
8	90	Y	obscfcm-charges-services	SUNIL
9	99	Y	cmc-charges-calculation-services	DEV
10	104	Y	obcm-cashflow-forecasting-services	MAYANK
11	106	Y	obcm-cashflow-projection-services	MRINMAY
12	81	Y	obscfcm-report-services	SWETA
13	82	Y	obscfcm-workflow-management-services	SUNIL
14	84	Y	obscfcm-master-maintenance-services	SUNIL
15	85	Y	obscfcm-manual-recon-services	PRASHANT
16	86	Y	obscfcm-instruments-receivables-services	PRASHANT
17	110	Y	cmc-resource-segment-orchestrator-service	SUNIL

Logs are not generated

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

Figure 4-5 Postman

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 piece of code

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

5

Troubleshooting OutOfMemory issues

This topic describes about Troubleshooting OutOfMemory issues

- [Extract Heapdump](#)
This topic describes about the troubleshooting information to extract Heapdump.
- [JFR Tool in Java](#)
This topic describes about JFR Tool in Java.
- [Quick Recovery](#)
This topic provides systematic instruction to troubleshoot the application for quick recovery.

5.1 Extract Heapdump

This topic describes about the troubleshooting information to extract Heapdump.

If there is an error like GC Overhead limit exceeded or OutOfMemoryException is thrown while starting the services, the following details need to be shared.

Heap Dump

A heap dump is a snapshot of objects that are in memory in the JVM at a certain timestamp in a transaction. Heap dumps help to troubleshoot memory-leak problems and optimize memory usage in microservices. Heap dumps are usually stored in binary format hprof files.

The HeapDumpOnOutOfMemoryError command-line option that generates a heap dump when a java.lang.OutOfMemoryError is thrown can be used to generate heap dumps:

```
java -XX:+HeapDumpOnOutOfMemoryError -XX:HeapDumpPath=<file-or-dir-path>
```

Remote Heap Monitor Setup

Alternatively, one can setup remote heap monitor to observe the memory leaks in the product. Perform the following steps:

1. To enable jmx, set the following environment variable to start jmx:
 - -Dcom.sun.management.jmxremote
 - -Dcom.sun.management.jmxremote.port=8888
 - -Dcom.sun.management.jmxremote.authenticate=false
 - -Dcom.sun.management.jmxremote.ssl=false

Note

If the above variable are set, a jmx service will start on specified port.

2. Setup JVisualVM as follows, to collect heap dumps:
 - Start JVisualVM.

- Under "Remote" option, add a host.
- Under the new host, add new jmx connection.

Note

With this setup, the JAVA process can be monitored remotely.

5.2 JFR Tool in Java

This topic describes about JFR Tool in Java.

Java Flight Recorder (JFR) is a tool for collecting diagnostic and profiling data about a running Java application. It is integrated into the Java Virtual Machine (JVM) and causes almost no performance overhead, so it can be used even in heavily loaded production environments.

The below documentation provides steps to use JFRs to collect performance details and profiling data of services and can be used to report performance issues for OBMA services.

5.3 Quick Recovery

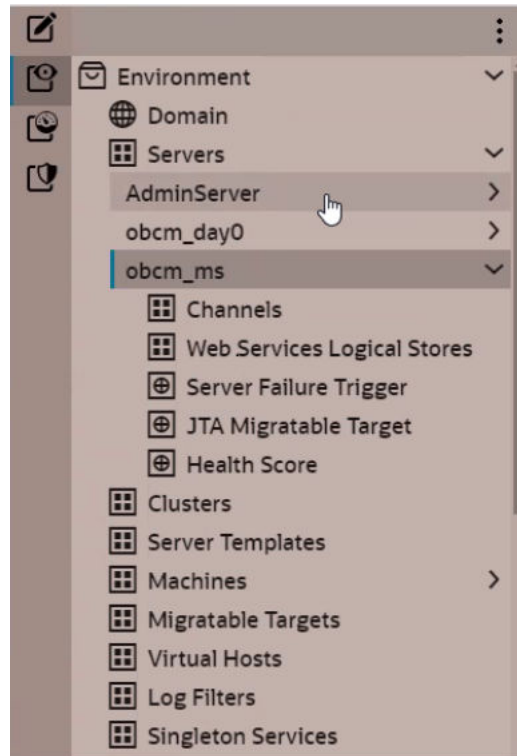
This topic provides systematic instruction to troubleshoot the application for quick recovery.

As a quick fix, try to restart the managed server or try to increase the memory allocated to the managed server.

Perform the following steps to increase the memory:

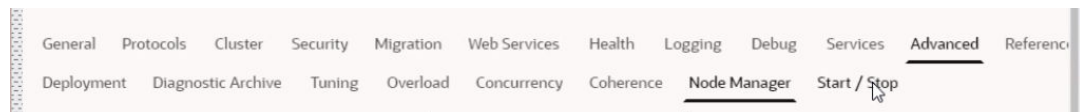
1. Click **Servers**.

Figure 5-1 Domain Structure



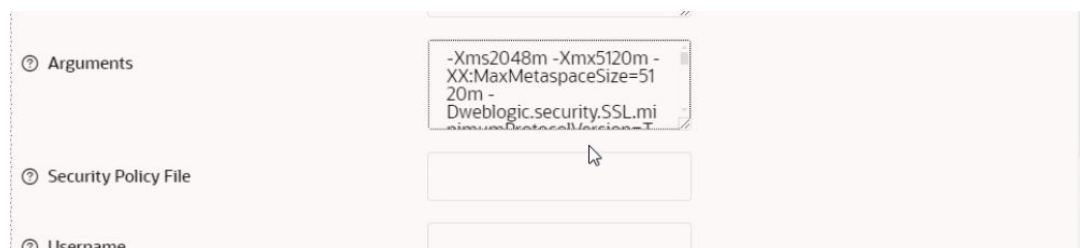
2. Select the managed server from which you are getting OutOfMemoryException or GC Overhead Limit exceeded.
3. Click **Node Manager** tab.

Figure 5-2 Server Start



4. Specify the memory (which needs to be increased) according to requirement in 512, 1024, 2048, etc., and restart the managed server to fix the issue.

Figure 5-3 Memory Requirements



6

Troubleshooting Deployment Errors/Exceptions

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

Errors / Exceptions on Flyway 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**

Solution for Errors/Exceptions

- 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 6-1 Properties Table

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

Table 6-1 (Cont.) Properties Table

BEAN	PROPERTY_SET NEED TO BE PRESENT
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).

A

Business Error Codes

This topic describes about error codes and messages.

For Error codes and messages, refer to [Business Error Codes](#).

Index

Numerics

404 Error, [4](#)
500 Internal Error, [4](#)

B

Business Error Codes, [A-1](#)

C

Configurations, [2](#)
Consumer Services, [1](#)

D

Debugging Consumer/Producer health and
troubleshooting, [1](#)
Dynamic Log Generation Issues, [2](#)

E

Error Message not shown, [1](#)
Extract Heapdump, [1](#)

H

Health Checks, [1](#)
Heap Dump, [1](#)

J

JFR Tool in Java, [2](#)

L

Log Analysis, [1](#)

Login Page is not launching, [4](#)
Logs are not generated, [3](#)
Logs to analyze, [1](#)

P

Possible Issues While Deploying Services, [3](#)
Preliminary Checks from UI, [1](#)
Producer Services, [1](#)

Q

Quick Recovery, [2](#)

S

Screens are not launching after logging in, [5](#)
Setting Log file path, [2](#)

T

Tables to analyze, [2](#)
Troubleshooting Deployment Errors/Exceptions, [1](#)
Troubleshooting Environmental Issues, [3](#)
Troubleshooting Functional Workflows, [1](#)
Troubleshooting Kafka, [1](#)
Troubleshooting OutOfMemory issues, [1](#)
Troubleshooting Technical Flows, [1](#)

U

Unable to login after launching the application, [4](#)
Unable to login after restarting the services, [5](#)

W

Where is the Problem, [1](#)