

VELO Production Issue - Bug #22145

[Android][Login] Show Error.mcb.9999999 When Login to App

19 May 2025 04:23 PM - yap chekying

Status:	Pending Information	Start date:	19 May 2025
Priority:	Normal	Due date:	
Assignee:	yap chekying	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Description When the customer logs in to ocbc business mobile an error appears: error.mcb.9999999. then the customer logs back in and the application successfully logs in, but after that, the application directs to the page to recreate the software token. image caption in attachments information: org id: LAVASTONE user id: EDWIGE time of incident: May 14, 2025 at 14:09 device type: SM-A346E Log in the folder: /Digital Banking/VelocityMobile/Log/PROD LOG/20250514			

History

#1 - 19 May 2025 06:35 PM - SP LENG

- Status changed from New to Pending Information
- Assignee changed from SP LENG to yap chekying

It seems the information is not correct. I couldn't find a 'User' error in the log. Only the following related error was found at that date and time(this is about OMNI connection time out issue). A lot same error hit before and after 13-14/5/2025 on 14:09pm also.

2025-05-14 13:57:56,974 INFO [[ACTIVE] ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)'] func.RetrieveDashBoardInfo:452 - fav size inquiry filter : 1

2025-05-14 13:57:56,977 INFO [[ACTIVE] ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)'] func.RetrieveDashBoardInfo:183 - class com.silverlake.mleb.mcb.module.func.RetrieveDashBoardInfo

java.util.concurrent.ExecutionException: java.net.SocketException: Connection reset

at org.springframework.web.client.AsyncRestTemplate\$ResponseExtractorFuture.adapt(AsyncRestTemplate.java:648)

~[spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at org.springframework.web.client.AsyncRestTemplate\$ResponseExtractorFuture.adapt(AsyncRestTemplate.java:620)

~[spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at org.springframework.util.concurrent.FutureAdapter.adaptInternal(FutureAdapter.java:100) ~[spring-core-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at org.springframework.util.concurrent.FutureAdapter.get(FutureAdapter.java:82) ~[spring-core-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at com.silverlake.mleb.mcb.module.vc.common.VCGenericService.getAsyncResponseData(VCGenericService.java:149) ~[_wl_cls_gen.jar:?]

at com.silverlake.mleb.mcb.module.func.task.RetrieveTaskList.getTaskListResultAsync(RetrieveTaskList.java:105) ~[_wl_cls_gen.jar:?]

at com.silverlake.mleb.mcb.module.func.RetrieveDashBoardInfo.process(RetrieveDashBoardInfo.java:139) [_wl_cls_gen.jar:?]

at com.silverlake.mleb.mcb.module.common.FuncServices.acceptProcess(FuncServices.java:170) [_wl_cls_gen.jar:?]

at com.silverlake.mleb.mcb.listener.MCBSolution.onCall(MCBSolution.java:428) [_wl_cls_gen.jar:?]

at com.silverlake.mleb.mcb.impl.ApiImpl.processSend(ApiImpl.java:41) [_wl_cls_gen.jar:?]

at sun.reflect.GeneratedMethodAccessor436.invoke(Unknown Source) ~[?:?]

at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43) ~[?:1.7.0_80]

at java.lang.reflect.Method.invoke(Method.java:606) ~[?:1.7.0_80]

at org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:317) [spring-aop-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMethodInvocation.java:190)

[spring-aop-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:157)

[spring-aop-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at org.springframework.remoting.support.RemoteInvocationTraceInterceptor.invoke(RemoteInvocationTraceInterceptor.java:78)

[spring-context-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:179)

[spring-aop-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:207)

[spring-aop-4.1.8.RELEASE.jar:4.1.8.RELEASE]

at com.sun.proxy.\$Proxy107.processSend(Unknown Source) [?:?]

```

at sun.reflect.GeneratedMethodAccessor436.invoke(Unknown Source) ~[?:?]
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43) ~[?:1.7.0_80]
at java.lang.reflect.Method.invoke(Method.java:606) ~[?:1.7.0_80]
at com.caucho.hessian.server.HessianSkeleton.invoke(HessianSkeleton.java:302) [hessian-4.0.38.jar:?]
at com.caucho.hessian.server.HessianSkeleton.invoke(HessianSkeleton.java:217) [hessian-4.0.38.jar:?]
at org.springframework.remoting.caucho.HessianExporter.doInvoke(HessianExporter.java:223) [spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.remoting.caucho.HessianExporter.invoke(HessianExporter.java:138) [spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.remoting.caucho.HessianServiceExporter.handleRequest(HessianServiceExporter.java:66)
[spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.web.servlet.mvc.HttpRequestHandlerAdapter.handle(HttpRequestHandlerAdapter.java:51)
[spring-webmvc-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:959) [spring-webmvc-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:893) [spring-webmvc-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:967)
[spring-webmvc-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.web.servlet.FrameworkServlet.doPost(FrameworkServlet.java:869) [spring-webmvc-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at javax.servlet.http.HttpServlet.service(HttpServlet.java:751) [javax.servlet_2.0.0.0_3-0.jar:3.0]
at org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:843) [spring-webmvc-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at javax.servlet.http.HttpServlet.service(HttpServlet.java:844) [javax.servlet_2.0.0.0_3-0.jar:3.0]
at weblogic.servlet.internal.StubSecurityHelper$ServletServiceAction.run(StubSecurityHelper.java:242) [weblogic.jar:12.1.1.0]
at weblogic.servlet.internal.StubSecurityHelper$ServletServiceAction.run(StubSecurityHelper.java:216) [weblogic.jar:12.1.1.0]
at weblogic.servlet.internal.StubSecurityHelper.invokeServlet(StubSecurityHelper.java:132) [weblogic.jar:12.1.1.0]
at weblogic.servlet.internal.ServletStubImpl.execute(ServletStubImpl.java:338) [BUG20780188_1211012.jar:12.1.1.0]
at weblogic.servlet.internal.ServletStubImpl.execute(ServletStubImpl.java:221) [BUG20780188_1211012.jar:12.1.1.0]
at weblogic.servlet.internal.WebAppServletContext$ServletInvocationAction.wrapRun(WebAppServletContext.java:3292)
[BUG20780188_1211012.jar:12.1.1.0]
at weblogic.servlet.internal.WebAppServletContext$ServletInvocationAction.run(WebAppServletContext.java:3262)
[BUG20780188_1211012.jar:12.1.1.0]
at weblogic.security.acl.internal.AuthenticatedSubject.doAs(AuthenticatedSubject.java:321)
[com.bea.core.weblogic.security.identity_2.0.0.0.jar:2.0.0.0]
at weblogic.security.service.SecurityManager.runAs(SecurityManager.java:120) [com.bea.core.weblogic.security.wls_1.1.0.0_6-2-0-0.jar:6.2.0.0]
at weblogic.servlet.provider.WlsSubjectHandle.run(WlsSubjectHandle.java:57) [weblogic.jar:12.1.1.0]
at weblogic.servlet.internal.WebAppServletContext.doSecuredExecute(WebAppServletContext.java:2171) [BUG20780188_1211012.jar:12.1.1.0]
at weblogic.servlet.internal.WebAppServletContext.securedExecute(WebAppServletContext.java:2097) [BUG20780188_1211012.jar:12.1.1.0]
at weblogic.servlet.internal.WebAppServletContext.execute(WebAppServletContext.java:2075) [BUG20780188_1211012.jar:12.1.1.0]
at weblogic.servlet.internal.ServletRequestImpl.run(ServletRequestImpl.java:1513) [BUG20780188_1211012.jar:12.1.1.0]
at weblogic.servlet.provider.ContainerSupportProviderImpl$WlsRequestExecutor.run(ContainerSupportProviderImpl.java:254) [weblogic.jar:12.1.1.0]
at weblogic.work.ExecuteThread.execute(ExecuteThread.java:256) [com.bea.core.weblogic.workmanager_2.0.0.0.jar:2.0.0.0]
at weblogic.work.ExecuteThread.run(ExecuteThread.java:221) [com.bea.core.weblogic.workmanager_2.0.0.0.jar:2.0.0.0]
Caused by: java.net.SocketException: Connection reset
at java.net.SocketInputStream.read(SocketInputStream.java:196) ~[?:1.7.0_80]
at java.net.SocketInputStream.read(SocketInputStream.java:122) ~[?:1.7.0_80]
at java.io.BufferedInputStream.fill(BufferedInputStream.java:235) ~[?:1.7.0_80]
at java.io.BufferedInputStream.read1(BufferedInputStream.java:275) ~[?:1.7.0_80]
at java.io.BufferedInputStream.read(BufferedInputStream.java:334) ~[?:1.7.0_80]
at sun.net.www.http.HttpClient.parseHTTPHeader(HttpClient.java:690) ~[?:1.7.0_80]
at sun.net.www.http.HttpClient.parseHTTP(HttpClient.java:633) ~[?:1.7.0_80]
at sun.net.www.protocol.http.HttpURLConnection.getInputStream(HttpURLConnection.java:1324) ~[?:1.7.0_80]
at java.net.HttpURLConnection.getResponseCode(HttpURLConnection.java:468) ~[?:1.7.0_80]
at org.springframework.http.client.SimpleClientHttpResponse.getRawStatusCode(SimpleClientHttpResponse.java:48)
~[spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.http.client.AbstractClientHttpResponse.getStatusCode(AbstractClientHttpResponse.java:33)
~[spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.web.client.DefaultResponseErrorHandler.getHttpStatusCode(DefaultResponseErrorHandler.java:56)
~[spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.web.client.DefaultResponseErrorHandler.hasError(DefaultResponseErrorHandler.java:50)
~[spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]
at org.springframework.web.client.AsyncRestTemplate$ResponseExtractorFuture.adapt(AsyncRestTemplate.java:639)
~[spring-web-4.1.8.RELEASE.jar:4.1.8.RELEASE]
... 52 more
2025-05-14 13:57:56,981 INFO [[ACTIVE] ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)'] common.FuncServices:240 -
RetrieveDashBoardInfo :- RESPONSE [0001810d84d6e94e6694ccdf18dbfba066] {
"accountList": [ {
"index": "fav1",
"org_cd": "SULTRA",
"acct_no": "558800003888",
"acct_ccy": "IDR",
"acct_name": "PT. SULTRA LESTARI LINES",
"acct_alias": "PT. SULTRA LESTARI LINES",
"cif_no": "000000000000541084",
"prod_cd_sibs": "GRCORP0001",
"acct_type_sibs": "D",
"mcbit": "N",
"branch_cd_sibs": "03559",
"balance_available": "3.8146925231E9",

```

```
"balance_ledger": "3.8146925231E9",
"term": 0,
"renewal_counter": 0,
"fav_prod_map": [
"STMT|1"
],
"favOrder": "STMT|1",
"interest_term": 0
}
],
"accountSize": "1",
"obHeader": {
"statusCode": "ERROR.MCB.9999999",
"statusMessage": "java.net.SocketException: Connection reset",
"maintenanceNoticeFlag": false,
"maintenanceUpfrontNoticeTime": 0
}
}
```

Files			
error1.png	337 KB	19 May 2025	yap chekying
error2.png	377 KB	19 May 2025	yap chekying