



Welcome to the first edition of the Finacle Support Connect Knowledge Series.

We are all going through an extremely difficult time globally with the COVID-19 crisis affecting lives and business in an unprecedented manner. We sincerely hope you and your family are safe at home and are mindful of the government guidelines.

Here’s an opportunity to learn more about Finacle banking services. We aim to inform you about its different aspects with exciting articles related to Finacle knowledge and support. This knowledge series would also cover the latest updates so that your bank is at the top of the game, always.

So let’s start learning!



Manjunath Hedge
Head of Finacle Support



Did You Know?

In Finacle 10.2.14 and onwards, the SVS application restricts the size of images that are captured in the form of signatures and photographs. Otherwise, there would be some performance implications on the system in the long run.

Two parameters have been added under the Maintain Parameters menu in the SVS application.

Field Name	Description
Sign Image Size	Size limit for Signature images
Photo Image Size	Size limit for Photograph images

The value entered for these parameters would be in term of kilobytes.

Product: Applicable to Finacle Core 10.2.14 onwards

Best Practices: What is Time Out and what is the Contra Account part in it?

Contra Accounts are part of all C24 transactions. A lock in this account may lead to delayed execution of a transaction which in turn may result in a transaction timeout instance. Handling such instances, if any, is easy.

The counter leg of customer transactions is made in a contra account. In some cases, this account is locked in the database. The C24 transaction will wait to acquire a lock for a certain time and return as timeout if the lock cannot be acquired. The timeout parameter is set at the configuration level of CBC and Uniser over which the transactions are timed out.



What's the solution? It's simple! To find the account locking scenario, set TBA_DEBUG as Y in the uniser.cfg file or start-uniser file. This will generate PostLockAcct.txt file from CDCI/log directory. In the PostLockAcct.txt, the account ID for which the lock has been acquired will be displayed. With this, we can identify which contra account is locked.

Make sure that you pass on the below best practices to your team members and ensure that they follow them diligently.

FINACLE BEST PRACTICES

- Set multiple contra accounts for each channel to balance the load. This load can be balanced in CDGetContraAccount.scr script
- Enable Async balance for contra accounts by enabling the TGAM process



Support Connect: Certificate pinning in Mobile Banking

Certificate pinning in **Mobile Banking** is the process of associating the server with its expected public key to receive a request from the client with a valid certificate.

Here are the steps for certification pinning:

1. A trusted Server SSL certificate must be installed on a backend server.
2. A copy of the certificate in .der format should be placed in Android / iOS workspace under the assets folder.

Android

File: FinacleMobileApp.java

```
WLClient.getInstance().pinTrustedCertificatePublicKey("<path to the certificate under assets folder>");
```

iOS

File: FinacleMobileApp.m

```
WLClient *client = [[WLClient alloc] init];
```

```
[client pinTrustedCertificatePublicKeyFromFile : @"certificate.der"];
```

Applicable to Finacle Mobile Banking

Webinars, the new norm to learn Finacle

The Finacle Support team recently conducted a series of 13 focused trainings for clients in the Africa region. The aim of these trainings was to enable banks with an in-depth understanding of the product, which would, in turn, help them serve their customers better. These sessions are for technical and business teams of banks covering a wide range of topics, such as FI, Loan Fee amortization, Interest Calculation, C24, among many others.

The trainings are proactively planned by Finacle to add value and increase awareness about its products and conducted through webinars. Each session also touches upon underutilized modules by the bank, ensuring that they are effectively used in the future.



Hope you like this issue. Is there anything that you'd like to see in the forthcoming issues? Do let us know!

Write to us at finaclesupport@edgeverve.com