

FINACLE SUPPORT CONNECT

Knowledge Series

June 2020 | Volume 5

Welcome to the fifth edition of the Finacle Support Connect Knowledge Series, published every fortnight. Hope you have developed a better understanding of Finacle products through these editions. We have curated the following articles in this edition:

- **Did You Know? Audit Trail for Inquiries and Attempted Transactions**
- **Best Practices: Recommendations for NEFT/RTGS Payment Services**
- **Showcase: Application Health Check**

So let's start reading!



Did You Know?

Audit Trail for Inquiries and Attempted Transactions

Product: Finacle Core Version 10.2.15 onwards

A strong audit function in a bank is required to ensure that banking operations are always safe and sound. The **Audit** feature enables banks to track criteria entered by users on **Inquiry** menus and on attempted transactions.

Audit on Inquiries and attempted Transaction feature is available for all Finacle menus as a generic infrastructure. It must be enabled at the user level or at a menu level. The Parameter **ENABLE_INQUIRY_AUDIT** can be set up in **COMT** menu for enabling or disabling this audit feature. A new menu **VADIAT** is introduced to retrieve details on

inquires and attempted transactions. It provides varied information, such as menu option, and criteria details on which inquiries or attempted transactions have occurred. It also offers details of date and time, service used, SOL, or channel through which the inquiry or attempted transaction is made. The different setups for **Audit** are as follows:

HMOPM - Using this menu we can enable menu level audit

HUPM - Using this menu we can enable user level audit

The menu option **BREMUAIA** can be used to generate reports on users and menus that are enabled for this audit feature.

Best Practices

Recommendations for NEFT/ RTGS Payment Services

- Configure multiple NEFT inward services to pick messages from MQ and insert into SMH, based on the NEFT inflow volume.
- Ensure asynchronous setup is enabled for the suspense account maintained for NEFT/RTGS to avoid GAM locks. For Finacle versions, where the asynchronous feature is not available, separate settlement accounts can be used for each service, and the transaction creation script can be customized to use the account according to the services.
- Configure services for automatic ungrouping of messages, and process records in First In First Out (FIFO) order; which would help avoid performance issues due to manual delays in ungrouping.



- Create one separate service with **MSTAT_MSG_BULK_PROCESSING** set as **Y** in the inward service which is used to pick the message from SMH and create transactions. This will help it to process the messages struck in SMH with **M** status
- Set the **MQ_SLEEP_TIME** based on the volume to avoid processing delays. In case this parameter is not set properly, the system will, by default, take 10 minutes to process the next set of records. This parameter is applicable for both inward and outward services. The variable exported in the start script of the service will take precedence over the variable set in **commonenv** file.
- Purge the SMH table to keep minimal records for better performance.
- In case there are any issues, enable detailed logging by exporting the environment variable **LISRVR_LOG_EVENT** to **Y** in the start script file of the services.



Showcase: Application Health Check

Application Health Check is designed and built to perform specific periodic reviews of the Finacle application setups and parameters at the bank's production environment. The Finacle Support Experts team performs the review and shares the recommendations/suggestions which enables banks to proactively identify the recurrent issues and take corrective actions. The review of key support areas like data consistency, EOD/BOD, and configuration parameters, help banks to have a better system performance in a stable working environment.

Scope

- Data consistency checks and key parameter reviews across modules
- Identification of GL level mismatches
- C24/FI configuration review
- EOD/BOD (batch job optimization and set up review)
- Review of time taking menu options/queries
- Suggestions of best practices like data purging and key business checks

Benefits

- Proactively overcome critical and recurrent issues
- Increase in operational efficiency
- Improvement in overall system performance
- Reduce bottlenecks

To know more, send an email to finaclesupport@edgeverve.com

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

Write to us at finaclesupport@edgeverve.com