



FINACLE SUPPORT CONNECT

Knowledge Series

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Welcome to the sixth edition of the Finacle Support Connect Knowledge Series, published every fortnight. The articles in this newsletter are aimed to help you get a deeper understanding of Finacle functionalities. In this edition, we have covered the following articles:

- **Did You Know? EOB BOD Script Hooks**
- **Troubleshooting Guidelines: Alert Message Delivery**
- **Showcase: Connect24 Webinar**

So let's start reading!



Did You Know?

EOB BOD Script Hooks

Product: Finacle Core Version 10.1 Onwards

Certain script hooks are available to control the various functional aspects of EOB BOD and execute batch jobs accordingly. Here is a list of some useful scripts which can be used to add custom validations or to have job-specific parallelization.

Script	Purpose of the Script
B2K_PreJobExecCheck.scr	This determines whether a batch job should be executed or not. It includes the environment variables that is required to execute the batch job.
PreBJSExecutioner.scr	This helps implement the Basic Script Execution before executing the batch job, and setting up job-specific parameters at the start of program.
B2k_BatchStart.scr	This includes environment variables required to execute the batch job.
GetFreqNextDateForBjs.scr	This helps customize the next execution date of a batch job.
popScriptGLDate.scr	This script helps to set General Ledger (GL) Date while posting transactions.

Troubleshooting Guidelines

Alert Message Delivery

Product: Finacle Alerts Solution Version: 10.4.02, 10.5.X Module: Delivery of Alerts

Issues with delivery of Alerts can be effectively handled. We have put together the following steps that will help you resolve related issues.

- First, check if an alert event has been generated for the customer
- If yes, check whether the event entry is present in the **REPT/ BAPT** tables
- From **REPT/BAPT** tables, the alert event will move to **PUDT/BPUDT** tables, if there are no errors in the generated event
- In case there are any errors, the alert event entry will move to the **PDET** table from the **REPT/ BAPT** tables. E.g., if the error shows: 'Customer is not subscribed to the alert'; then the Alerts Subscription of the customer should be checked



The customer should be subscribed to that particular alert as well. After implementing the required changes, the alert delivery would be triggered again and check the above steps

- When the Alert Event reaches the **PUDT/ BPUDT** tables, check whether the **Delivery Daemon** has picked up the event for delivery or not
- If the event has not been picked up by the **Delivery Daemon** from the **PUDT** table, then check the **Delivery Daemon** logs and verify whether there are any errors at the **Delivery Daemon** level. Once completed, proceed to debug the error
- If the event has been successfully picked up by the **Delivery Daemon**, then check for the **AHST** table entry in their status column
- If the status is **S**, it indicates that the alert has been delivered to the customer. Even if the status is **S**, the alerts may not be delivered to the customer. In such cases, check with the third-party aggregator, i.e., the **SMTP** or **SMS aggregator**. The **Unique Identifier Number** should be shared with the third-party aggregator so that they can check in the future
- If the Status is **F**, check the reasons behind the failure of the alert delivery in the **AHST** table. E.g., sometimes, the reasons for failure might be the aggregator’s server being down

Table Information

REPT - Real Time Publish Table
 BAPT - Batch Publish Table
 PUDT - Publish Daemon Delivery Table

BPUDT - Batch Publish Daemon Delivery Table
 AHST - Alert History Table
 PDET - Publish Daemon Error Table



Showcase: Connect24 Webinars

The **Connect24 Webinar** knowledge-sharing sessions is a special initiative from Finacle Support designed for banks. This initiative helps banks stay updated with the latest Finacle knowledge, and gain the expertise in analyzing and resolving issues independently.

The key objectives of these Connect24 webinars are:

- Upskilling banks on Connect24 know-how
- Help banks become self-sufficient for the analysis of issues
- Reduced TAT for resolving issues
- Enables banks to take proactive measures

Why Do Banks Need to Sign Up for This Webinar?

Connect24 issues can have a high financial and customer impact. Through this extensive webinar, Finacle would enable banks to take charge of such demanding situations and find solutions quickly. Through the interactive sessions, expert trainers help banks understand the key areas of Connect24 with relevant illustrations. Furthermore, with this webinar, various concepts will be simplified related to the Connect24 architecture, covering CBC, Uniser, and CSIS by delving deep into topics such as debugging illustration with logs.

Key Highlights:

- Connect24 webinars have been conducted for multiple banks and partners from different geographies
- 130+ participants across 21 banks and three partners have attended these sessions
- According to these banks, these sessions have been fruitful and it has increased their awareness in handling Connect24
- Significant improvements in the quality of issue analysis

To know more or register for an ongoing webinar, 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