Welcome to the tenth edition of the Finacle Support Connect Knowledge Series, published every fortnight. Here is an opportunity to know more about various functionalities in Finacle and learn about the product. In this edition, we bring to you the following articles:

- **Did You Know? GENLIMO Service**
- **Debugging of Central Stand In Server (CSIS) Issues**
- **TechOnline Ticket Closure and Feedback**

So let's start reading!

Did You Know?

Introduction to GENLIMO Service
Product: Finacle Core   Version: 10.x onwards

The Generic Listening Monitor (GENLIMO) service can be configured to run a batch (Daemon Process) in Finacle Core at specified intervals. The user can configure a com script which can be called repetitively. The com script can have any logic written in it for the required operations.

The GENLIMO service plays a key role in the data movement from Finacle CRM to Finacle Core application. Integrating business events between these two systems are addressed with the help of the Interface Table **IRD - INTERFACE_REQUEST_DTL_TBL**. A batch program **babx4579** is executed in Finacle Core through GENLIMO service. It processes the requests in the **IRD table** by calling a set of scripts to replicate the data to Finacle Core database from the CRM application.

Here are key configuration parameters of **GENLIMO** service in the **Configuration Editor**. The navigation path is as follows:

Select Finacle→ Finacle UBS→ Core→ Services→ genlimo1_* → server → srvc_genlimo-env variables

* * admin-id_host-name*

The parameters mentioned below should have valid values:

- GEN_SLEEP_TIME
- GEN_START_HOUR
- GEN_END_HOUR

Debugging of Central Stand In Server (CSIS) Issues
Product: Finacle CSIS   Version: 7.x onwards

Overview on CSIS:
CSIS provides a fallback mechanism to handle channel transactions which are processed using Connect 24 when Uniser (Finacle Core application/database) is down, thereby ensuring continuity for channel transactions. It supports most requests, such as balance enquiry, cash withdrawal, etc., available in Finacle Core (Uniser).

Debugging CSIS Database Related Issues:
When a database query is not executed as expected during Transaction Processing, the reason for Decline cannot be fully captured from the logs and event files. To debug such issues in CSIS which are related to the database, database logs should be enabled.

1. **CSIS Database Logs:** This is a type of additional debugging which is used to debug and identify database query related issues. These are used when a Decline occurs due to insertion or non-insertion of data into the CSIS database. It is suggested that these logs are enabled for a short span of time only (5-10 minutes), while facing the issue. Once sufficient information is collected, the log generation can be disabled.

2. **Significance of CSIS Database Logs:** The debug logs contain information on transaction-related queries executed in the database. It also shows values that were passed and returned in the query. In cases where transaction failure is observed but the reason is not known, the debug logs will highlight the values passed and returned from the queries which indicates the root cause of the issue.

3. **Generating CSIS Database Logs:** These logs can be generated by adding the parameter given below, either in the start-csis file present in the CSIS bin directory, or the csis.cfg file present in the CSIS data or CSIS fce directory. This parameter will generate CSIS Database logs in the specified path against the parameter:

   DB_CACHE_DUMP_FILE =<Path where DB logs need to be generated>

   For example:

   DB_CACHE_DUMP_FILE=csisapp/csis/services/ CSIS_SAF/log

   This would generate ***csis*db*** logs in the above mentioned **csisapp/csis/services/ CSIS_SAF/log** directory.
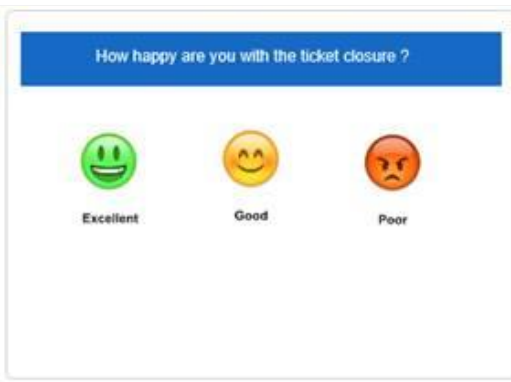
TechOnline Ticket Closure and Feedback

TechOnline is Finacle's incident management tool where customers raise issues. Support engineers from Finacle respond to these issues and resolve them. After the resolution is provided, the requestor is expected to implement the solution and close the ticket.

To ensure the quality of resolutions, a ticket-level feedback feature has been introduced. The requestor can provide feedback by selecting either an **Excellent**, **Good**, or **Poor** smiley emoticon, and indicate whether the issue resolution was helpful or not.

Hope you like this edition. Is there anything that you'd like to see in the forthcoming series? We'd love to hear from you!

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