Infosys | Finacle

FINACLE SUPPORT CONNECT

Knowledge Series

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Finacle Support brings you this fortnightly knowledge bulletin to augment your problem-solving capability. There is more to it. Every edition is put together with utmost diligence to ensure that best practices and known resolutions are shared. In this edition you will find the following articles:

- **Heap Dump Analysis in WAS**
- **Configuring Error Display and Incidence Codes During Business Exceptions**
- **Finacle Enterprise Payments Dashboard – Menu VPODD**

So let's start reading!

Heap Dump Analysis in WAS

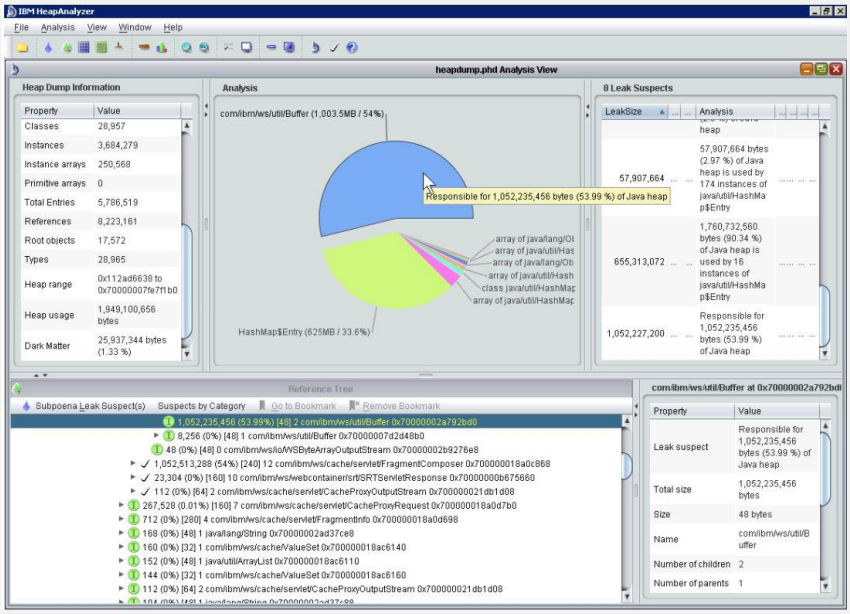
Product: Finacle Core Banking Version: 10.x onwards

A **heap dump** is a snapshot of all the objects that are in memory in the JVM at a certain moment. They are very useful in troubleshooting memory-leak problems and optimizing memory usage in Java applications. **Heap Analyzer** allows the finding of a possible Java heap leak area through its heuristic search engine and analysis of the Java heap dump in Java applications. Bigger the heap dump file the better, as it helps isolate actual memory leaks.

To use the administrative console to generate heap dump, please follow the steps below

1. Start the administrative console and log in
2. In the navigation pane, click **Troubleshooting→ Java dumps and cores**
3. Select the **server_name** for which you want to generate the heap dump
4. Click **Heap Dump** to generate the heap dump for your specified server

For any clarifications, please reach out to the Support team. The image alongside is an example of heap dumps generated.



Configuring Error Display and Incidence Codes During Business Exceptions

Product: Finacle Online Banking Version: 11.2.x onwards

The **DISPLAY_ERROR_AND_INCIDENCE_CODES** parameter is present in the **AppConfig.xml** file, and is a configurable parameter for the exceptions raised in the Finacle Online Banking application, such as **Business Exception** or **Critical Exception**. The general format of the error message displayed to the end user on the screen is as given below.

[Incidence Code]:[Error Code][Error Message]

In **WorkingDirectory/data/AppConfig.xml** file, the **DISPLAY_ERROR_AND_INCIDENCE_CODES** parameter can be used to configure the display of error code and incidence codes. The possible values and their purpose are

- **A** = Displays both the Error code and Incidence Codes
- **E** = Displays only Error Code
- **I** = Displays only Incidence Code
- **N** or **blank**= Display only message for the end user and both error code and the incidence code will not be displayed

A server restart is required after modifying this parameter for the changes to take effect.

Finacle Enterprise Payments Dashboard – Menu VPODD

Product: Finacle Enterprise Payments Version: 11.x onwards

Finacle Enterprise Payments is a standalone payments solution to manage the digital payments landscape across various channels akin to Payments Hub. It offers a dashboard feature for the consolidated view of all the payment orders including payments and collections. It is helpful in monitoring of business-related activities and generating analytics based on **Paysys ID**, **Settlement Date Range**, **Home/Remittance Currency**, **Service ID**, **Service Type** and **Payment Amount** range.

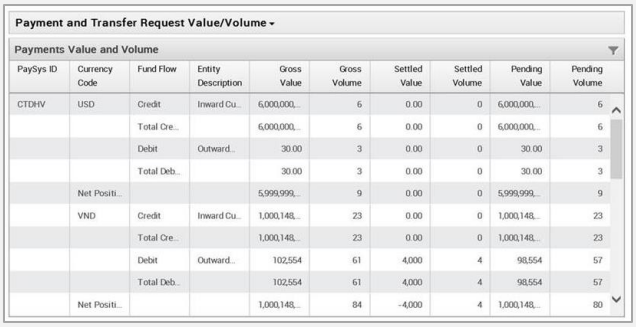
The details can be viewed in both tabular and graphical formats. This feature is available for the following:

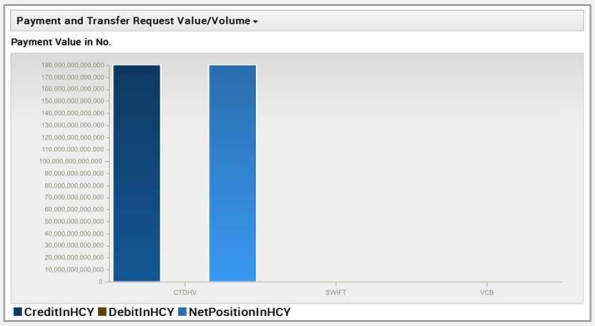
- **Payments** and **Transfer Request Value/Volume**
- **Message Volume**
- **Queue Watch**

We can also navigate to detailed inquiry menus from this menu, as listed below, for each of the respective vertical tabs. This will help view the complete details of payments and messages.

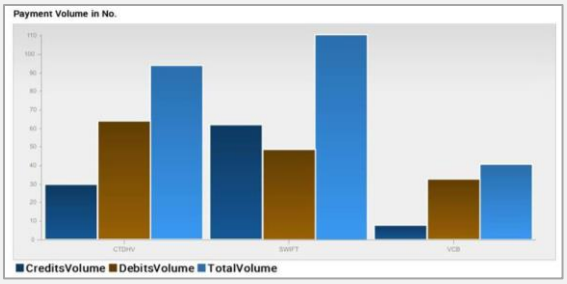
- **IVVPTR** -Inquire on Payments and Transfer Request Value and Volume
- **IMV**- Inquire on Message Volume
- **MPQ**- Maintain Payment Queue

Payments and Transfer Request Value/Volume: Details are displayed as separate tables for Payments and Transfer requests. For the given input criteria, it displays the statistical information (Values and Volumes) based on **PaySys ID**, **Currency Code** and **Fund Flow** details.

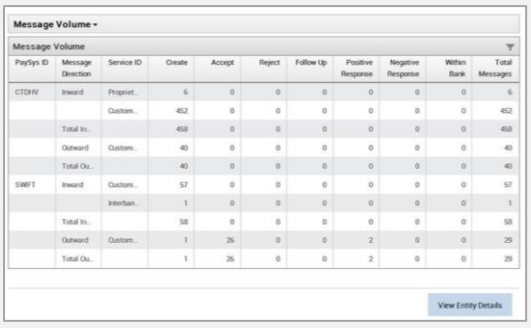


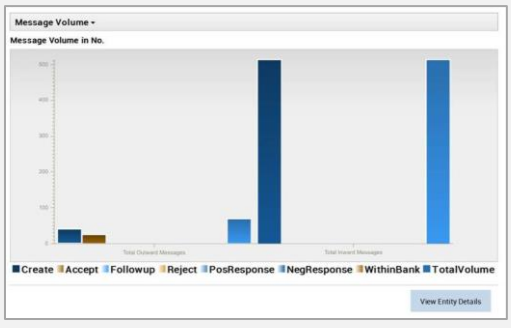


In graphical format, it displays **Debit**, **Credit** and **Net Position** values with respect to the **Home Currency**.



Message Volume: For the given input criteria, it displays the total number of messages received (**Inward**) and transmitted (**Outward**) **Action IDs**. This is displayed with respect to **Create/Accept/Reject/Follow Up** and other **Action IDs** for all **PaySys IDs**.

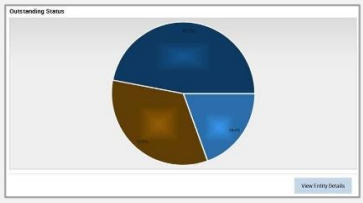




Queue Watch: For the given input criteria, it displays the status of messages and payments orders across various queues such as **Repair**, **Suspense,** and **Verification** queues. The data can be represented in a graphical format as well.

Queue Watch

Queue Name	Received	Processed	Outstanding
Message Queue	160	134	26
Verification Queue	152	107	45
Suspense Queue	64	1	63
----Unallocated Suspense Items	64	1	63



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!
Write to us at finaclesupport@edgeverve.com

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