

FINACLE SUPPORT CONNECT

Knowledge Series

September 2021 | Volume 34

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:

- **All About SSO Session Clean Up**
- **New Additions to Finacle Finanz Tools**
- **Webinar Announcement: Log Analysis in Finacle CRM**
- **Webinar Announcement: Reports in FEBA**

So let's start reading!

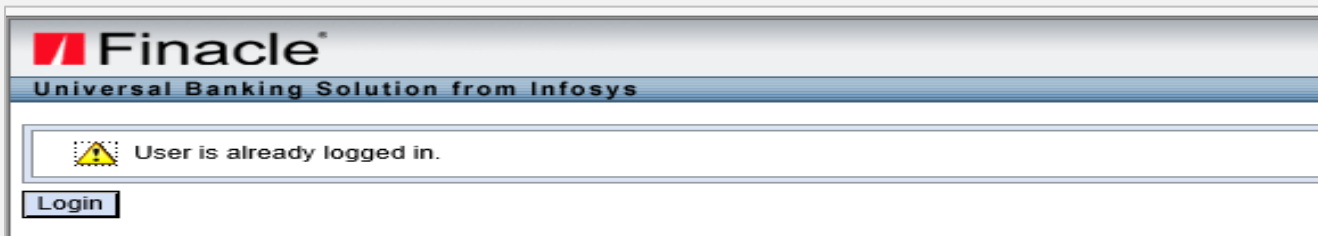
All About SSO Session Clean Up

Product: Finacle Single Sign On Version: 10.x

Once the user logs into Finacle, their credentials are validated through **SSO (Single Sign-On)** and user sessions audit info is stored in the **SSO_AUDIT** table. The audit table will store all user activity pertaining to LOGINS, LOGOUTS and even forced LOGOUTS also. For a given session, ideally there would be one entry for **LOGIN** and one entry for **LOGOUT** in the **SSO_AUDIT** table. When the user performs a normal LOGOUT in the **AUDIT_DATA** column, the same will be stored as **MODE=N**. While for a forced LOGOUT (example close IE browser without signing out of Finacle), the audit will be stored as **MODE=F**.

5	LOGIN	MAUDC1	07-JUL-21	10.47.77.177	ERROR_CODE=0&ERROR_MSG=SSO_OK_MSG
6	LOGOUT	MAUDC1	06-JUL-21	10.79.233.82	MODE=F
7	LOGIN	MAUDC1	06-JUL-21	10.79.233.82	ERROR_CODE=0&ERROR_MSG=SSO_OK_MSG
8	LOGOUT	MAUDC1	06-JUL-21	10.79.233.82	MODE=N

The **SSO_AUDIT** table data enables SSO to check whether a user session is active and will display the below popup when the user tries to login again on a different browser:



There is an **automatic session clean up** task which will clean up idle user sessions regularly, as per the clean-up interval set in the **SSOServerConfig.conf** file. If a user is idle for more than the maximum inactive time configured during SSO cleanup task, that user session will be cleared. If the user tries to login again, then they will be able to login without the error "User is already logged in". It is to be noted that in Audit table, there will be entry only for the LOGIN without any entry for LOGOUT when session is cleared by cleanup task. Refer the screenshot below where the Audit entry is only for LOGIN but no entry for LOGOUT.

	TO_CHAR(A.EVENT_TIME,'DD-MM-YYYYHH24:MI:SS')	EVENT_ID	LOGGED_IN_USER_ID	EVENT_TIME	CLIENT_MACHINE	AUDIT_DATA
1	29-06-2021 08:40:41	LOGIN	MAUDC1	29-JUN-21	10.79.106.197	ERROR_CODE=0&ERROR_MSG=SSO_OK_MSG
2	29-06-2021 07:39:08	LOGIN	MAUDC1	29-JUN-21	10.79.106.197	ERROR_CODE=0&ERROR_MSG=SSO_OK_MSG
3	29-06-2021 07:38:50	LOGIN	MAUDC1	29-JUN-21	10.79.106.197	ERROR_CODE=41&ERROR_MSG=ERROR_USER_ALREADY_LOGGED
4	29-06-2021 07:16:24	LOGIN	MAUDC1	29-JUN-21	10.79.106.197	ERROR_CODE=0&ERROR_MSG=SSO_OK_MSG
5	29-06-2021 06:54:49	LOGIN	MAUDC1	29-JUN-21	10.79.106.197	ERROR_CODE=0&ERROR_MSG=SSO_OK_MSG

Interval for SSO cleanup task should be configured in **SSOServerConfig.conf** found in the frontend path **/common/config/SSO**. The config file is encrypted and can only be decrypted with **Infosys internal Archie Maintenance Tool SSO Configuration Decryptor**.

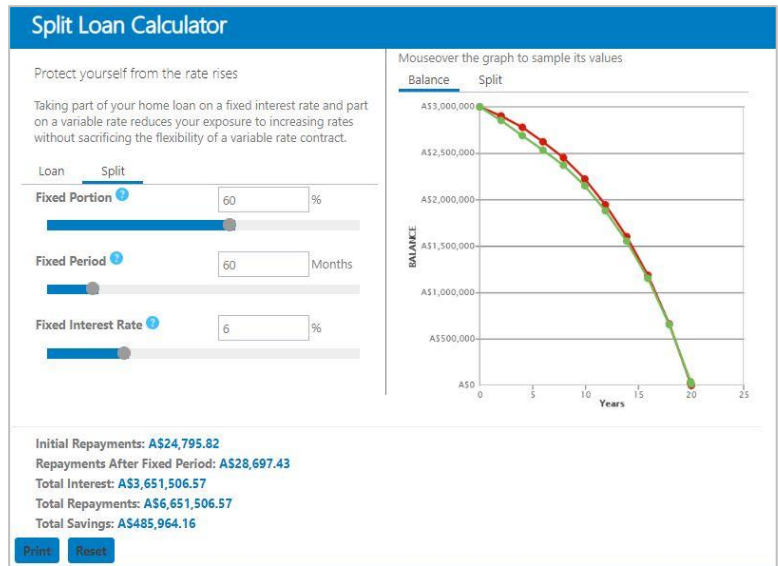
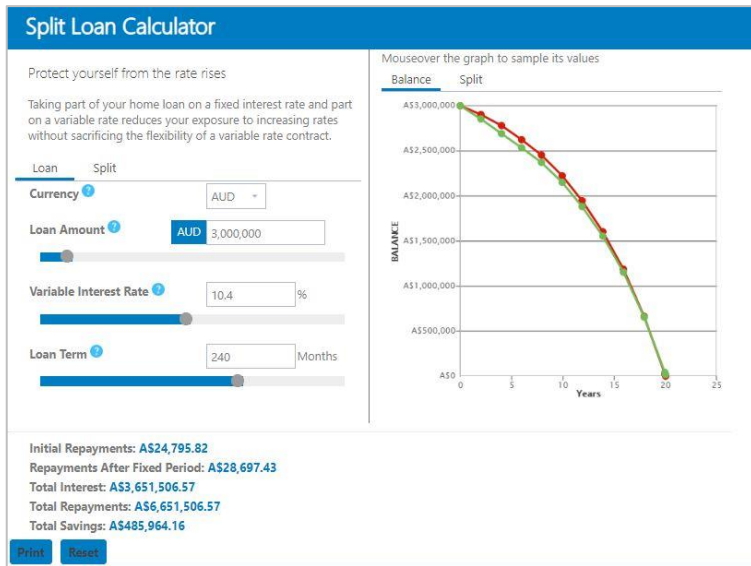
New Additions to Finacle Finanz Tools

Product: Finacle Finanz Tools

Finacle Finanz Tools comprises of 45+ simple-to-use financial calculators, simulators and modelers that precisely model how financial products work. Two new licensed tools have been added recently- the **Split Loan Calculator** and the **Spend Analyzer**.

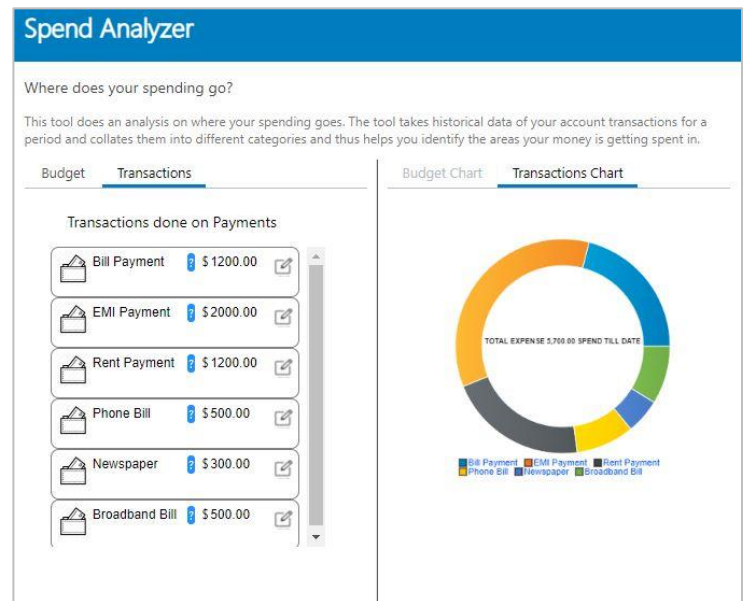
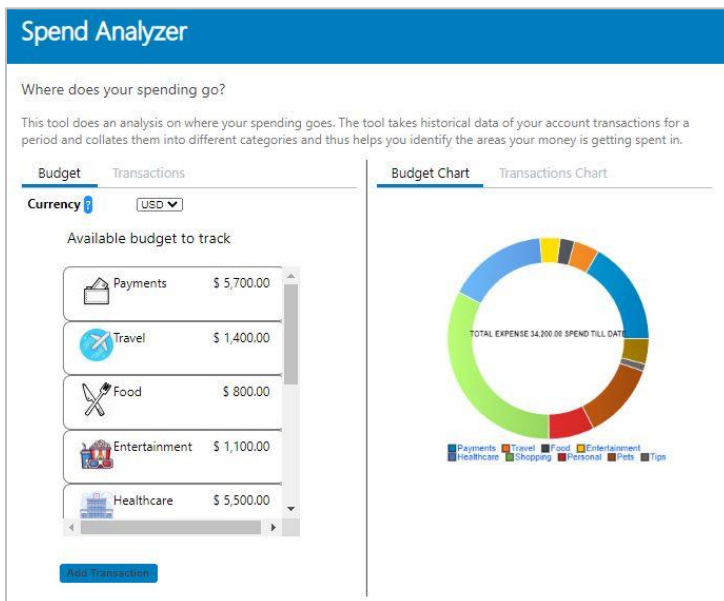
Split Loan Calculator

This tool works out a loan repayment and the total interest, total savings given the loan amount, variable interest rate, loan term. This is mainly used in the case where the user wants to pay a part of the loan using a fixed interest rate and the remaining using a variable interest rate.



Spend Analyzer

This tool analyses where the customer's spending goes. It takes the customer's account transactions and collates them into different categories, helping them identify the areas where the money is getting spent in.



Please write in to finaclesupport@edgeverve.com for any clarifications.

Webinar Announcement: Log Analysis in Finacle CRM

Finacle CRM Support team is hosting a webinar on **Log level analysis in CRM**. This session will give an insight on how to perform first level of analysis, validate the traces in logs and correlate errors with logs and traces. We will also walkthrough some issues and discuss over it along with the relevant logs and traces.

Please click [here](#) and send an email to reserve your slot at the webinar.

Date: Wednesday, September 22, 2021

Time: 3:00 PM to 4:00 PM IST

Webinar Announcement: Reports in FEBA

Finacle Online Banking Support team is hosting a webinar on **Reports in FEBA**. The session will give an insight to basics of Reports, how to create a new report in Report designer, Register, link and delink new reports. Commonly faced problems and solutions will also be discussed. You can also mention any specific areas related to Reports Module that you would like us to cover in the upcoming session.

Please click [here](#) and send an email to reserve your slot at the webinar.

Date: Thursday, September 23, 2021

Time: 3:00 PM to 4:00 PM IST

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