

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:

- **Env Parameters Available for ASYNC Balance Service for Office Accounts**
- **Security Best Practices in Finacle Online Banking**
- **Significance of GLOBAL_TRACE Variable and .usertraceon File**
- **Announcement: Launch of Finacle Support Center**

So let's start reading!



Env Parameters Available for ASYNC Balance Service for Office Accounts

Product: Finacle Core Banking Version: 10.2.11 onwards

In the previous edition, we had shared the brief details of ASYNC balance feature for office accounts. As mentioned earlier, the balance for ASYNC-enabled accounts can be updated at regular intervals through a service. In this edition, we take a look at the ENV parameters which can be fine-tuned to improve the efficiency of the service, as per the bank's requirements.

1. **AABAL_UPDATE_SET_ID** : Different **SET IDs** can be provided with separate service configured for each **SET ID**. This will help process accounts across Multiple SOLs simultaneously
2. **AABAL_UPDATE_SLEEP_TIME** : Default value is 600. If required, this can be reduced. The interval for every instance of repeated running of service can be changed accordingly, e.g., 5 minutes i.e. 300.
3. **AABAL_UPDATE_START_HOUR** : Default value is 15 (i.e. 1500 hrs or 3:00 p.m.). If required, it can be changed as required
4. **AABAL_UPDATE_END_HOUR** : Default value is 23 (i.e. 2300 hrs or 11:00 p.m). It can be set as required. If the **AABAL_UPDATE_START_HOUR** and **AABAL_UPDATE_END_HOUR** values are the same, the service will run for 24 hours.
5. **AABAL_24X7_STATUS** : This variable can be initiated as all possible values of the **DB_STAT_CODE** field in SOL table for a specific SOL, during which time **ASYNCH** balance service needs to be operational for that SOL. If we want the service to continue to run during any **SOL Level EODBOD** operation, then this variable can be exported to **IPMNB**.
6. **AABAL_NEW_MODEL (Version 10.2.17 onwards)** : This variable can be set to **Y**. If it is set as **Y**, then the service will select distinct SOL IDs from **TGAM** for processing the eligible records. Can be used where we don't have **ASYNCH** enabled accounts with volumes of pending records across many SOLs and it is concentrated only in few SOLs.

Security Best Practices in Finacle Online Banking

Product: Finacle Online Banking Version: 11.x onwards

With a rise in the volume of online transactions and banks engaging in more digital platforms, it is imperative that banks implement strong security measures. Few security recommendations for Finacle Online Banking which help banks review their process and take action if needed, are listed below.

1. **RM Users and Login details**
 - a. There should be separate RM/admin ID for each bank user



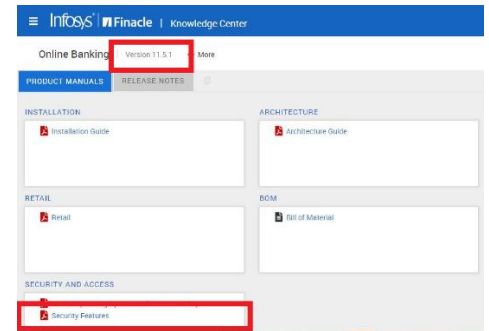
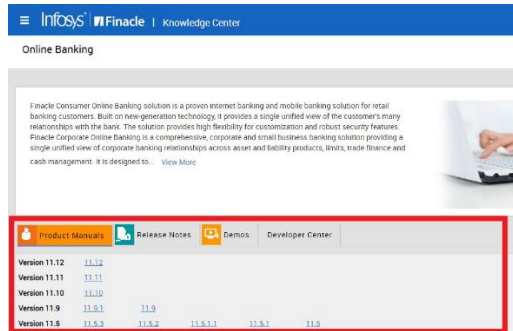
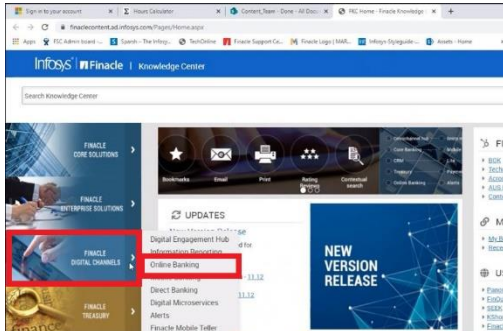
- b. Application access for these users should be restricted to the activities carried out by them
- c. Maker Checker/ workflow should be enabled for all critical activities
- d. Educate the team not to share their password with anyone including their colleagues
- e. Super user/admin access can be provided to one or two bank users
- f. Any generic admin/RM user IDs should be disabled
- g. It is advisable to reset the password at a particular interval

2. Access and other security recommendations for production DB

- a. Required access to the database should be there with authorized DB administrators
- b. Educate DB administrators not to share their password with anyone
- c. Read-only access can be provided to limited users who needs data for analysis
- d. Access to DB servers should be from the bank’s premises from a restricted area
- e. In case there is a need to access the DB from outside, then it should be limited to a single IP and the IP should be mapped to a single user
- f. Database should be inside a firewall and proper gateway should be provided to accept the request from the application or specific machines
- g. Advisable to change the database login credentials within a particular interval. This interval can be decided by Bank security team

- 3. Firewall should be enabled between internet and the bank’s application environment
- 4. IP restriction can be implemented at the firewall level
- 5. Security practices should be reviewed periodically by the bank’s internal security team

For more recommendations on application security, you can visit [Finacle Knowledge Center \(FKC\)](#). Scroll down to **Finacle Digital Channels** in the left panel in FKC, and click on **Online Banking**. Click on the version of Finacle Online Banking that you are using. Under the **Security and Access** section, click on the **Security and Licensing** document (under the **Product Manuals** section) for all the recommendations on application security eligible in your version of Finacle Online Banking.



Significance of GLOBAL_TRACE Variable and .usertraceon File

Product: Finacle Core Banking (Customization)

Script traces are usually disabled in the Production environment. However, for debugging purposes in UAT, script traces can be enabled using **GLOBAL_TRACE** variable in conjunction with the **.usertraceon** file. Given below are the steps to enable or disable the traces. The changes will be reflected once the services are restarted.

1. Place zero bytes **.usertraceon** file under **../cust/scripts** path
2. To enable trace file : Set **GLOBAL_TRACE=USER** in **commonenv.com**
3. To disable trace file : Set **GLOBAL_TRACE=OFF** in **commonenv.com**

Announcement: Launch of Finacle Support Center

We are proud to announce the release of the all-new [Finacle Support Center](#) - your one-stop destination for Finacle support. Here are the main features:

Knowledge Base

- TechOnline Resolutions
- Troubleshooting Documents
- Menu Lexicon
- FAQs

Finacle Webinars

Stay up-to-date with regular knowledge sessions

Finacle Support Connect

Archive of fortnightly newsletters

Finacle Learning Videos

Short micro-learning videos to help you learn on-the-go

Compatibility Checker

Check Finacle's compatibility with other technologies

Training and Certifications

Scale up your Finacle expertise with continuous learning

Take this opportunity to learn more about [Finacle Support Center](#) today. You can also get started by [watching this video](#). Log in using your TechOnline credentials. Watch out for the webinar announcement for a walkthrough of the Finacle Support Center shortly.

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