

# 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, we are introducing a new section for updates and communication related to the **Finacle Support Center**.

The following articles have been covered in this edition:

- **Handling DB\_RESOURCE\_BUSY Error at Connect-24**
- **Usage of Limits in Finacle Online Banking**
- **Self-help from Finacle Support Center**

So let's start reading!

### Handling DB\_RESOURCE\_BUSY Error at Connect-24

*Product: Connect 24 (applicable where CSIS is used)*

With **Central Stand-In Server (CSIS)** implemented, Connect-24 logs may show a **resource-busy error** during **SAF Replay** or **Transmit-Refresh** processes. The following is an example of such an error:

```
Thu Dec 1 23:38:50 2011, PID[1321]
```

```
Limo Current Version = [A1]: Process Id = [1321]: Executing App Id = [SISMONITOR]: Client App Id = [CLIEN]: Server App Id = [SISM]: Message Number = [000002]:
```

```
[/wd1/FIN76SB/standin/v1.4.2/projects/sismonitor/src/simso001.cxx,1106] SelupdNowait failed for DCSTSYS table [-22]
```

The error code: -19/-22 corresponds to: **DB\_RESOURCE\_BUSY**. This is observed when multiple **LISRVR** processes are trying to get a lock on the same record simultaneously. To avoid this scenario, the maximum number of instances (**MAX\_NUM\_INST**) that have been configured should be checked for the corresponding process.

The **MAX\_NUM\_INST** parameter should be reduced to ensure that multiple processes do not get a lock on the same record simultaneously. For **SAF Replay**, this change would need to be done in the **SIS MON** section of the **CSIS** configuration file. For **Transmit-Refresh**, this would need to be done in the **Transmit & Refresh** Configuration files.

When the number of records to be refreshed or replayed are less compared to the number of **LISRVR** processes, due to which multiple processes will attempt to get a lock on the same record at the same time.

When the number corresponding to the **MAX\_NUM\_INST** parameter is reduced, the number of **LISRVR** processes will become relative to the number of records that are to be refreshed or replayed and therefore, the **DB\_RESOURCE\_BUSY** error would not be faced.

### Usage of Limits in Finacle Online Banking

*Product: Finacle Online Banking Version: 11.x onwards*

Limits is a constraint or limitation that is validated against a financial transaction performed by a user. We may define limits as follows:

- An amount range within which a transaction can be done
- Number of transactions performed over a particular duration of time
- Cumulative amount transacted over a particular duration of time



**Classification of Limits:**

- **Non-Consumable Limits (Entry and Approval Limits):** Minimum and maximum amount limit that can be initiated in a single transaction
- **Consumable Limits (Transaction Limits):** Consolidated amount that users can transact in a particular period of time

**Non-consumable Limit Mapping:**

The bank can define the limit for the scheme code via the below navigation for a corresponding transaction type, limit type ( **Entry Limit** or **Approval Limit** ), minimum amount, maximum amount, and channel type, so that the corresponding **scheme code will get inserted into the CLMT table**.

Map the same scheme code to the user under range limit scheme (**CUSR.RANGE\_LIMIT\_SCHEME**).

**Navigation:** Admin app > Channel Administration > Channel Rule Maintenance > Entry and Approval Limit Scheme > OK > Create New

**Tables involved:**

- **CLMT(CORP\_LIMIT\_TABLE):** Contains configurations for all the entry and approval limits of all the range limit schemes
- **COCD: CODE\_TYPE='RLS'** gives a list of available range schemes
- **CUSR.RANGE\_LIMIT\_SCHEME:** This scheme code is mapped to the user for both entry and approval limits, which is mandatory for all financial transaction types

**Consumable Limit Mapping:**

Bank can define limits for the scheme code via the below navigation for the corresponding effective transaction type (group of transaction types that are defined in TXMP), limit type (**Daily/Weekly/Monthly/Yearly Limit**), **Limit Start Date**, **Limit End Date** and **Channel Type** so that the **scheme code will get inserted into the LMUL table**.

Map the same scheme code to the user limit scheme (**CUSR.LIMIT\_SCHEME**). With consumable limits, when a transaction is initiated, application will consume the limit on **LSCT** and keep the history on **LMHS** table.

**Navigation:** Admin app > Channel administration > Channel Rule Maintenance > Transaction Limit Scheme > OK > Create New

**Tables Involved:**

- **LMUL - LIMIT\_USER\_LINK\_TABLE:** It contains limit configurations against effective transaction type, scheme code and channel ID
- **TXMP - TRANSACTION\_MAPPING\_TABLE:** It contains mapping between Effective transaction type and transaction types
- **LHMS - LIMIT\_HISTORY\_TABLE:** It contains the history of the consumptions for each transaction
- **LSCT - LIMIT\_CONSUMPTION\_TABLE:** It contain the details of the consumed Limits daily/weekly/monthly/yearly for that user
- **CUSR.LIMIT\_SCHEME:** This scheme code is related to the transaction limits that user can do in a day/week/month/year
- **COCD: CODE\_TYPE='LSH'** will gives list of available Limits schemes

**Finacle Support's Self-Help Portal is here!**

Imagine a scenario where you get an **instant resolution to a support issue**. That's right! **Nobody in your team raises a TOL ticket**, no one gets on calls or spends time exchanging emails, and before you know it, the issue becomes history! Well, you don't need to imagine reality.

Meet [Finacle Support Center](#), a smart search engine built to help provide resolutions in a jiffy! All you need to do is key in your query and voila! The portal's search bots take care of the rest by **scanning through a vast repository of over 30,000 Finacle resources** to quickly present the right solution.

**Steps to Access FSC**

- In case you are not registered on TechOnline, contact your Infosys Support Manager for further assistance
- If you have forgotten your password, create a new one by visiting the [TechOnline portal](#)

For any other access related query, write to [FinacleSupport@edgeverve.com](mailto:FinacleSupport@edgeverve.com)

**Webinar Announcement: FSC Walkthrough**

Explore the wide options of self-help available on Finacle Support Center. Register for the walkthrough now!

**Date: December 15, 2021**

**Time: 4 PM to 5 PM IST**

**[Register now](#)**

**Do you have the most useful Finacle URLs handy?** Bookmark these Finacle links:

- **Finacle Support Center:** <https://support.finacle.com/>
- **Finacle Knowledge Center:** <https://content.finacle.com>
- **TechOnline:** <https://interface.infosys.com/TechonlineV2/base/globallogin>

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](mailto:finaclesupport@edgeverve.com)