FINACLE SUPPORT CONNECT
Knowledge Series
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WE WISH YOU A
2022
#HAPPYNEWYEAR

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:

- **Enhancement for Denoting Blocking Jobs Failure in EODBOD**
- **Payee or Biller Format During Standard Payee Maintenance**
- **Resolve Your Finacle Queries Today!**
- **What's New in FSC?**

So let's start reading!

Enhancement for Denoting Blocking Jobs Failure in EOD BOD

Product: Finacle Core Banking Version: 10.2.17 onwards

In a normal scenario, during **EOD BOD** in **24x7 framework in 10.x version**, when the **HSCOLD** menu is invoked, the columns **db_stat_code** and **sol_cls_flg** get updated to **Y** in the **SOL** table. Subsequently, the jobs scheduled for the job group corresponding to **HSCOLD** menu, tagged with the job event ID **SCOLD** (**JEM** table) are executed by the system.

If there are any blocking jobs scheduled in **HSCOLD** as part of this job group, and if there is a failure of any of these blocking jobs, then the user can re-run the menu option **HSCOLD** with the checkbox **Run Post SCOLD Jobs** ticked for re-executing the blocking jobs after the necessary correction.

To find out if any blocking job has failed, the user can refer to **HBJMON** menu to check the status of the jobs corresponding to the job group. The status of the **SOL BOD** however will reflect as completed in **HSSI** menu, as flags **db_stat_code** and **sol_cls_flg** in the **SOL** table are already updated to **Y**.

To prevent the automatic update of the flags **db_stat_code** and **sol_cls_flg** in the **SOL** table to **Y** prior to completion of blocking batch jobs, the env parameter called **INC_BATCH_JOBS_IN_COLD_STAT_CHANGE** can be set to **Y**.

Similarly, in a normal scenario in the **HBKOLD** menu at the bank level, the columns **dc_stat_code** and **dc_cls_flg** in the **GCT** table will get updated to **Y**. After that the jobs scheduled for job group corresponding to **HBKOLD** menu, tagged with the job event ID **DCOLD** (**JEM** table) are executed by the system.

To prevent the automatic update of the flags **dc_stat_code** and **dc_cls_flg** in **GCT** table to **Y** prior to completion of blocking batch jobs, we can set the env parameter **INC_BATCH_JOBS_IN_COLD_STAT_CHANGE** to **Y**.

Payee or Biller Format During Standard Payee Maintenance

Product: Finacle Online Banking Version: 11.x onwards

The bank admin can add the **Standard Payees** or **Billers** through **Admin** application for the ease of retail and corporate users. Once the biller is added by the admin, the end user can register respective Billers or Payees from Internet Banking to make bill payments. The **Payee Format** field is used to assign consumer codes which are unique for the respective payee.

The bank admin will be able to configure **Standard Payees** as per following navigation flow.

Transaction Administration - > **Bill Payment** -> **Standard Payee** -> **Create New**

Both the screenshots are from the same screen. The bank admin needs to ensure that the **Option: Standard Payee** is selected for the biller creation, as shown above.

Few examples of Payee format are as follows:

1. **Distributor|D|BCDM|ABCD|M**
2. **Label Name|T|10|ALL|M**

The Payee format has 5 fields:

i. The first parameter is the field name displayed to the end user. **Distributor** and **Label Name** are the field names displayed to the end user
ii. The second parameter decides how the field should be displayed. The options are **Text Box** (value will be **T**) or **Dropdown** (value will be **D**)
iii. Third and fourth parameter

- In case the second parameter is **D**, then please refer to example 1 above
  The third parameter is the table name e.g. **BCDM** and the fourth parameter is the **Biller Code Type** e.g. **ABCD**
  The system will verify the entry of the **Biller Code Type** in the table **BCDM,** and if the entry is available them it will fetch the list of biller codes from the table **BCDD** and display it in the dropdown to the end user.
- In case the second parameter is **T,** then please refer to example 2 above
  The third parameter is the size of the **TextBox** and the fourth parameter defines the **Field Type** of the **TestBox**. The value can be **ALL** (anything), **N** (numeric), or **ALPHA** (alphanumeric).

- The last field specifies where the field is **Optional** (value **O**) or **Mandatory** (value **M**)

Resolve Your Finacle Queries Today!

Do Finacle functional and technical issues haunt you? Are resolutions to Finacle issues a tedious and long process? Not anymore! A self-help portal is here to your rescue. Login to the **Finacle Support Center (FSC)** using your TechOnline credentials and you will enter a world of quick help. Use the smart search using a sharp set of keywords related to the Finacle issue. FSC search results offer you the best resolutions related to your keywords from a massive repository of **over 50k knowledge bytes**. Be it repurposed issues and resolutions of the past or detailed troubleshooting documents, you are sure to find an answer to your issue. You can also search by entering a Finacle error message or learn Finacle concepts using Finacle microlearning videos. All this with just one click!

Did not find the right resolution? Go ahead and raise a ticket on TechOnline and our support teams will help you resolve it.

What's New in FSC?

The Finacle Support team has organized customer webinars to help surmount critical issues related to Finacle products and functionalities. In case you missed attending it, you can now access the recordings in the **Finacle Webinars** section!

There are 18 webinars in all. The topics covered are **SWIFT 2020**-related changes, **FSC Walkthrough, Connect-24**, and **TechOnline Demo** among others.

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

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