



Finacle Support brings you this fortnightly knowledge bulletin to augment your problem-solving capability. 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:

- **RTL (Right to Left) Reports in Online Banking**
- **Transmit-Refresh Case of Serial Number Exhaustion**
- **Troubleshooting Documents on FSC**
- **What's New in FSC?**
- **FSC Webinar Coming Soon!**

So, let's start reading!

RTL (Right to Left) Reports in Online Banking

Product: Finacle Online Banking Version: 11.2.x

RTL (Right to Left) report is a flat file of formatted data generated from the Online Banking application. For **RTL** languages like Hebrew and Arabic, the data in the report needs to be displayed such that the line should start right-aligned and end on the left side. For this purpose, RTL report functionality is used.

Features of the RTL report are:

- Data will be right-aligned
- Titles will be right-aligned
- Columns of the table are oriented from right to left

Both **RTL** and **LTR** (Left to Right) jrxmls are generated by **UIGEN** tool for each screen. When a user tries to download the report, based on user locale either **LTR** or **RTL** jrxml will be picked. At runtime, Jasper object for **LTR** report is updated for generating **RTL** report.

The below configurations are required for generating RTL reports:

- **staticVariables.properties** file needs to be present in the working directory/data/jrxml folder
- **RTL_Reports_FLAG** needs to be updated as **Y** in **staticVariables.properties**
- Arial.ttf font file needs to be present in the working directory/data folder
- **RTL_LANG=<Lang_Name>** is to be configured in the working directory/data folder → **Reports.properties** file
For ex: **RTL_LANG = ARABIC**

The application needs to be restarted after making the above changes.

Transmit-Refresh Case of Serial Number Exhaustion

Product: Connect 24 Version: 10.x

In certain cases, the number of records to be refreshed for a particular account during the Transmit-Refresh process can reach the maximum permissible limit of 999 records. Typically, this will be an office account having the **PBF_DOWNLOAD_FLG** as 'T' in the **GAM** table.

However, if the **PBF_DOWNLOAD_FLG** for these accounts is modified to 'N' or 'Y', no records for this account would get inserted into the **GUP** table, and consequently, the transaction records wouldn't get refreshed to **CSIS**.

For office accounts that are involved in settlements, there is no necessity to have the transaction details for the accounts to be refreshed to **CSIS**. A balance refresh alone will do. For this, the **PBF_DOWNLOAD_FLG** can be set to 'Y' or 'N' for the corresponding office accounts, thereby ensuring that the maximum serial number reached wouldn't reach the **GUP** table.



Troubleshooting Documents on FSC

Core Dump Analysis

Core is usually thrown by the Finacle application when there is an unhandled error condition or memory corruption. Core dump may be generated in the user directory

`<FinacleAppInstalledPath>/cdci_log/<user_id>`

or SYSTEM or CDCI folders or service folders based on the process/child process that has caused the error...

To learn more on how to solve this problem, read the in-depth troubleshooting document available on [Finacle Support Center](#).

What's New in FSC?

740+ incident resolutions have been added to FSC. Log in today to check out these artifacts!

FSC Webinar Coming Soon!

Witness the power of the Finacle Support Center! Rely on self-help as the first step to troubleshooting your day-to-day issues. The 3rd edition of the FSC webinar is coming soon to tell you how!

Watch this space for more details.

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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