



KNOWLEDGE SERIES

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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:

- **Disaster Recovery (DR) Few Best Practices**
- **Improving Response Time in C24 Transaction Requests**
- **Support Connect Newsletter Archive**
- **Great Artefact Repository in Finacle Support Center**

So, let's start reading!

Disaster Recovery (DR) - Few Best Practices

Product: Finacle Core Banking Version: 10.x and 11.x

Disaster Recovery (DR) activity is a standard procedure for banks to ensure the continuity of business services and is an important step to resolve unexpected production outages. During the switchover to DR server, the functioning of online batches and application are moved from production to a DR server.

In this article, we discuss a few best practices to be followed when banks switchover from production environment to DR.

- Ensure that Production and DR server configuration files are in sync for all services. Configuration files (.cfg files) of all services should be cross verified to ensure proper IP address, port number, path etc. are mapped specific to the DR server
- Infra team has to verify the connection to DR servers and confirm it is working fine by pinging the DR Servers, take ssh login etc.
- Ensure that product patches in DR are in sync with production
- All the custom scripts/ com files/ patches/ DB procedures etc in DR should be in sync with production
- Ensure that all application setup parameters, including commonenv, customenv, bank level parameters etc. are in sync with production
- For time-based batch jobs, Dispatcher and Binagent services should be up and running. Whenever the bank moves to the DR server, **allocatedMachineId** in "allocateMachineIdForJob.scr" should be pointing to the proper machine ID for time based jobs to be executed successfully
- While conducting DR drill for the first time, ensure successful mock testing of DR environment is carried out and all services are coming up properly, including proper interface connectivity with the surrounding system
- Ensure the hardware capacity and network bandwidth of DR server is configured to cater the production load

Improving Response Time in Connect 24 Transaction Requests

Module: Connect 24 Version: 10.2.18 onwards

For Asynch Balance Update Enabled (**asynch_bal_upd_flg** in **GAM** is **Y**) Office Account (Contra Accounts) transactions, the balance is not required to be fetched in the response.

For transactions posted on such accounts, system will be sending balance as all 0's.

In case of office accounts this feature will avoid **TGAM** and **GAM** table select for balance population. This will improve the performance of the Connect 24 transaction. This feature can be enabled by setting the environment variable **CDCI_ASYNCH_OFFICEACCT_BAL_RQD** to **N**.

Support Connect Newsletter Archive!

Have you missed any editions of the Support Connect newsletter? The Finacle Support Center is glad to present the Support Connect newsletter archive. Here you can refer to any of the earlier editions, starting from the very first edition published in April 2020. Every newsletter has been categorized by month and year of publishing.

[Click here](#) and start exploring today!

Would you like a particular topic to be discussed in the Support Connect newsletter? Write to us and let us know.

Great Artefact Repository in Finacle Support Center!

Here is the detailed count of artefacts available in Finacle Support Center.

Description	No of Artefacts
TechOnline	42,769
Trouble Shooting Documents	308
Frequently asked questions (FAQs)	7376
Brief Menu Descriptions	3470
Microlearning videos	68
Webinars	34
PSP Release Notes	41
Total	54,066

[Click here](#) to visit FSC and view the artefacts.



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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