



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:

- **Performance Tuning Approach for NEFT Inward Message Processing – Part 2**
- **Dedup or De-duplication**
- **Troubleshoot Queries with Finacle Support Center!**

So, let's start reading!

Performance Tuning Approach for NEFT Inward Message Processing – Part 2

Product: Finacle Core Banking Version: 10.2.x

"This is a continuation from the article published in Edition 91 [here](#)"

During NEFT inward message processing, the Finacle Core application may encounter performance issues while picking the records from the **SMH** table and subsequent transaction processing. The below approaches can be used to improve the performance:

- Make the settlement account **AYSNC** enabled, so that there is no locking on the settlement account during transaction processing
- Configuring multiple NEFT Inward services

Approach 1: Environment variable set in each configuration file in the app server as

```
APP_VALUE =1;  
export APP_VALUE
```

Now based on **APP_VALUE**, an odd number of records can be picked by Service 1 and an even number of records can be picked by Service 2 or it can be configured to 10 services based on the last digit of the **SMH.sw_srl_num** to be processed. The logic can be built in the script **PaysysFormQuery.scr**

Approach 2: Environment variable set in each configuration file in the app server as

```
APP_VALUE =1;  
export APP_VALUE
```

Bank can segregate the messages based on the request types in a custom repository like **NEFT.PROCESS.MT_NO**.

```
NEFT.PROCESS.MT_NO1 = ``N02',`N03``  
NEFT.PROCESS.MT_NO2 = ``N09',`N07``
```

The logic can be built in the script **PaysysFormQuery.scr**

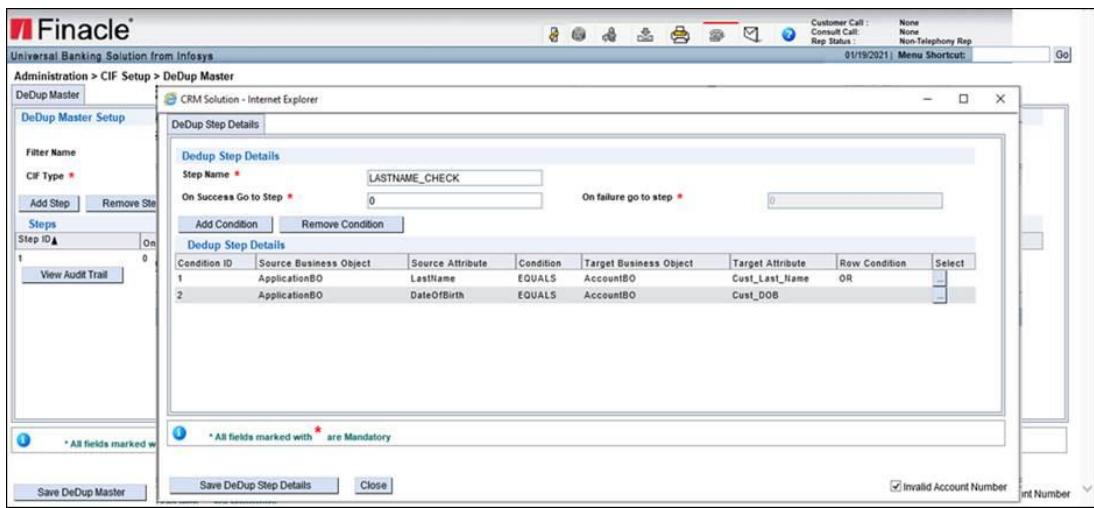
Note: Each service must be configured in a way that UNIQUE messages are picked up by the services, avoiding duplication.

Dedup or De-duplication

Product: Finacle CRM Version: 10.x

While creating a customer, a bank may run the de-duplication check to find whether any similar entry for another customer already exists or not.

Based on the results, the bank can reject or approve the customer creation.



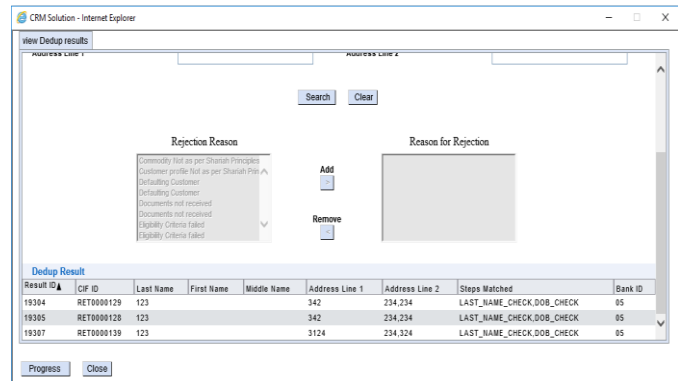
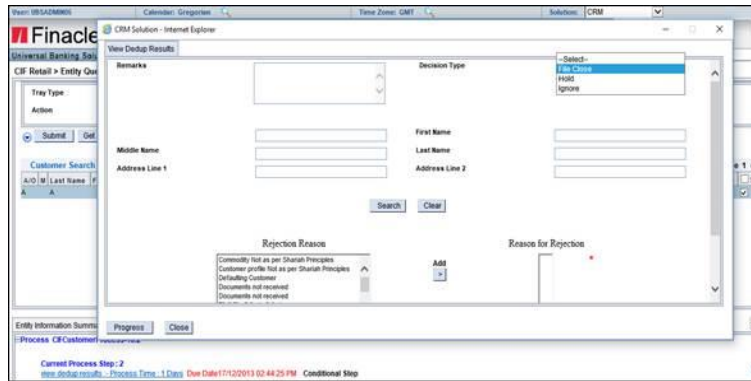
Customer created from CRM Application:

Step 1 - Dedup Check

- It is an Online or Automated process step
- It checks for duplicate CIF entities with similar details and is executed based on the criteria set in **Administration > CIF Setup > Dedup Master**
- The configuration can be based on specific criteria, for example: Date of birth, last name, first name, identification number, etc
- If a matching record is found then the process will go to the view Dedup results step, else it will go to the next step configured in the process

Step 2 - View Dedup Results

- View Dedup results screen will list the customers matched in the Dedup check step as per the **Administration > CIF Setup > Dedup Master** setup configuration
- This is a manual step, and the user needs to decide by selecting one of the three reasons - File Close, Ignore and Hold.



Customer created Using API:

For customers created using FI APIs, the dedup check can be configured in the below 2 methods:

- Instead of using the Auto Approval Process, use a process having the dedup step configured. But this will require manual intervention by the user to take action if a duplicate customer is found
- Before creating CIF, use DeduplicationInq API to check for duplicate customers. After validating the results, the decision can be taken for CIF creation



Troubleshoot Queries with Finacle Support Center!
How to capture more than one operative account for automatic recovery of loan due amount from customers?

Module: Finacle Core Banking Version: 10.02.18

While opening loan account, under Loan details tab -> Repay method -> "M" – Multi source Repayment wherein the party can give different sources for repayment.

[Click here](#) to read the full Troubleshooting document on FSC!

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

- **Finacle Support Center:** <https://support.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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