

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

April | EDITION 121



Welcome to the Finacle Global Support fortnightly knowledge bulletin! We're here to offer solutions for common challenges, share valuable tips, provide knowledge bytes, and keep you updated. Each edition is meticulously curated to ensure we share best practices and known resolutions. In this issue, you'll find the following articles:

- **Certificate Revocation Check**
- **Deletion Issue of REPT Table Records**

So, let's start reading!

Certificate Revocation Check

Product: Finacle Core | Version: 10.x

In the Finacle Core Banking application, client-side JAR files (referred to as client JARs) are downloaded to the user's browser and executed within the **Java Runtime Environment (JRE)** during operations. The certificates associated with these **JARs** are digitally signed by trusted **Certificate Authority (CA)** such as **Sectigo, Verisign, and DigiCert**.

When the application is accessed, the Java applet calls an **Online Certificate Status Protocol (OCSP)** responder, typically provided by the Certificate Authority. The **OCSP** responder verifies whether the certificate is revoked.

Delay in Login Page Load

In certain network configurations, such as when the bank's internal network blocks internet access or the application is accessed via a restricted firewall, the applet may face delays while waiting for a response from the **OCSP** responder. This can lead to noticeable slowness on the login page as the applet attempts to validate the certificate status within the given timeout period.

Recommended Solutions

To mitigate the slowness caused by the **OCSP** responder checks, we suggest the following solutions:

- Whitelisting the **OCSP** Responder

Certificates are signed by trusted CAs, and the revocation check is a critical security measure to prevent the use of compromised certificates. By whitelisting the OCSP responder, the firewall will allow the certificate revocation check to occur without interference, ensuring immediate responses when the application is accessed over VPN or intranet.

- Disabling the Revocation Check (Intranet-only Access)

If the application is accessed in an environment where there is no internet access (e.g., through a secure intranet), you can disable the certificate revocation check to avoid unnecessary delays. To do this, disable the "**Perform signed code certificate revocation checks on**" option within the Java security settings (recommended to only use this option if the application is strictly accessed within a trusted network).

Deletion Issue of REPT Table Records

Product: Finacle Alerts | Version: 10.5.02

It has been observed that during the execution of **Publish Daemon**, **REPT**, and **REPT_S** records are not deleted from Host or FAS database. As per product flow, post insertion of records in **PUDT** or **PDET**, the records must get deleted from **REPT** and **REPT_S**. In a few cases, the **REPT/REPT_S** table records are not deleted which leads to issues like records piled up in **REPT** and **REPT_S** or resending the old alerts to customers for the second time on daemon restart.

Various reasons for REPT records not getting deleted:

1. The column length for the **EVT_GEN_ID** column in the **HOST DB REPT** table doesn't match with column length for **EVT_GEN_ID** of 40 in the **FAS DB**
2. The value of **EVT_GEN_ID** at **HOST DB** is duplicate or not unique. The values are generated through script files available at **HOST DB**
3. The value of **EVT_GEN_ID** at host **DB** has lowercase alphabets. The **EVT_GEN_IDs** are generated through script files available at **HOST DB**

Resolution:

1. To resolve the **EVT_GEN_ID** length mismatch issue, a patch has been provided at the **FAS** end (**PATCH_ID 5780**). The patch includes a **DB** script for **ALERTUSER.ALCT** table, where a new record for **Module_Id** (**HOST_TBL**) and **Config_Key** (**10501_COMPLIANCE**) combination has been added to identify if the data is compliant to **FAS 10.5.02**, where **EVT_GEN_ID** is of **40** characters or with **FAS 10.5.01**, where **EVT_GEN_ID** is of **36** characters. The value must be set to 'Y' in the **ALCT** table if the length of the **EVT_GEN_ID** column of the **REPT** table in **HOST DB** is **36**(as per **FAS 10.5.01**). Post deployment of the patch, in case **10501_Compliance** is set to **Y** in the **ALCT** table, application will consider the length of **EVT_GEN_ID** of **REPT/REPT_S** in Publish Daemon to 36 characters and accordingly fetch and delete the data from the HOST REPT table thus resolving the **com.infosys.fas.data.EventInformationVO cannot be cast to com.infosys.fas.data.PublishDataVO** error.
2. In case a duplicate **EVT_GEN_ID** is generated while inserting the record into **PDET** or **PUDT** if the earlier **EVT_GEN_ID** already exists and is not cleared, it leads to **B00000001:The record already exists error**. Hence, the script files available in the host environment should be corrected to generate the unique **EVT_GEN_ID** value with the timestamp
3. In case lower case letters are present for the **EVT_GEN_ID** column of the **Host REPT** table, the publish daemon will convert the **EVT_GEN_ID** to uppercase letters and insert it into the **PUDT** table and during deletion, the search for **EVT_GEN_ID** in **REPT** is done with uppercase letters. Since **Oracle/ MySQL** is case sensitive, the search query with a capital letter will not match and it will throw **com.infosys.fas.common.exception.FASNonBusinessException: S00000007: The record does not exist** error which is captured in publish daemons **logerror.out** file. Make sure, the alert insertion script at the **HOST** environment inserts the **EVT_GEN_ID** column with upper case letters and numeric values

The revamped portal is now accessible through the following URLs. Bookmark them for easy access:

- **Customer Access and Login:** <https://support.finacle.com>
- **Finacle Knowledge Center** - <https://docs.finacle.com/en/signin>

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finaclesupport@edgeverve.com

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