SUPPORT CONNECT
KNOWLEDGE SERIES
Augment Your Problem-solving Capability

MAY | EDITION 123

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:

- **Channel Preferential Charges**
- **Handling Error 404 in WebSphere Application Server**
- **FSC Version Upgrade Completed Successfully**

So, let's start reading!

Channel Preferential Charges
Product: Finacle Core | Version: 10.x and 11.x

Finacle offers a feature to define channel-based preferential charges for customers. This feature can be enabled by setting the below parameters at the bank level — such as **MBLD** (11.x) or **HSCFM** (10.x).

- **Channel Preferential:** Enables preferential charging for selected events and charges/ fees based on the channel ID
- **Channel Preferential Priority:** When both channel preferential and customer-level discounting – MCLLC (11.x) and HCLCM (10.x) - are active, this parameter determines which takes precedence — channel preferential is prioritized if enabled, followed by customer-level discounts

Channel Transaction Charge Setup

The preferential percentage can be configured in the ACTCS (11.x) or HCTG (10.x) menus for the combinations of charge event type and event ID. Users can configure with specific date ranges. Modifications to the existing records require the creation of a new version.

11.x Menu: **ACTCS**

10.x Menu: HCTG

<u>**Key Configuration**</u>

- **Charge Event Type**: Event type defined in **ACSS** for 11.x and **HPTTM** for 10.x.

- **Charge Event ID**: Event ID mapped at the scheme level or parameter level. For example: **MPSSPS** (11.x) for Payments.

- **Channel ID**: Channel ID for charge preferential. If null, then charge setup applies to branch transactions.

- **Charge Pcnt.**: Preferential Percentage applies during charge calculation.

- **No. of Free Transactions:** Indicates the number of free transactions applicable to the customer. This is triggered via a batch process to refund the collected charges - **BHRC** (11.x) and **HCRP** (10.x).

- **Frequency:** Sets the frequency of charge reversals for free transaction limits.

Based on the setup defined above, the system applies channel-based preferential charging during applicable charge collection events.

Handling Error 404 in WebSphere Application Server
Product: Finacle Online Banking | Version: 11.0.x,11.2.x,11.5.x

When any invalid or wrong data is appended to retail/ corporate Online Banking application URL (e.g. – https://testxxxxx.com/corp/scripts/test.js), the application displays "**Error 404: java.io.FileNotFoundException**". This could expose the internal file structure and the server's usage of Java technology.

To prevent the above error message and display more user-friendly content not revealing much information about the application, the following steps should be followed with an appropriate error message as per the bank's preference.

1. Create an HTML page (e.g. **error404.html**) with an appropriate error message that the bank would like to display for 404 errors
2. This HTML file should be deployed in the online banking application server **WAS-PROFILE** parallel to the **WEB-INF** directory
3. In case of cluster setup, deploy the HTML file first under the **DMGR** path and then under the **WAS-PROFILE** path
   a. <DMGR-PROFILE-HOME>\installedApps\<*Cell-name*>\FEBAApp.ear.ear\FEBAWeb.war\error404.html
   b. <WAS-PROFILE-HOME>\installedApps\<*Cell-name*>\FEBAApp.ear.ear\FEBAWeb.war\error404.html
4. Additionally, in case of cluster setup both the **web.xml** and **web_merged.xml** files should be updated under **DMGR-PROFILE** and **WAS-PROFILE** paths, as applicable
   a. <DMGR-PROFILE-HOME>\config\cells\<*Cell-name*>\applications\FEBAApp.ear.ear\deployments\FEBAApp.ear\FEBAWeb.war\WEB-INF\web.xml
   b. <WAS-PROFILE-HOME>\config\cells\<*Cell-name*>\applications\FEBAApp.ear.ear\deployments\FEBAApp.ear\FEBAWeb.war\WEB-INF\web.xml
   c. <DMGR-PROFILE-HOME>\installedApps\<*Cell-name*>\FEBAApp.ear.ear\FEBAWeb.war\WEB-INF\web_merged.xml
   d. <WAS-PROFILE-HOME>\installedApps\<*Cell-name*>\FEBAApp.ear.ear\FEBAWeb.war\WEB-INF\web_merged.xml
5. The error HTML should be configured in **web.xml** and **web_merged.xml** as below:

   <error-page>

       <error-code>404</error-code>

       <location>/error404.html</location>

   </error-page>
6. Restart of WAS and DMGR profiles are required for changes to take effect.

Note: The size of the created error404.html should be more than **512 bytes**.

FSC Version Upgrade Successful!

We are pleased to announce the successful completion of **zero downtime upgrade** of the **Finacle Support Center portal to version 25.1.02**. This essential update delivers significant **enhancements, improved performance, and critical security patches**, along with several new features.

Key new features include:

❖ **Enhanced Collaboration:** Users can now add additional collaborators, removing previous restrictions
❖ **Expanded Fulfillment Details:** More comprehensive details can now be configured, offering greater flexibility

Note:

- Communication regarding this has already been shared with all clients and partners. **For more information, kindly reach out to your SPOCs**
- Visit the FSC portal here: https://support.finacle.com
- Link to FKC portal: https://docs.finacle.com/en/signin

What would like to learn about?

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