SUPPORT CONNECT KNOWLEDGE SERIES
Augment Your Problem-solving Capability

AUGUST | EDITION 128

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:

- **Connect 24 Log - Disabling Sensitive Fields**
- **USER_EXPIRY_PERIOD PROPERTY in PRPM**

So, let's start reading!

Connect 24 Log - Disabling Sensitive Fields
Product: Finacle Connect24 | Version: 10.2.18 onwards

*Following the features shared in earlier editions — **Card number masking** (Edition 13) and **Disabling ISO messages in logs** (Edition 110) - this article explains how to disable printing specific fields in **CBC** logs.*

Finacle provides flexibility to mask sensitive fields such as **FIELD002** (PAN) or **FIELD034** (Extended PAN) while printing in the **CBC** log file. If bank is using any sensitive data in other fields and prefers not to include them in the **CBC** logs, then the below parameter provides the capability which will avoid printing in the **CBC** logs.

Setup and Configurations:

export **SKIP_FIELDS_FROM_DUMP**= <<Field number>>

Note: **FIELD002** or **FIELD034** are already masked by default and therefore it cannot be skipped

Example:

export **SKIP_FIELDS_FROM_DUMP**=17,35,52

This configuration will prevent the logging of **FIELD017** (Capture Date), **FIELD035** (Track II Data), and **FIELD052** (Encrypted PIN) in the **CBC** logs. The solution is scalable, allowing any number of fields to be specified for exclusion as needed.

USER_EXPIRY_PERIOD PROPERTY in PRPM
Product: Finacle Online Banking and DEH Versions: 11.x onwards

USER_EXPIRY_PERIOD in **PRPM** parameter value will be validated during the user login to check if the user has performed any activity in the **FEBA** application, within the configured period as set for the mentioned parameter. If the user has not performed any activity within the **USER_EXPIRY_PERIOD** then the user ID will be disabled, and he/ she will get the message mentioning "**User ID Expired**".

If the user ID was disabled as per the defined value for this parameter, then the admin user shall follow the below steps to re-activate the user ID.

Steps to activate the disabled user in Admin application:

- **Retail User Navigation** - Go to the User Maintenance menu under Retail Customer Entitlements
- **Corporate User Navigation** - Go to the User Maintenance menu under the Corporate Customer Entitlements
- Select the user to be enabled in the **User Maintenance List** and click the **Enable**/ **Disable** User button.
- In the Enable/Disable USER screen, set both **Login Allowed** to Yes and **Transaction Allowed** to Yes and click the **Submit** button.

The revamped Finacle Support Center is now accessible through these URLs. Bookmark them for easy access and login!

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

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