SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

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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:

- **Customer Async Feature Related BALSER Setup in Docker**
- **Unlocking Key Features with userhoook getAcctDetailsInRepository**

So, let's start reading!

Customer Async Feature Related BALSER Setup in Docker

Product: Finacle Core Banking | Version: Version: 10.2.25 (part of CASA module- Docker) and above

CASA accounts can be enabled for customer async. Listening Service(**BALSER**) will lock the account, check the balance, reserve the amount, and send the response back for transaction posting.

In Client Section of Config Editor Add BALSER as one of the clients.

If **batchq** and **finbatchperf** pods are configured then, changes are required to be done in config_service-client files as per sample shown below

Sample:

```
LIMOC_SECTION=SERVICENAME_BALSER
PRIMARY_IP=127.0.0.1
PORT_NUM=<Balser Port>
CONNECTION_TIMEOUT=120
HANDLE_DUPLICATE_MSG=N
ALTERNATE_IP=127.0.0.1
RECV_TIMEOUT=120
SRVR_APPID=BALSER
```

In the start script of the batchq and finbatchperf services below variables need to be exported

```
export BAL_SERVER_NAME=BALSER
export BAL_CLIENT_APP_ID=BALSER
export BAL_SERVICE_NAME=BALSER
export BAL_EXEC_APP_ID=BALSER
export BAL_CONFIG_FILE_PATH=${FC_INSTALL_PATH}/services/finbatchperf/data/config_service-client.cfg
export BAL_CONFIG_FILE_PATH=${FC_INSTALL_PATH}/services/batchq/data/config_service-client.cfg
```

In the container deployment architecture of docker , **BALSERV** will get deployed as a separate pod. There will be no need for having **BALSER** services configured in each pod which will take additional resources for finbatch container.

Above mentioned configurations will help to route the request to available **BALSERV** pod. All services which will interact with **BALSERV** needs to have the corresponding client configuration updated.

Unlocking Key Features with userhooook getAcctDetailsInRepository
Product: Finacle Core Banking | Version: 10.2.25

In Finacle customization, to fetch account related information, the userhook **getAcctDetailsInRepository** is used. This userhook is widely used to get various table related information from **GAM**,**SMT**/**CAM** tables.

Optional parameter **skipBalInfo**, if set to **Y**, then balance related information is not computed and fetched while retrieving the information for this userhook. This is useful where the balance related information is not required in the output. The balance related information is dynamically computed and can result in significantly more computational resources and costlier queries internally which can be avoided if the same is not needed.

Further **COMT** parameter **SET_ZERO_DEBIT_ACCT_BALANCE**, if set to **Y**, then the userhook will return available amount and effective available amount as **zero**, if those are negative.

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