

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

OCTOBER | EDITION 133



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:

- **Managing Inactive Sessions in the LGI Table**
- **Multi-Approver Selection for Initiators in Finacle**

So, let's start reading!

Managing Inactive Sessions in the LGI Table

Product: Finacle Core Banking | Version: 10.x and above

During channel transaction processing, if a process is forcefully terminated (i.e., **SIGALRM** encountered), inactive sessions can accumulate in the **LGI** table. Over time, this may lead to application-level issues when creating a new session for **CDCI** or **FNCORE**. If an existing inactive session is still present in **LGI** for the same sequence number, a fatal error "**Unable to get the session information for the user**" will be generated, and the application will face issues in bringing up a new **LISVR** instance.

To address this, an environment variable **LOG_PID_FOR_LGI_CLEANUP** is available, which helps identify inactive process IDs that can be safely cleaned up from **LGI**.

Configuration Parameters:

- **TIMEOUT_PROCESS_LOG_DIR = <CDCI_LOG_PATH>**

Specifies the log directory path where the file **TIMEOUT_PID_LIST_*.dat** will be generated

```
[SERVER][DIRECTORY_PATH]>cat TIMEOUT_PID_LIST_20251029.dat  
10944912  
10954121  
10956548
```

- **LOG_PID_FOR_LGI_CLEANUP = Y/N**

If set to **Y**, the system will log inactive **PIDs** during **SIGALRM** in **TIMEOUT_PID_LIST_*.dat**

Once these parameters are configured, banks can use a custom script to clear inactive sessions from the **LGI** table, helping prevent session-related issues.

Multi-Approver Selection for Initiators in Finacle

Product: *Finacle Online Banking* | **Version:** *11.0.x, 11.2.x and DEH 11.5.x onwards*

Finacle Online Banking supports **multi-approver selection** for initiators. This feature allows initiators to select multiple approvers mapped to a workflow rule, streamlining the approval process and improving operational efficiency.

Configuration Steps:

To enable this functionality, the following configurations must be applied:

- **PRPM Parameter Update:**

Set the property **MULTIPLE_APPROVALS_SELECTION_AVAILABLE** to 'Y' in the **PRPM** table

- **Cache Refresh:**

Execute the **CACHEREFRESH** batch specifically for the **PROPERTYMANAGER** cache ID to ensure the updated configuration is reflected across the application.

Impact:

Once enabled, initiators can select all eligible approvers during transaction initiation. The selected users will then be part of the approval workflow at the next level, ensuring smoother and more controlled transaction processing.

In the workflow scenario to enable multiple selected approvers during the transaction initiation, i.e., if a transaction workflow rule is defined with more than a single approver, then the **PRPM** parameter **MULTIPLE_APPROVALS_SELECTION_AVAILABLE** needs to be enabled.

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

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