SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

NOVEMBER | EDITION 135

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:

- **Ignore Unverified Signatures**
- **ENV Parameter: EXCLUDE_DCALIAS_IN_RMR**
- **Year End Process Webinar Announcement**

So, let's start reading!

Ignore Unverified Signatures
Product: FinInfra | Version: 10.2.25 and above

In certain cases, customers may update a signature that remains in an unverified status. When this occurs the system currently allows users to inquire existing signatures which can lead to referencing outdated records during the signature verification process.

To prevent this and restrict users from performing Update, Inquire, or other operations on records pending verification, a configuration parameter is available in fininfra.

Parameter: **IGNORE_UNVERIFIED_NONMANDATORY_SIGNS**

Location: **~/common/config/fininfra/fininfra.cfg**
Values:

- **Y** – Restricts operations on pending verification signatures and displays an error message when attempting Update, Inquire, or Delete
- **N** – Allows operations on pending verification signatures

Note: This parameter applies only to non-mandatory signatures. For mandatory signatures, the standard rules mapping remains applicable.

Signature Inquiry Result		
		Help ❓
A/c. Type	N	A/c. ID
Rule Details		
No Matched Rules		
Signature Details		
Information of this Account is Modified Already. You can not Update or Delete or Purge or Recover or Inquire this Account again until It is verified.		

Cancel

ENV Parameter: EXCLUDE_DCALIAS_IN_RMR
Product: Finacle Core Banking | Version: 10.2.16 onwards

The product currently uses a sequence to store reversal transaction details in the **REF_NUM** column of the **RMRD** and **RMRH** tables. At present, the maximum sequence value that generates the reference number is **999999**. The **REF_NUM** field in the **RMRD** table has a size of 8 characters, which includes the **DCALIAS** plus the sequence value. This means the reference number in **RMRD** is created by prefixing the DC alias to the sequence number. Since **REF_NUM** can only store 8 characters, the maximum usable sequence value is **999999**. This limit needed a review, and new enhancement has been introduced to prevent early exhaustion of the sequence.

To address this issue, a new environment variable **EXCLUDE_DCALIAS_IN_RMR** has been introduced. When set, it changes how the sequence is generated:

- **If EXCLUDE_DCALIAS_IN_RMR = Y** (set in commonenv.com):
  - The DCALIAS is excluded from the sequence generated for **RMRD** entries
  - The maximum sequence value can be altered from **999999** to **9999999** allowing reference numbers up to **9999999**
- **If EXCLUDE_DCALIAS_IN_RMR = N** or not set:
  - The DCALIAS remains included in the sequence for **RMRD** entries

The maximum sequence value stays at **999999**

Year End Process Webinar Announcement

Finacle Global Support is conducting a webinar on **Finacle Year End Process – Best Practices**. This session will give insights into all processes to be followed in Pre-book closure, post-book closure activities and some best practices to be followed for smooth year-end processing.

Date: Wednesday, 10th December 2025
Time: 2:00 PM to 3:30 PM IST
Click here to join the webinar

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

What would like to learn about?

Write to us:
finaclesupport@edgeverve.com

Infosys® | Finacle

Better Inspires Better
www.finacle.com