

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

APRIL | EDITION 143



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:

- **Configuration of Error and Incident Codes**
- **Security Info Cache Management in FIP**

So, let's start reading!

Configuration of Error and Incident Codes

Product: Finacle Online Banking | Version: FEBA 11.2.x onwards

Finacle Online Banking provides a configurable feature that controls whether **incident codes and error codes** are **displayed** or **hidden** from the end user when an exception occurs.

The parameter, **DISPLAY_ERROR_AND_INCIDENCE_CODES** is present in the **AppConfig.xml** file and controls how the Business Exception and Critical Exceptions are shown to the end users.

The general format of the error format is:

[Incidence Code]:[Error Code][Error Message]

The possible values for the parameter, **DISPLAY_ERROR_AND_INCIDENCE_CODES** are :

- A = Displays both the Error code and Incidence Codes
- E = Displays only Error Code
- I = Displays only Incidence Code
- N or blank= Display only message for the end user but Error code and the incidence code will not be displayed

NOTE: A server restart is required after updating this parameter in **AppConfig.xml** for the changes to take effect.

Security Info Cache Management in FIP

Product: Finacle Integrator | Version: 10.2.25 and above

Finacle Integrated Platform (FIP) handles service invocations between channel applications and backend host systems. For every service invocation, FIP may need to fetch security information such as backend session ids, SSO tokens, and user login credentials before forwarding the request to the backend. This security fetch involves a login call to the host system, which carries a performance overhead.

The **SECURITY_INFO_CACHE_ENABLED** field in **FIMASTER.FIP_SERVICE_TABLE** provides a per-service control to decide whether this security information should be fetched from the in-memory cache or freshly retrieved from the backend on every call.

SECURITY_INFO_CACHE_ENABLED = 'Y' (Enabled) :-

When set to **Y**, FIP will serve the security information (backend session ID, SSO tokens, user login session details) from the Cache. The cache checks the **USERSESSIONDATA** table for an existing valid session and returns it without making a fresh login call to the backend host system.

This significantly improves response times for high-frequency services where the user session is stable and does not change between requests (e.g. inquiry services, report services).

SECURITY_INFO_CACHE_ENABLED = N / NULL (Disabled) :-

When this field is N / NULL (which is the default for all existing services unless explicitly configured), FIP will not rely on cached security information. A fresh security fetch or login call may be performed for each service invocation, ensuring the most up-to-date authentication credentials are used.

This is the recommended configuration for services that involve financial transactions, sensitive data modifications, or any operation where stale session tokens could cause security or consistency concerns.

This field can be enabled or disabled through the menu **MNSE** in FIP Administrator application

The screenshot shows the 'Maintain Service' interface in the FIP Administrator application. The page title is 'Maintain Service' and the sub-header is 'MNSE'. There are two tabs: 'Action' (with a red asterisk) and 'Inquire'. The 'Inquire' tab is active, showing a search for 'BranchInq_11.13_S' under 'FIP Service Generation ID'. Below the search bar are 'EDIT' and 'GO' buttons. The main configuration area is divided into two columns. The left column contains: Service Name (BRANCHINQ), Version (11.13), Service Invocation Mode (Synchronous), Message Log Level (No Logging), Success Compensation Type (NA), Success Compensation Service, and Api Timeout (1000000). The right column contains: Service Provider Name (BranchInq), FIP Service Type (INQ), Duplicate Check Required (Yes), Failure Compensation Type (NA), and Failure Compensation Service. At the bottom, there is a checkbox labeled 'FetchSecurityCache' which is checked and highlighted with a red box.

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



Better Inspires Better
www.finacle.com