

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

APRIL | EDITION 144



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:

- **Enabling User-Specific Logging**
- **Connection Handling between CBC and Uniserver**
- **Webinar Announcement: Demystifying Online Banking Logs**

So, let's start reading!

Enabling User-Specific Logging

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

Finacle Online Banking provides the capability to enable user-specific logging, which helps in debugging issues for the targeted users.

Steps to enable User-specific Logging for the corporate / retail users :

1. Update the following parameters in **LogConfig.xml** :

```
<Param name = "AdditionalLoggingRequired" value = "Y"/>
```

```
<Param name = "AdditionalLoggingCriteria_USER_ID" value = "ORG_ID.USER_ID"/>
```

```
<Param name = "AdditionalLoggingLogLevel_USER_ID" value = "FATAL,ERROR,DEBUG,SETUP,MESSAGE"/>
```

Note: Replace **ORG_ID.USER_ID** with the actual Corporate or Retail User IDs for which logging is required in **Logconfig.xml**.

2. Application restart is required for the changes to reflect.

3. User-specific logs will be generated based on the **filename** and **filePattern** configured by bank teams in **BankID_log4j.xml**.

Sample Appender Configuration :

```
<RollingFile name="UserLevelFileAppender"
  fileName="/ebapp/Ebanking/workingDirectory/log/ALPH_SJPE.VR.log"
  filePattern="/ebapp/Ebanking/workingDirectory/log/ALPH_SJPE.VR.log.%i">
  <PatternLayout>
    <Pattern>%-5p - %m%n %ex{full}</Pattern>
  </PatternLayout>
  <Policies>
```

```
<SizeBasedTriggeringPolicy size="4 MB" />
</Policies>
</RollingFile>
```

In the above configuration. the log file format is defined as :

BANK_ID_ ORG_ID.USER_ID.log

Accordingly, for the configured user:

BANK_ID = ALPH

ORG_ID.USER_ID = SJPE.VR

The user-specific log file generated is :

ALPH_SJPE.VR.log

Connection Handling between CBC and Uniserver

Product: Finacle Core Banking | Version: All versions

Connect24 (CBC) acts as the switch interface layer between channel applications and the Finacle backend (Uniserver). **CBC** maintains persistent outbound connections to Uniserver through an internal connection pool. Over time, these pooled connections can become stale or idle particularly during low-traffic periods or after backend disruptions leading to unexpected transaction failures and resource exhaustion. The parameters **CBC_KEEP_ALIVE_TIMEOUT**, **CBC_KEEP_ALIVE_REQUESTS**, and **RECV_TIMEOUT** address this by providing control over when idle and stale connections are detected and recycled, ensuring the connection pool remains healthy and reliable at all times.

CBC_KEEP_ALIVE_TIMEOUT :-

Specifies the maximum idle time (in seconds) a Uniserver connection can remain inactive before **CBC** automatically closes it. A background timer thread wakes up every **CBC_KEEP_ALIVE_TIMEOUT** seconds and drops any connection whose last activity exceeds this threshold. The next incoming switch request transparently re-establishes a fresh connection.

Note: The timer will never drop a connection while a transaction is actively in progress — it waits for the transaction to complete before inspecting the connection pool.

When not set (default = 0), connections remain open indefinitely, which may lead to stale connections accumulating during low-traffic periods and causing unexpected failures when traffic resumes.

CBC_KEEP_ALIVE_REQUESTS :-

Specifies the maximum number of transactions a single Uniserver connection is allowed to serve before being recycled. CBC tracks a per-connection transaction counter and at the end of each transaction, if the count reaches this limit, the connection is closed and reset. A fresh connection is established on the next transaction.

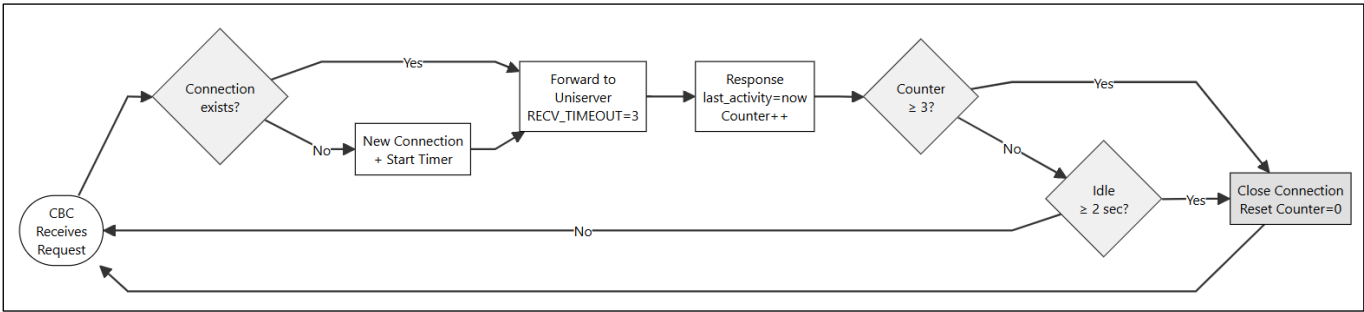
When not set (default = 0), a single connection may serve an unbounded number of transactions, potentially causing gradual resource exhaustion on the Finacle backend over extended production runs.

RECV_TIMEOUT Must Be Greater Than CBC_KEEP_ALIVE_TIMEOUT:-

When **RECV_TIMEOUT > CBC_KEEP_ALIVE_TIMEOUT**, idle connections are recycled cleanly by the timer before they go stale and trigger receive errors during live transactions. If this order is not maintained, customers may receive unnecessary timeout error responses instead of successful transaction completions.

Example:

CBC Keep-Alive — Connection Lifecycle
CBC_KEEP_ALIVE_TIMEOUT=2 | CBC_KEEP_ALIVE_REQUESTS=3 | RECV_TIMEOUT=3



Webinar Announcement: Demystifying Online Banking Logs

To provide an overview of the different types of logs generated in the online banking application, understanding their relevance, and the importance of collecting the required logs before raising a ticket in TechOnline.

Date: 13th May
Time: 2.30 PM to 3.30 PM IST
Link: <https://infosys.webex.com/meet/sundarraaj.k>

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