

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

MAY | EDITION 146



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:

- **Prevent Deletion of FI Sessions (SKIP_SAC_FIMODVUSR)**
- **SMS OTP: Access and Token Status**

So, let's start reading!

Prevent Deletion of FI Sessions (SKIP_SAC_FIMODVUSR)

Product: Finacle Core Banking | Version: 10.2.25

The parameter **SKIP_SAC_FIMODVUSR** has been introduced to prevent deletion of FI sessions through the HSAC menu.

The **HSAC** menu allows administrators to view and delete user sessions in batch or manual mode. Normally, when user sessions are displayed in **HSAC**, all users including **FI** users (**FIVUSR**, **FIVUSR03**, **FIVUSR04**, etc. i.e. **module_id FI**) are listed. If administrators accidentally select and delete **FI** sessions through **HSAC**, it causes immediate disruption to online channels like Internet Banking, Mobile Banking, and Payment Gateways, leading to transaction failures and service outages.

When **SKIP_SAC_FIMODVUSR** is set to **Y** in the env parameters (**commonenv.com**), **FI** virtual user sessions will not be listed in the **HSAC** batch delete screen. This prevents accidental deletion of critical **FI** sessions.

SMS OTP: Access and Token Status

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

To use SMS OTP authentication, a user must be registered and enabled for SMS OTP. The user's registration details must be available in the SIDT table, and the feature must be enabled by an Admin through the RM application for the specific user.

- **Register User for SMS OTP**: Corporate/Retail Customer Entitlements → User Maintenance → Create SMS OTP Registration

Corporate Customer Entitlements: [User Maintenance](#) > Create SMS OTP Registration

CREATE SMS OTP REGISTRATION

SMS OTP Registration Details

Bank ID:024

Corporate ID:1125

User ID:S1

Mobile Number:*9876012345

Assign

Back

```
select * from SIDT where user_id = 'S1';
```

Query Result: x

SQL | All Rows Fetched: 1 in 0.036 seconds

DB_TS	BANK_ID	ORG_ID	USER_ID	SECURE_ID	DEL_FLG	R_MOD_ID	R_MOD_TIME	R_CRE_ID	R_CRE_TIME	AUTH_MODE	LOGIN_ENABLED_FLG	TXN_ENABLED_FLG	NO_OF_ATMPTS	C_M_PHONE_NO
1	1	024	1125	S1	(null)	N	024.SU	08-MAY-26	024.SU	08-MAY-26	O	R		09876012345

- **Enable or Disable SMS OTP for User:** Corporate/Retail Customer Entitlements → User Maintenance → Enable/Disable User
- Select the SMS OTP radio button to enable or disable the user

Corporate Customer Entitlements: [User Maintenance](#) > Enable/Disable User

ENABLE/DISABLE USER

Enable/Disable User

Bank ID:024

Corporate ID:1125

User ID:S1

First Name:Suba

Last Name:M

Remarks:*

Enable/Disable

Login Allowed:☒ Yes ☐ No

Transaction Allowed:☒ Yes ☐ No

Mode

Login Password:☒ Enable ☐ Disable

Transaction Password:☒ Enable ☐ Disable

Secure Token:#☐ Enable ☒ Disable

SMS Based MobiToken:#☐ Enable ☒ Disable

Device Based MobiToken:#☐ Enable ☒ Disable

Digital Certificate:#☐ Enable ☒ Disable

MPIN:☐ Enable ☒ Disable

SMS OTP: ☒ Enable ☐ Disable

```
select * from SIDT where user_id = 'S1';
```

Query Result: x

SQL | All Rows Fetched: 1 in 0.053 seconds

DB_TS	BANK_ID	ORG_ID	USER_ID	SECURE_ID	DEL_FLG	R_MOD_ID	R_MOD_TIME	R_CRE_ID	R_CRE_TIME	AUTH_MODE	LOGIN_ENABLED_FLG	TXN_ENABLED_FLG	NO_OF_ATMPTS	C_M_PHONE_NO
1	2	024	1125	S1	(null)	N	024.SU	08-MAY-26	024.SU	08-MAY-26	O	Y	Y	09876012345

SIDT Flag Status Based on Admin Actions:

The status of **LOGIN_ENABLED_FLG** and **TXN_ENABLED_FLG** in the **SIDT** table changes based on the actions performed:

1. **R – Token Registered:** When the user is registered for SMS OTP in the Admin application
2. **Y – Token Enabled:** When the Admin enables SMS OTP for the user using the Enable/ Disable User option
3. **N – Token Disabled:** When the Admin disables SMS OTP for the user, or when the user exceeds the maximum allowed invalid OTP attempts

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>

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