

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

JUNE | EDITION 147



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:

- **Inquire Verification Pending Event for Loan Accounts (IVPELA)**
- **Ensuring Compliance: Android API 36 Upgrade Mandate**

So, let's start reading!

Inquire Verification Pending Event for Loan Accounts (IVPELA)

Product: Finacle Core Banking | Version: 10.2.25

A new online menu **Inquire Verification Pending Event for Loan Accounts [IVPELA]** has been introduced to view the unauthorized pending loan events. This menu has the capability to display the pending events as per the details selected in the criteria page for the given account ID.

Criteria Page:

User: INFY8 | Calendar: Gregorian | Time Zone: GMT | Solution: CoreServer

YOUR Bank | Results listed | Enter keyword | Infosys | Finacle

Home | Menu | Show Memo Pad | Background Menu | CCY Converter | 07 April, 2025 | 102 | 01

Inquire Verification Pending Events for Loan Accounts

SOL Set ID * | 102 | Event | Select | Entered By | A/c. ID |

Go | Clear

The Event dropdown is optional; however, it will display all the events available in the **ILAEH** menu, as mentioned in **Edition 145**.

The details page would have details of unverified entries event wise:

Inquire Verification Pending Events for Loan Accounts

SOL Set ID102

Entered By

Event

A/c. ID

AUTLN0000671INR

INR

102

ABHISHEK AGARWAL

Records0to 0 of 0

SOL ID	A/c. ID	Account Name	Event	Event Date	Event Amt.	Entered By
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Ensuring Compliance: Android API 36 Upgrade Mandate
Product: Finacle Mobile Banking | Version: 11.0 & 11.2.x & speedboat versions

Overview & Mandate

Google has mandated that effective **August 31, 2026**, all new app submissions and updates must target **API Level 36**. Applications that do not comply with this requirement:

- Will not be accepted on the Google Play Store
- May experience reduced visibility on newer Android versions
- Could impact overall app reach and downloads

Pre-Requisites

To proceed with the migration, please ensure the following:

- The current mobile banking application is already compatible with **API Level 35** and aligns with previously shared guidelines

(Note: Some API 36 requirements were already communicated as part of API 35 updates)

- Android Studio, SDK platform, build tools, and Gradle versions must be upgraded to compatible versions (Version details will be provided as part of the guidelines document).

Key API Level 36 Enhancements

API Level 36 introduces several improvements aimed at enhancing user experience and security:

- Edge-to-edge UI support
- Predictive back navigation
- Improved compatibility with large screens and foldable devices
- Stricter intent validation
- Enhanced privacy controls

Support & Patch Information

API Level 36 migration guidelines are currently being finalized and will be released as part of upcoming **service packs** for all Finacle Mobile Banking versions.

Clients are advised to:

- Follow the steps outlined in the patch for compliance
- Reach out to the **ATS Support team** for any assistance by raising a request via **TechOnline**

Reference

For further details, please refer to the Android Developers documentation: [Behavior changes: Apps targeting Android 16 or higher | Android Developers](#)

Extension Provision

In case additional time is required to complete migration or address behavioral changes, developers may request an extension until **November 1, 2026** via:

Play Console → Policy Status → View API Level Notification → Request Extension

We recommend initiating the migration activities at the earliest to ensure timely compliance and avoid any disruption.

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:

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