

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

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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:

- **Cust Option – RESTRICT_CLOSURE_FROZEN_ACCT**
- **Configuration for Schedule Fetch Frequency in Schedule Initializer**

So, let's start reading!

Cust Option – RESTRICT_CLOSURE_FROZEN_ACCT

Product: Finacle Core Banking | Version: 10.2.25 and above

To enable the check for closure of frozen operative accounts with zero balance, the **RESTRICT_CLOSURE_FROZEN_ACCT CUST Option** (COMT Parameter) is available under the **General** module.

If this parameter is set to 'Y' then system will not allow the closure of frozen accounts which are either under Debit freeze or Total Freeze. On the other hand, if this parameter is disabled (i.e., set to 'N') the system will allow the closure of frozen operative accounts through the **HCAAC** menu.

Configuration for Schedule Fetch Frequency in Schedule Initializer

Product: Finacle Online Banking | Version: 11.0.x, 11.2.x & 11.5

The Schedule Initializer framework retrieves scheduled jobs with the status '**AVAILABLE**' from the **SCDT** (SCHEDULE_DETAILS_TABLE). The frequency at which these available jobs are fetched is managed by the parameter **SCH_FETCH_SLOT_TIME**. This parameter plays an important role in optimizing batch performance and processing efficiency.

This parameter is defined in seconds and determines the polling interval at which the batch process scans for eligible scheduled jobs for execution. It is configured in **BatchConfig.xml** inside the data folder in FEBA batch setup and may have duplicate entry in **FBABatchConfig.xml** as well.

Steps to modify the schedule fetch frequency using the SCH_FETCH_SLOT_TIME:

- Open the **BatchConfig.xml** file located in the FEBA batch setup data directory
- Locate the property **SCH_FETCH_SLOT_TIME**
- Update the value as per bank specific required intervals (the default is typically 60 seconds)
- If applicable, ensure the same update is made in **FBABatchConfig.xml** as well

- Validate the change in a UAT environment to ensure it meets requirements and does not impact database performance or functionality
- After deployment, closely monitor system performance to confirm expected behavior

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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