

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

AUGUST | EDITION 151



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:

- **Understanding License Breached Errors in Finacle**
- **DB Reconnection Parameter(FC_ENABLE_DB_RECONNECT)**

So, let's start reading!

Understanding License Breached Errors in Finacle

Product: Fininfra | **Version:** 10.2.25 onwards | **Menu:** URMUIM

Discrepancies can trigger License Breached errors, even when user counts are within limits. When License metrics is based on number of named users then ideally such metrics are measured based on the below aspects:

- New users are created when employees join
- Users are deleted when employees leave

Common License Breach Scenario

A typical error message:

License breached for no.of named users for param = **FINACLEUBS.ABC.SVS.NAMED_USERS** in solution type = **SVS** in entity = **ABC**, licErrCode = 1053, userID = XYZ000123

This error can occur in two scenarios:

1. **Actual Breach:** Total number of users exceeds procured licenses.
2. **Module-Specific Breach :** Error occurs even when overall license usage is within limits and yet module specific limits are breached .

Root Cause for Module-Specific License Breach

The issue is primarily linked to data maintained in the **finfadm.licutilizedtabtbl** table.

How the System Calculates License Usage

The system determines module-specific license count based on number of users assigned to roles and roles that have access to specific menus.

For example : Procured license count: 65 users, Number of roles with access to SVS application: 5 roles (configured in finfadm.urmrmt). Total users linked to these roles: 65 users.

Result: The system updates NAMED_USERS for SVS module = 65 in **finfadm.licutilizedtabtbl**. This count includes Active users , Logical (deleted) users , and Virtual users (from user_profile_table).

This inflated count triggers a license breach error during new user creation, even when actual active users are fewer.

Why Deleted Users Still Affect License Count

When a user is deleted through the URMUIM menu, the system takes care to update the module access correctly as per valid active users available.

However, when a user is deleted through a backend update, the relevant module wise tables are not updated.

Recommended Resolution Steps

- **Validate Role-Resource Access:** Review the role-menu mappings in **finfadm.urmrmt** and ensure that only the required roles have access to the required Menus
- **Clean Up Deleted User Data**
- **Allow System Recalculation:** System updates license usage via a **scheduled Java thread process**. Once cleanup is completed License counts in **licutilizedtabtbl** will automatically adjust and module-level license errors will be resolved

DB Reconnection Parameter(FC_ENABLE_DB_RECONNECT)
Product: Finacle Core Banking | Version: 10.2.25

Finacle backend services maintain a live connection to the database using connection details established at startup. A database connection can become invalid due to several reasons - DB patching(ex. Node wise restarts in a RAC setup), node failover, or network outages. When this happens, the existing connection turns stale. If the backend service then attempts to use this stale connection, it raises a fatal error indicating it is unable to connect to the database.

To handle such situations gracefully, the following parameter is available:

FC_ENABLE_DB_RECONNECT:

This parameter controls automatic recovery of a stale database connection. When set to Y, Finacle validates the connection before processing and if the connection is found stale, re-establishes a fresh one using the original connection details allowing processing to continue. When the parameter is not enabled, this reconnection logic is skipped entirely (the check simply returns without validating or reconnecting).

When not enabled (default):

When **FC_ENABLE_DB_RECONNECT** is not set to **Y**, no reconnection is attempted. In this case, a database disruption leaves the connection stale and the affected process encounters a database connection fatal and the transaction fails, until a fresh connection is established.

Using **FC_ENABLE_DB_RECONNECT** ensures that events like node-wise patching, failovers, or network outages are handled gracefully, Finacle re-establishes the connection before processing and continues without disruption.

Note:- It is always recommended to apply patches during a designated maintenance window, followed by the prescribed restart procedures. For unplanned events such as network outages or database failovers, this parameter allows Finacle to recover automatically without manual intervention.

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