

# SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

JULY | EDITION 102



Finacle Support brings you this fortnightly knowledge bulletin to augment your problem-solving capability. Every edition is put together with utmost diligence to ensure that best practices and known resolutions are shared. In this edition, you will find the following articles:

- **Abnormal Transaction Monitoring in Finacle**
- **Authentication Mechanism Followed for Multiple Transactions in Workflow**
- **Troubleshoot Queries with Finacle Support Center!**
- **What's New in FSC?**
- **Webinar Announcement: Learn About the Revamped Finacle Support Center**

So, let's start reading!

## Abnormal Transaction Monitoring in Finacle

*Product: Finacle Core Banking | Version: 10.x onwards*

Finacle Core Banking provides feature to setup limits for abnormal transactions for an account at scheme level as well as at account level.

Fields such as **Cash Abnormal Limit-Dr.**, **Clg. Abnormal Limit-Dr.**, **Transfer Abnormal Limit-Dr.**, **New A/c. Abnormal Tran. Amt.** are provided to set up limits for categorizing abnormal transactions. **HAALM, Account Abnormal Limits/ Details Maintenance** menu can be used for maintaining these limits for accounts. For these transactions, the system puts an entry into **ABNRML\_TRAN\_AUDIT\_TABLE** (ATA) table for tracking.

**HATI**, Abnormal transaction inquiry menu option can be used to inquire for abnormal transactions based on **Tran date/ Tran ID** or **Account ID**.

Banks can generate reports based on this data for review by different stake holders.

## Authentication Mechanism Followed for Multiple Transactions in Workflow

*Product: Finacle Online Banking | Version: 11.x*

In Corporate Online Banking there is a precedence of authentication mechanism while approving multiple transactions in workflow scenario.

If Corporate user (approver) is trying to select multiple transaction records to approve, then the validation for authentication will be based on highest transaction amount. The authentication modes for the respective transactions will be defined in **CTAM (Corporate Transaction Authorization Mode)** table.

As shown below, in the Transaction Approval scenario, approver is trying to approve both transaction types

1. Payments (**PMT**), Total Amount of 100.00
2. Funds Transfer (**XFR**), Total Amount of 10.00

then it will consider the authentication defined for **PMT** in **CTAM** table (i.e. **TPWD** (Transaction Password)) and process the workflow.

Approval Queue										
Displaying 1 - 10 of 12 results										
Select	Reference ID	Transaction Type	Transaction Status	Requested By	Frequency Type	Transaction Date	Manual Release	Total Entries	Total Amount	Request Type
<input checked="" type="checkbox"/>	958157888	Funds Transfer	Pending For My Approval		One Time	02/07/2024	No	1	10.00	New
<input checked="" type="checkbox"/>	958163996	Payment	Pending For My Approval		One Time	02/07/2024	No	1	100.00	New

**CTAM Table**

BANK_ID	CHANNEL_ID	FINANCIAL_TXN_FLG	TXN_TYPE	FUNCT_CODE	SCHEME_ID	CUR_CODE	TO_AMOUNT	FIRST_AUTH_MODE	SECOND_AUTH_MODE
DBS	I	Y	PMT		CDF	USD	1010	TPWD	(null)
DBS	I	Y	XFR		CDF	USD	1000	TPWD	SOTP

**Prerequisites:** The Corp user’s **AUTH\_MODE\_PREC** should be at transaction level (i.e. value 3) in **CMST** (CUSTOMER MASTER) table, then the auth mode will be considered from **CTAM** table.

**CMST Table**

CORPORATE_TYPE	AUTH_MODE_PREC	CHECK_TRACE_ACCOUNT	BRAND_ID	PROD_ID	RANGE_
NORMAL	3	Y	BRAND1	1000	DCL



**Troubleshoot Queries with Finacle Support Center!**

**Session Management in eBanking**  
*Module: Finacle Online Banking Version: 11.x*

Session management plays a vital role in the security of the ebanking application. The application has the capability to handle multiple sessions simultaneously. A session is created when a user logs in to the application and remains active until the user logs out of the application or if inactive for a certain period as configured in the application. Once the pre-defined session timeout is reached, the current session gets expired and user is logged out of the application.

[Click here](#) to read the full Troubleshooting Document on FSC!

**What’s New in FSC?**

**750+** incident resolutions have been added to the portal. [Click here](#) to visit the portal and view the artifacts.

**Webinar Announcement: Learn About the Revamped Finacle Support Center**

The revamped Finacle Support Center is a customer-centric initiative from **Finacle Global Support** that is going to replace the existing incident management platform with an **enhanced TechOnline platform** combined with a wealth of **troubleshooting resources**. Join us for a **mandatory webinar session** showcasing the **features** of the **revamped portal** on **July 16th, 2024, at 2:30 PM (IST)**. During this session, our team of experts will guide you on how to:

1. Login to the new portal
2. Raise a Request
3. Explore Knowledge Resources
4. And more...

Click on the link given here to join the webinar session <https://infosys.webex.com/meet/sundarraj.k>

**Do you have the most useful Finacle URLs handy?** Bookmark these Finacle links:

- **Finacle Support Center:** <https://support.finacle.com/>
- **Finacle Knowledge Center:** <https://docs.finacle.com/en/signin>
- **TechOnline:** <https://interface.infosys.com/TechonlineV2/base/globallogin>

Hope you like this edition. Is there anything that you'd like to see in the forthcoming series? We'd love to hear from you! Write to us at [finaclesupport@edgeverve.com](mailto:finaclesupport@edgeverve.com)



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