

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

AUGUST | EDITION 104



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:

- **Scenarios With Message "Only Inquiry Allowed on Accounts of Other SOL ID"**
- **Loan Repayment Schedule**

So, let's start reading!

Scenarios With Message "Only Inquiry Allowed on Accounts of Other SOL ID"

Product: Finacle Core Banking | Version: 10.2.x and above

This error frequently occurs across various menus and modules when a user attempts to access accounts from other SOLs. User access control is determined by both the menu type (Captive/ Free) and the user type (Captive/ Free).

USER_SOL_TENOR in **UPR** should be **F** (Free) (Menu – **HUPM/ URMUAM**, Field – User Tenor/ User Type)

MOD_TENOR in **MOD** should be **F** (Free) (Menu – **HMOPM/ IMO** is the 11.x menu, Field – Menu Tenor)

For an inter-SOL transaction to occur, both the user and the menu must be free. This error commonly arises when a captive user attempts to access accounts from another SOL, or when a free user tries to access accounts from another SOL within a captive menu. However, even when both the user and the menu are free, the error can still occur, if another **SRV** is called from the menu and the corresponding **SRV** is equivalent to a captive menu.

Scenario: When a free user accesses the free **HLKRCM** menu, an error occurs while trying to collect locker rent from an operative account in another SOL. This issue arises because the **SRV_AddTransferTran** service (used within the **HLKRCM** menu) is equivalent to the **HXFER** menu. The error occurred as the **HXFER** menu was captive. Once the **HXFER** menu was changed to free, locker rent collection from **HLKRCM** was successful.

Loan Repayment Schedule

Product: Finacle Online Banking | Version: 11.13 onwards

Financial institutions and banks extend loans to both retail and corporate clients based on specific criteria. These loans come with interest charges. The bank and the customer agree on terms where the customer commits to repaying the principal and interest within a set timeframe. Loan repayment involves settling the borrowed amount along with the interest. Typically, this repayment is structured through equated monthly installments (**EMI**).

- Every loan has two components, the interest component and the principal component
- In an EMI repayment schedule, borrowers initially pay a higher portion towards the interest component of the loan, gradually increasing their contributions towards the principal over time
- The repayment schedule includes both the frequency of payments and the total number of installments required for the loan account

- While the payment frequency is typically monthly, it can vary based on the lender’s terms and conditions. The bank may set the payment frequency to be monthly, quarterly or yearly
- A repayment schedule with a fixed monthly installment amount and a set number of installments is called an **EMI**. In contrast, repayment schedules without fixed monthly installment amounts, which include both interest and principal, are referred to as **Non-Equated Installments**
- For **EMIs**, the monthly installment amount is calculated by adding the principal amount and the interest
- For **Non-Equated Installments**, the frequency, installment amount, and principal amount are determined by the bank’s approving authority

Example: For a student loan, the customer can repay the interest amount either annually or monthly, as determined by the bank. The principal amount can be repaid at the end of ‘N’ years, where ‘N’ represents the loan term.

- Online Banking offers a feature to view the loan repayment schedule for both **Equated** and **Non-Equated** installments. These details are retrieved from the core banking system and displayed to the user

Navigation for Corporate Customers	Navigation for Retail Customers
<ul style="list-style-type: none"> • Go to Cash Position->Real Accounts->Loan Accounts • Choose the desired account • Click Details and go to Loan Repayment Schedule 	<ul style="list-style-type: none"> • Go to Profile and select Loans • Choose the desired account and click Repayments

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

- **Finacle Support Center/ New TechOnline:** <https://support.finacle.com/>
- **Finacle Knowledge Center:** <https://docs.finacle.com/en/signin>

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

What would like to learn about?
Write to us:
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