Welcome to the eleventh edition of the Finacle Support Connect Knowledge Series, published every fortnight. Learn more about Finacle through articles specially curated for you. In this edition, we bring to you the following articles:

- **Did You Know? Mass Transaction Maintenance**
- **Corp Upload File with Special Characters**
- **Feedback Survey on the Support Connect Knowledge Series**
- **Special Announcement**

So let's start reading!

Did You Know?

Mass Transaction Maintenance
Product: Finacle Core   Version: 10.2.09 onwards Module: Transactions
Banks generally undertake transactions with a large number of part transactions on a daily basis. Such transactions require a menu which makes it easier to navigate through them. There are two new menu options, **HMTM** and **HMTMP**, which facilitate navigation, modification, and post transactions with many part transactions. The main difference between **HMTMP** and **HMTM** menu options is that **HMTMP** has the additional capability of posting.

These two menus help post these transactions. However, the user cannot add new part transactions in the **Modify** mode in the following scenarios:

- If 9999 part transactions are present for the transaction already
- If the user has already reached the maximum limit for adding unsaved part transactions. This is set by env variable **MAX_PTRAN_COUNT_FOR ADD**, and **additional add** set by env variable **MAX_PTRAN_COUNT_FOR_ADDL_ADD**
- If the **RMI** indicator at the transaction level does not allow addition of new part transactions

Posting deleted and unbalanced transactions is not allowed. Posting in **HMTMP** menu is a batch process, so the user has to check the report generated in **HPR** to know the result of the posting operation.

Corp Upload File with Special Characters

Product: Finacle CSIS   Version: 11.2.x Module: Batches – CorpUpld

When a **Multibyte** character set is enabled in the Finacle Core database, user-related entries in the database will be allowed in special characters and languages, such as Arabic and French.
Corp upload files (.dat files) are downloaded from Finacle Core to upload user- related data into the Finacle Online Banking database. However, when the **Corp Upload** file has special characters, the system will display an error while being uploaded to Online Banking.
Steps for Resolution:

1. Check the **CRPUPLD_ENCODING** field in **batchini.xml** from **Admin** batch setup (location: *AllBatch_ADMIN \data*)

For example,

```
<CRPUPLD_DAT_FILE_PATH>./upload/corpupload/</CRPUPLD_DAT_FILE_PATH>
<CRPUPLD_FIELD_SEP>^T</CRPUPLD_FIELD_SEP>
<CRPUPLD_MISSING_TXN_CHK>N</CRPUPLD_MISSING_TXN_CHK>
<CRPUPLD_ENCODING>windows-1256</CRPUPLD_ENCODING>
<CRPUPLD_COMPARE_ACMT_CLOC_NAME>N</CRPUPLD_COMPARE_ACMT_CLOC_NAME>
```

2. Change the **CRPUPLD_ENCODING** field value to '**UTF-8**' for encoding, along with all types of characters. This encoding value of '**UTF-8**' supports all types of special characters and languages, such as Arabic and French
For example,

```
<CRPUPLD_DAT_FILE_PATH>./upload/corpupload/</CRPUPLD_DAT_FILE_PATH>
<CRPUPLD_FIELD_SEP>^T</CRPUPLD_FIELD_SEP>
<CRPUPLD_MISSING_TXN_CHK>N</CRPUPLD_MISSING_TXN_CHK>
<CRPUPLD_ENCODING>UTF-8</CRPUPLD_ENCODING>
<CRPUPLD_COMPARE_ACMT_CLOC_NAME>N</CRPUPLD_COMPARE_ACMT_CLOC_NAME>
```

Once these changes have been implemented, the **Corp Upload** dat file will be successfully uploaded to Finacle Online Banking, along with the special characters.

Feedback Survey on the Support Connect Knowledge Series

Thank you for your continued support as we complete 10 wonderful editions of the Knowledge series. We are eager to hear your feedback and plan to present you relevant and useful articles with each edition of the newsletter. For this purpose, we have set up a survey questionnaire on Slido. The survey will be open until 15 Oct 2020.

1. Go to Sli.do.
2. Enter the code **#SupportConnect**
3. Answer the questions
4. Click **Send**

You can also click here to send in your feedback.

The first three respondents will receive some exciting prizes from the Support Connect team. So hurry up and take the survey today!

Special Announcement

Finacle is hosting a webinar to discuss the methodology and debugging techniques in analyzing Finacle Core Banking issues. The session will help segregate issues into different types such as data, customization, and product bugs. This webinar gives you an opportunity to dive deep into each category and understand how to investigate and plan corrective action. It aims at enabling the bank's L2 team to resolve issues effectively.

Date: Wednesday, 14 October 2020

Time: 2:30 PM to 5:30 PM IST

Click **here** to register now!

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