Finacle Support brings you this fortnightly knowledge bulletin to augment your problem-solving capability. There is more to it. 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:

- **Did You Know? Card Number Masking in Finacle Logs**
- **Simulate UI Issues with Google Chrome Device Emulation Feature**
- **Announcement: Client Connect Webinar Series- 9**

So let's start reading!

Did You Know?

Card Number Masking in Finacle Logs
Product: Finacle Core Banking Version: 10.2.17 Onwards

Security of card numbers is one of the highest concerns in all banking operations. Finacle logs the card numbers for all C24 transactions. An enhancement has been made in Finacle Core Banking 10.2.17 to provide the functionality of masking the card number while generating the logs.

As part of this enhancement, two environment variables have been introduced, namely, **SWIF_CARD_MASK_ENABLE** and **CDCI_CARD_MASK_ENABLE**. These help mask card numbers in Central Bancs Connect (CBC) and Uniser levels respectively, and can be set as Y or N.

Once the value of the variables is set to **Y**, the card numbers at CBC and Uniser levels can be masked. The first six characters and the last four numbers of the card number are not masked, while the remaining numbers are masked with an **X** symbol. This ensures that all card-related information is secure across Finacle logs.

Simulate UI Issues with Google Chrome Device Emulation Feature

Product: Finacle Online Banking Version: 11.x onwards

There are some issues in Finacle Online Banking which are device or browser specific.

In such situations, it is important to observe the look of the application once opened from a device other than the desktop. E.g. the UI alignment is skewed in iOS mobile devices.

By using the **Developer Tools** option in the Google Chrome browser, the user agent can be modified which will switch the device view. This would help simulate and identify issues observed in specific devices/browsers.

Steps to switch the device view from desktop to mobile devices

1. Open Google Chrome on your desktop and press F12
2. Select Toggle Device Toolbar icon in the top-left corner
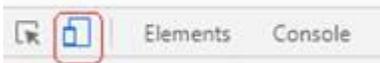
3. Select the required device as shown below. Change the user agent to iPad, Tablet, BlackBerry, etc. by using the options available in the dropdown

4. Any custom device can be added by selecting Edit from the dropdown list. The screen resolution can be changed using the device metrics option available

When to use Google Chrome Device Emulation:

The **Google Chrome Device Emulation** feature can be used as an approximation of how the page looks and feels on a different device. For instance, if a customer has reported that the side menu is not aligned properly in the iPhone screen, the bank can try simulating the issue in the Google Chrome feature, selecting iPhone device as the option. This will also help test the UI changes and customizations for a range of devices.

This is a simulation option for UI issues and may not offer the exact functionality as the operating system of the device. This will be helpful in faster simulation of issues related to the look and feel of the page.

Announcement: Client Connect Webinar Series- 9

The **Client Connect Webinar Series** is a quarterly initiative from the Finacle User Education and Training (UET) team. Each topic covered here is hand-picked by our in-house experts and are substantiated with demos and QnA sessions.

The 9th edition of this WebEx based session will be hosted on November 12, 2020. In this edition, experts will handhold clients on the usage of **three selected Finacle Channels functionalities** with practical examples.

If you wish to be a part of this exclusive session, please click here.

Date: Monday, November 12, 2020

Time: 3:00 PM to 4:00 PM IST

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