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:

- **Understanding Bufman Error Codes**
- **Notification Widget in Online Banking**
- **Context Switch from Finacle CRM to Core Banking**

So let's start reading!

Understanding Bufman Error Codes

Product: Finacle Core Banking

Bufman error codes are associated with fatal errors encountered during the interaction of the application and database. By knowing the definition of different database codes, we can take the required action for resolving the fatal error very quickly. A sample fatal log information is given below:

Finacle Core Version [10.2.18] (FATAL ERROR DIAGNOSTICS INFORMATION)
File: [oaap0001.cxx]
Line: [718]
Status: [0]
Date: [22-09-2020 10:31:45]
Message : [Bufman error: 1401; Table: GAM; Operation: I^M
Key: [xxxxxxx]]

To help troubleshoot Bufman errors, some commonly-occurring error codes and their root cause are given below:

Database Error Codes	Macro	Error Description	Root Cause
-1	DUPREC	Unique Constraint violated	UPDATE or INSERT statement attempted to insert duplicate records
1403	RECNOTFOUND	No data found.	Key value which is getting passed is fetching no records
1401	VALUETOOLARGE	Inserted value exceeds column size	Value inserted in the table exceeds the column size
-54	RESOURCEBUSY	Resource busy and acquire with NOWAIT specified	Record being accessed is locked by some other process
-2112	TOOMANYROWS	SELECT..INTO returns too many rows	Too many records getting selected when expected result is a single row
-8005	INVALID_ROWID	Specified row does not exist	A row with the given row ID does not exist in any of the tables given
-1405	COLUMNISNULL	Fetched column value is NULL	The INTO clause of a FETCH operation contained a NULL value
-1034	NOORACONNECT	ORACLE not available	Connection to DB is lost
-955	TABLE_EXISTS	Name is already used by an existing object	Attempt made to create a database object (such as a table, view, cluster, index, or synonym) that already exists

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Notification Widget in Online Banking

Product: Finacle Online Banking Version: 11.2.x

The notification widget is a collection of messages displayed in the Finacle Online Banking screen to notify the customer about a pending activity or an alert. In the Finacle E-Banking Application (FEBA), the notification widget has the following two tabs:

1. **Password Notifications:** These are alerts about an upcoming password expiry. The password tab in the notification widget will provide the details of login and transaction password expiry. The expiry period is captured from the **CUSR** table **PWD_EXP_DATE** and **TXN_PWD_EXP_DATE** columns. The user will be provided with an option to change the passwords.

2. **Pending Actions:** These are notifications which shows activities pending from the customer to complete a transaction. It also specifies the count of requests. These links will get activated if there are pending requests.

   The different types of Pending Action notifications are:

   - **Transactions submitted by you awaiting approvals -** Shows the count of transactions initiated by the user which are pending for approval. The details are picked from the **MWFT** and **TRQH** tables
   - **Transactions waiting for user approval** - Shows the count of transactions waiting for the approval from customer. If the hyperlink is clicked, the **View Approval Queue** screen will be loaded for further action
   - **Transactions submitted by you expiring within the next 'N' days due to pending approval** - Shows the count of transactions that will get expired if not approved within 'N' days. The expiry period is configured in the **PRPM** property **APP_EXPIRY_DATE**
   - **Future-dated recurring transactions pending to be processed** - Shows the count of future-dated recurring transactions. On clicking the link, the user will be navigated to **View recurring transactions** screen
   - **Failed Transactions** - Shows the details of any recent customer transaction that has failed. **PRPM** property **FAILED_TRANSACTIONS_IN_LAST_N_DAYS** is referred and the transactions will be displayed from the number of days specified
   - **Counterparties under Cooling period** - Displays the count of counterparties in the cooling period. Details will be picked from **CPAY** and **PAYM** tables

Please reach out to the Finacle Support team for guidance on how to enable the Notification widget in Online Banking.

Context Switch from Finacle CRM to Core Banking

Product: Finacle Core Banking Version: 10.x

Finacle CRM supports context switching from Finacle CRM to Core Banking. There are two types of context switching- one for **Account Enquiry** and the other for **Balance Enquiry**. **Context Switching** from Finacle CRM to Core Banking happens through SSO in **360 degree view menu**.

The 360 degree view menu in CRM provides a detailed view of the account summary, statistics, and services for a customer with the help of context switching to Finacle Core. The user carrying out the context switch operation should have access to both Finacle CRM and Core Banking applications. The Context Switch from Finacle CRM to Core Banking considers the input parameters as account number and the CIF ID.

Two of the scenarios where context switching happens from CRM to Core are:

- **360 Degree > Accounts > Search > Listing > Right Click View > Account Statistics**. The Context Switch happens to Finacle Core Banking with the click of the button next to the Account ID field - to the respective Core menu based on scheme type
- **360 Degree > Accounts > Search > Listing > Right Click View > Last 10 Transactions** - API call will fetch the details from Core and will be displayed in CRM

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