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:

- **Using DB Sequence for TDS Certificate Number Generation**
- **Identifying Report Templates Used for Report Generation**
- **Key Configuration Parameters for Referral Alert**

So let's start reading!

Using DB Sequence for TDS Certificate Number Generation
Product: Finacle Core Banking

TDS or Tax Deducted at Source in Finacle is a means of collecting tax where the interest income of all accounts of a customer are combined and tax is levied on the cumulative income. There are two ways to generate a TDS certificate number in Finacle - **NNTM sequence** and **DB sequence**.

The **NNTM** sequence generation code can be defined in the **HNNTM** menu and linked in the **HSCFM** menu. Further, the sequence code will be used in the **HTDSCALC** batch job when TDS is deducted, the corresponding certificate number is generated, and the record is created in the **TDS** table. At times when the same **NNTM** sequence code is being accessed in multiple processes simultaneously, there are locks observed in the **NND** table resulting in delays in the entire process of TDS calculation.

As an alternative to the **HNNTM** setup, where the volumes are high, the database sequence can be used to generate the TDS certificate number. The steps required to enable this are given below:

1. In **HSRGPM** the GCT level parameter should be enabled for the parameter: **Use Seq for TDS certificate num?(Y/N)**, select **Y**
2. The DB sequence **tds_cert_next_num_seq** can be enabled with a minimum value of **1**. The max value can be **999999999**. The maximum length of the TDS certificate number is **25** characters. The sequence can be reset after each financial year
3. In the new format, the TDS certificate number need not be SOL-wise and the common value at the bank level with the format as **'FY'+'<financial Year (say 2021)>'+ Running sequence**. This can be undertaken in the script **B2K_FormatTdsCertNum.scr**
4. Sufficient cache can be maintained for this sequence in consultation with the **DBA**

Identifying Report Templates Used for Report Generation
Product: Finacle Online Banking Version: 11.2.x onwards

Templates play an important role in report generation. It has been observed that at times the report content or format is not in line with the bank's expectations. Usually, this situation arises due to referring to the incorrect path or template while generating the reports. In these scenarios, the bank's IT team might want to know what **report template/jrxml** has been used for report generation. The steps below can be carried out for troubleshooting and identifying the path and report template file being referred

1. In **Production** setup, the value of the property **OPERATING_MODE** in **AppConfig.xml** should be **APPLICATION_MODE** and the default path for **jrxml** or **jasper** files is **$WorkingDirectory$ /data/jrxml.**

In **Local/Developer** Setup, the **OPERATING_MODE** should be **DEVELOPER_MODE,** then the **jrxml or jasper file** path will be referred from **FEBA_SHARED_SYS_PATH** in **AppConfig.xml**.

2. Check if the corresponding **jrxml** or **jasper** files are placed in the user specific sub folders
    * **Data (FEBA_SHARED_SYS_PATH)/jrxml/consumer** - retail user specific reports
    * **Data (FEBA_SHARED_SYS_PATH)/jrxml/corporate** - corporate user reports
    * **Data (FEBA_SHARED_SYS_PATH)/jrxml/bankuser** - admin and RM user reports
3. If any custom folder is configured for the property **REPORT_TEMPLATES_CUSTOM_FOLDER** in **data/Report.Properties** file, then .jrxml and .jasper extension files are referred from data/customjrxml instead of data/jrxml under user specific sub folders
4. Check for the **Report_Config_Flg** value for the report in **RPMR (Report_Master)** table
    a.   If the value is **L**, then. jrxml extension files are considered for report generation
    b.   If the value is **D**, then. jasper extension files are considered for report generation
5. Check the value the property **REPORT_TEMPLATES_FOLDER** in **data/Report.Properties file**. The value should be **jrxml**

Key Configuration Parameters for Referral Service

Product: Finacle Core Banking Version: 10.2.x onwards

In Finacle when the user encounters any exception and if the user has lower work class than the exception work class, the same will be referred to the authorizer if the referral is set up.

The referral service is required to handle the referral process, and whenever the referral exception is triggered, a record will be inserted in the **AMS (Alert Message Service)** table. Subsequently, the referral service sends the alert to the authorizer and the **AMS** record will be purged.

The various configuration for the referral service needs to be done in the **Referral/Server** section of the **configeditor**. However, the important server level configuration parameter to handle the referral alert is given below.

SRVC_REFDAEMON Section

REF_DAEMON_SLEEP_TIME: This parameter will be used for picking up the records from AMS table and trigger the alert to the authorizer in seconds. All the records created with in the defined timeline will be fetched by the daemon and triggered for alert message. The optimum value can be set to 60 seconds. If any record is not successfully processed, it will continue to stay in the AMS table.
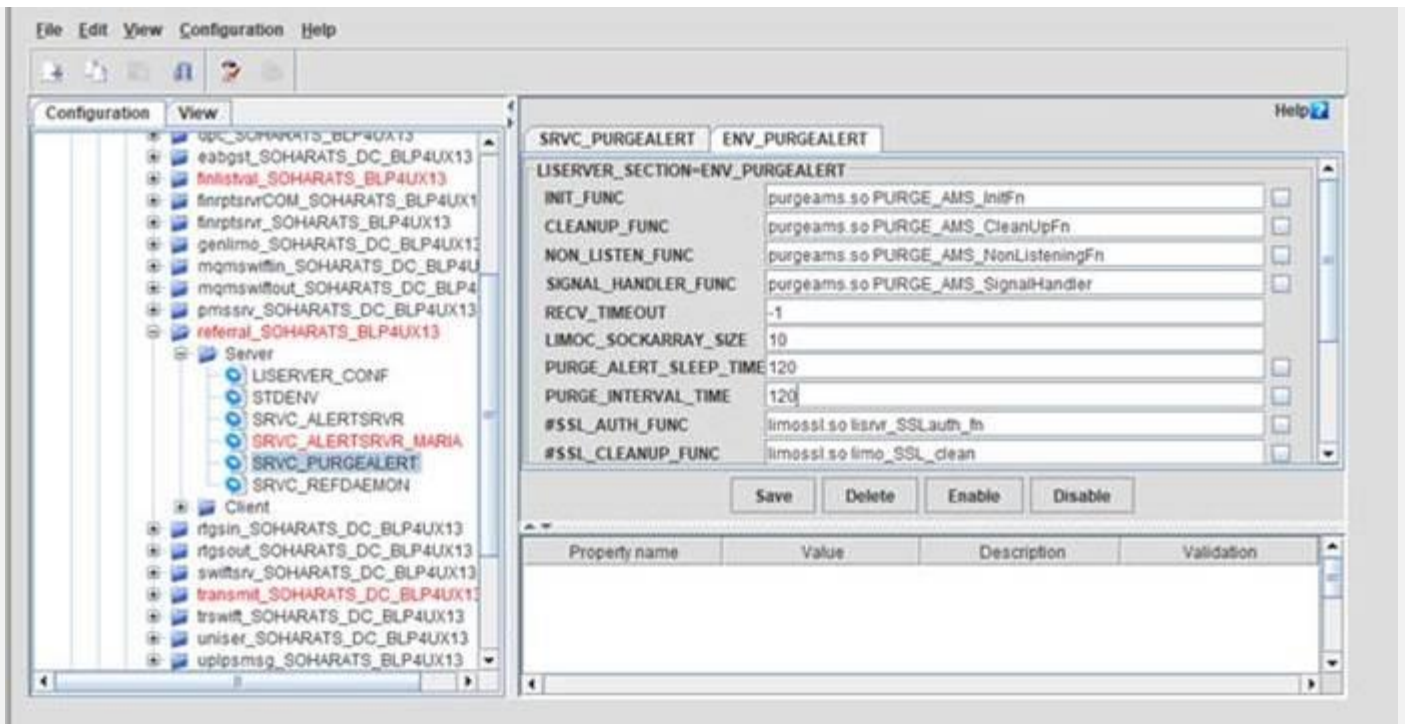
SRV_PURGEALERT Section

PURGE_ALERT_SLEEP_TIME: Defines the time interval for triggering the purging service for AMS records. The optimum value can be set to 120. The service will be enabled for every 120 seconds.

PURGE_INTERVAL_TIME: Determines the threshold time in seconds, after which the records in the AMS table will be purged. Whichever record has crossed the specified time limit , it will be picked and purged. The optimum value can be set to 120.

If the bank has not enabled referral services for a long time or disabled purge services, there will be huge accumulation of AMS records, leading to timeout and even with proper set up the alerts may not be triggered. In that case make sure, the table is purged manually or the purge services are enabled with less frequency interval and table has minimum value.

Sample screenshot is attached below for panel reference.

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!
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