

FINACLE SUPPORT CONNECT

Knowledge Series

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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:

- **Customization of Transaction Particulars or Transaction Remarks**
- **Retail CIF Status Changes During Creation and Modification**
- **Troubleshoot Finacle Problems with just a click!**

So let's start reading!



Customization of Transaction Particulars or Transaction Remarks

Product: Finacle Core Banking Version: 10.x onwards

Sometimes, banks have specific requirements for displaying the transaction particulars in a custom format or narratives, in their preferred language, or for grouping the transactions based on a unique transaction particular code. Such requirements can be achieved using the Product sample script `getextratrandetails.ssr`.

To enable this script, banks need to set the COMT parameter `USE_EXTRATRANSCR_OUT_ONLY = Y`. This script is called everytime a transaction is posted in Finacle through either menu option or batch job. This

can be customized by banks for overriding the default product transaction details such as transactions particulars, transactions particular codes, transaction report codes, reference numbers, and transaction remarks.

Note: The logic or scripting needs to be judiciously undertaken as it can impact the performance.

Retail CIF Status Changes During Creation and Modification

Product: Finacle CRM Version: 10.x onwards

When a retail customer is created, data gets inserted into **Accounts** and **Accounts_Mod** table. Once the customer is approved, the data is deleted from the **Accounts_Mod** table.

During modification, data from the accounts table gets copied to **Accounts_Mod** table and all updates happen first in **Accounts_Mod** table. On verification, the modified data gets copied from **Accounts_Mod** table to **Accounts** table and the **Accounts_Mod** table data gets deleted.

RecordStatus and **Entity_cre_flag** columns in **Accounts** and **Accounts_Mod** table are important as they provide information about the status of the customer (CIF). During creation and modification process, these columns can be referred to understand the current status of the CIF.

Entries of **RecordStatus** and **Entity_cre_flag** in **Accounts** and **Accounts_Mod** table under various scenarios for **Approval Enabled** case is explained in the below table.



Scenario	RecordStatus		Entity_cre_flag	
	Accounts Table	Accounts_Mod Table	Accounts Table	Accounts_Mod Table
Create an entity and just save it. (New Entity)	No entry	D	No entry	N
Edit the above entity and submit it & Attach a Process (Entity Queue)	I	F	N	N
Create an entity and directly submit it and Attach a Process (New Entity)	I	F	N	N
Create an entity and submit it and don't attach a process. (New entity)	I	D	N	N
Run the process steps and approve. After approval mod table entries will be deleted	A	No entry	Y	No entry
Edit the Approved entity and save (Edit Entity)	I	D	Y	Y
Submit and attach a process for the Saved entity in in the above case (Entity Queue)	I	F	Y	Y
Edit the Approved entity and directly submit it with process	I	F	Y	Y

Note: RecordStatus value abbreviations:

- **I- In progress**
- **F- First Submission**
- **D- Draft**
- **A- Approved**

Self-help from



**FINACLE
SUPPORT CENTER**

Troubleshoot Finacle Problems with just a click!

The new **Finacle Support Center** is here and offers you a robust search engine that will bring you solutions in just a click! A decade of problem-solving knowledge has been collated and made available in this repository which is now open to all our customers. You can now benefit from the learning of other banks. Let's take a scenario, where you are faced with a techno-functional issue with your Finacle solution. Someone, somewhere among our clients, would have faced a similar issue in the past and Finacle would have resolved it. Voilà! You can now bank on this knowledge which is documented in the Finacle Support Center. Just search for the issue and find suggested solutions that worked in the past.

Is that it? No, there is more! The hosts of Finacle documents, learning videos, Finacle menus, compatibility checker, webinars, support newsletters and others, is all now available on this repository.

So your next question is, how do I get hold of this repository?

Steps to Access FSC

Visit <https://support.finacle.com/>

You will need a TechOnline User ID and Password

In case you are not registered on TechOnline, contact your Infosys Support Manager for further assistance

If you have forgotten your password, create a new one by visiting the [TechOnline portal](#)

For any other access related query, write to FinacleSupport@edgeverve.com

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

- **Finacle Support Center:** <https://support.finacle.com/>
- **Finacle Knowledge Center:** <https://content.finacle.com>
- **TechOnline:** <https://interface.infosys.com/TechonlineV2/base/globallogin>

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