

# 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:

- **Concept of Runaway Logs in Finacle Core Banking**
- **Enabling EAB GST Service**
- **The Quickest Way to Resolutions**
- **What's New in FSC?**
- **Webinar Announcement: Performance Analysis Issues in Finacle CRM**

So let's start reading!



### Concept of Runaway Logs in Finacle Core Banking

*Product: Finacle Core Banking Version: 10.2.18 onwards*

When any of the background processes in Finacle Core Banking hangs, it continues to hang and use up the system resources until it is killed manually. This will create a problem in application performance.

In **Finacle 10.2.18** version, an enhancement is done to kill such long running process automatically without any user involvement.

As a part of the enhancement, a new environmental parameter **LISRVR\_REQUEST\_TIMEOUT** is introduced in

the **FINLISTVAL** service. The value of **LISRVR\_REQUEST\_TIMEOUT** should be set in seconds.

If in any process, the batch takes more time than the value set in the parameter, the system will implicitly do the following:

- Kill the process
- Log file named **runaway\_[pid].log** will be created in the current working directory of the **finlistval** request

The value of **RECV\_TIMEOUT** parameter in **finbranch** should be more than the **LISRVR\_REQUEST\_TIMEOUT** value. Otherwise, the frontend screen will timeout before terminating the background process.

This will help the bank to focus on customizations and processes which should be optimized to avoid any problem due to memory utilizations. If the **LISRVR\_REQUEST\_TIMEOUT** is not set, then this feature will not be applicable.

### Enabling EAB GST Service

*Product: Finacle Core Banking Version: 10.x onwards*

The **EAB** and **GST** build updates are normally a part of **EOD** operations. To reduce the load on **EOD** batch jobs processing, there is a facility in Finacle to rebuild **EAB-GST** through **limo** service during the daytime. This service periodically checks the **DTD** table for records with the **pstd\_flg** as **Y**, **eabfab\_upd\_flg** as **N**, **gst\_upd\_flg** as **N**, and updates the **EAB** table for the corresponding **ACID** and the **GSTT** table for corresponding **gl\_sub\_head\_code**. This service has the option to run for a specified time interval.



The steps for enabling **EAB GST** services are given below.

1. When Finacle deployment is done through **FDM**, then normally the **EAB GST** services will be present in the path parallel to **finlistval**. Otherwise, the bank has to configure the service manually.
2. The start and the end time of this service execution has to be set up in the configuration files as below, either in **commonenv.com** or **eabgst start** script followed by the back end service restart.

E.g., If the start time is 10am and end time is 4pm, then the configuration is set up as given below:

```
export EAB_GST_UPDATE_START_HOUR=10
export EAB_GST_UPDATE_END_HOUR=16
```

Once the **EAB GST** service picks up the transactions to update, the following changes will be made by the service at the table level

- **DTD** – **eabfab\_upd\_flg** and **gst\_upd\_flg** will be changed from **N** to **Y** for the posted transactions in **DTD**
- **GSTT** – Will be updated for the transactions posted in **DTD**
- **EAB** – Will be updated here for the posted transactions in **DTD**



Self-help from

### The Quickest Way to Resolutions

Complex banking operations need dynamic support. Over a decade, we have consistently curated our learnings from each support ticket raised on **TechOnline** - the **incident management system**. Today, we have a rich repository of around 30,000 support incidents and resolutions which are offered to you on the **Finacle Support Center**. The self-help journey begins at the bank, where we encourage you to adopt this two-step approach.

The first step is to take the problem to the Finacle Support Center. In high probability, your issue will be resolved. This is the fastest and most reliable method. If not, the traditional method is still open, i.e. raise a support ticket on TechOnline.

Did you know that in December 2021, the Finacle Support Center registered more than 1000 search instances? The self-help portal is growing popular with a rising number of footfalls.

Start now by logging into **Finacle Support Center** today, and share your feedback at [Finaclesupport@edgeverve.com](mailto:Finaclesupport@edgeverve.com).

### What's New in FSC?

The following have been recently uploaded to the **Finacle Support Center**.

**4000+ new incidents and resolutions**  
**Additional Troubleshooting documents and webinar recordings**

Log on to the Finacle Support Center today to check out these artifacts!

**Webinar Announcement: Performance Analysis Issues in Finacle CRM**

**Finacle CRM Support team** is hosting a webinar on **Analysis of Performance Issues in CRM**. This session will give an insight on how to identify and perform first level of analysis for performance issues. We will also walk through a few incidents and discuss them along with the relevant logs to be collected.

**Date: Wednesday, February 2, 2022**

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

**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](mailto:finaclesupport@edgeverve.com)