

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:

- **COMT Parameter - TU_CONSIDER_ORGNL_TENOR_MAT_DATE_SHIFT**
- **Passing Additional Data in Full Statement Inquiry Request Response (FSIR)**
- **FSC Survey Results Out Now!**
- **What's New in FSC?**
- **Webinar Announcement**

So let's start reading!

COMT Parameter - TU_CONSIDER_ORGNL_TENOR_MAT_DATE_SHIFT

Product: Finacle Core Banking Version: 11.x onwards

The COMT parameter will decide the logic to determine the interest rate specific to a slab, when the maturity date falls on a holiday. The bank-level parameter, which is given below, defined in the Term Deposits tab, will be considered while computing the maturity date:

Shift Maturity Date if Holiday – Previous Working Day/Next Working Day/None

When COMT parameter - **TU_CONSIDER_ORGNL_TENOR_MAT_DATE_SHIFT** is set as "Y" and bank-level parameter set as below, the interest rate that pertains to the original deposit period will be considered even though the maturity date falls on the next subsequent interest slab.

Shift Maturity Date if Holiday

Previous Working Day Next Working Day None

In the case of a holiday, this COMT parameter will be further checked and the system will compute a new tenor when the original maturity is not equal to the new maturity date

Consider the below Interest Table Set-up:

- 0 to 12 months = 0.25%
- 12 months 1 day to 999 months = 0.35%

Example - Acct open date: **28-Feb-2020** and tenor as **12 months**

The system computes the original maturity date as **28-Feb-2021** and since this falls on a holiday and based on bank-level parameters defined as above, the new maturity date will be computed as **01-Mar-2021**.

New tenor = (New maturity date – OpenEffDate) = 12months 1 day

Maturity date = OpenEffDate + New Tenor = 01-Mar-2021

In case, COMT parameter is set to "N", the system picks up the rate based on the new tenor computed, here it is 0.35%

In case, COMT parameter is set to "Y", the system picks up the rate based on the original tenor despite the maturity date shift, here it is 0.25%

Once the rate is derived, interest is applied to the account for the actual run period.

Passing Additional Data in Full Statement Inquiry Request Response (FSIR)

Product: Connect-24 Version: 10.2.13 onwards

At **Connect-24**, the **FSIR** request is used for fetching the latest transaction details of an account. The various details corresponding to a transaction such as **Transaction Remarks, Transaction Particulars**, etc. are fetched. These details usually amount to around **147 characters** for each transaction. However, there may be specific scenarios where additional data is required based on the needs of the external channel. **Connect-24** has a feature where up to **30 extra characters** can be sent in the response message for each transaction.



With this enhancement, **177 characters** can be sent in response from **Connect-24** for each transaction instead of the regular **147**. The following Environment Parameters(ENV) are introduced at **Connect-24** in order to support this feature in the **uniser.cfg** file:

- **CDCI_ADDTNL_FLDS_CHNL_ID**: Set the channel id values separated by '|'. The additional fields will be returned only for those channels
For example: **CDCI_ADDTNL_FLDS_CHNL_ID=CMN** would return additional fields for the **CMN** channel
CDCI_ADDTNL_FLDS_CHNL_ID=CMN | BWY would return additional fields for the CMN & BWY channels
- **<channel id>_ADDTNL_FLDS_CNT**: Channel id mentioned in **CDCI_ADDTNL_FLDS_CHNL_ID** would be the prefix. This value should contain the number of additional fields required.
For example: **CMN_ADDTNL_FLDS_CNT=1**
BWY_ADDTNL_FLDS_CNT=2
- **<channel id>_ADDTNL_FLD_<count>**: Channel id mentioned in **CDCI_ADDTNL_FLDS_CHNL_ID** would be the prefix. The count mentioned in **<channel id>_ADDTNL_FLDS_CNT** would be the suffix. This value should contain the additional fields' details, to be fetched as part of **FSIR**. It should contain the field name and field length value pair separated by '|'.
For example: **CMN_ADDTNL_FLD_1=TRAN_RMKS|30**
BWY_ADDTNL_FLD_2=TRAN_PARTICULAR|30

FSC Survey Results Out Now!

Thank you for participating in the FSC survey. We have received encouraging feedback and noteworthy recommendations. The team will technically evaluate the suggestions and keep you updated on the developments. Here are some interesting insights that we have received through this survey:

- **70%** of respondents depend on FSC for the vast knowledge base through incidents and resolutions, videos, troubleshooting documents, and many others
- **63%** of respondents use FSC to resolve issues and learn about the various aspects of Finacle
- **41%** of respondents think TechOnline resolutions in FSC are highly useful in resolving Finacle issues

We are enthused to make FSC the first point of self-help support.

[CLICK HERE](#) to log into Finacle Support Center to check out the latest knowledge additions!

What's New in FSC?

New Troubleshooting Documents, Webinars, and incident resolutions have been added to the FSC portal.

Log on today to check out these artifacts!

Webinar Announcement:

L2 Analysis in Finacle Mobile Banking

Finacle Mobile Banking Support team is hosting a webinar on **Finacle Mobile Banking Components and L2 Analysis**. The session will give an insight into various components of Mobile Banking and steps to carry out L2 Analysis. The different nature of Mobile Banking issues and ways to carry out L2 Analysis will also be discussed.

Date: Wednesday, March 16, 2022

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

[CLICK HERE](#) to join the webinar.



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

- **Finacle Support Center:** <https://support.finacle.com/> , <https://finaclesupport.infosys-platforms.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