

# Finacle Support Connect Knowledge Series Celebrates 50 Editions!

Finacle Support Connect Newsletter has reached 50 editions of sharing best practices, known resolutions and knowledge bites with customers and partners to enhance problem solving capability. We take this moment to share some of the insights that we garnered through a survey.

Read through to see the results and testimonials from some of our esteemed readers!

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:

- **Addition of Channel Id for FI Transactions**
- **Audit Functionality in SSO Level Change**
- **Support Connect Reaches 50! – We Want to Hear From You**
- **Sharpen Your Finacle Knowledge with the Menu Lexicon on FSC!**
- **What's New in FSC?**
- **EOY – FY Webinar now Live on FSC**

So, let's start reading!

### Addition of Channel Id for FI Transactions

This article will help external channels successfully pass the originating source of FI transactions into the corresponding Channel Ids tag `<ChannelId></ChannelId>` of the Request XML. Usually, only two values, COR and CRM are supported by the product inside these tags. It would require additional set-up to pass any other valid Channel Ids under these tags.

This additional set-up has been mentioned below:

1. Define the Channel Id in the **HRRCDM** menu/ **RCT** table
2. Add the Channel details in **HIINH** menu. The corresponding backend table is **FIMASTER.INTERFACE\_NODE**. For e.g. BWY – BWAY channel

**Restart the WAS** services for the changes to take effect.

Note: The addition of Channel Id for FI Transactions is for validating the Channel Id before the Transaction Processing is done.

### Audit Functionality in SSO Level Change

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

As part of Admin responsibilities, the SSO administrator performs tasks in the SSO level like User Creation, User management, application role maintenance, etc. The SSO Audit report is a snapshot of the functions performed by the administrator on these tasks.

These are the steps to view an audit report:

1. Click Audit Report sub-menu in the **SSOAdmin** menu section. The Audit Report criteria page contains these fields:

### Sharpen Your Finacle Knowledge with the Menu Lexicon on FSC!

The Menu Lexicon in the Knowledge Base section of **Finacle Support Center** contains an exhaustive list of **menus** and their descriptions to help you become an expert on Finacle. You can filter the menus based on the Finacle product or version and even find out what Menus are used in specific modules

[Visit FSC](#) today to learn more about this feature and check out other knowledge artifacts and resources!

### What's New in FSC?

**950+** new incident resolutions have been added to the FSC portal.

**EOY-FY Webinar now Live on FSC**

The recording of the EOY- FY 2021- 2022: Best Practices webinar and supporting presentation are now available on **Finacle Support Center**.

[Click Here](#) to check out these



<p><b>Click here for a Video Testimonial</b> <b>from</b> <b>Ramakrishna Chellapen</b> <b>Senior Manager – ICT Application</b> <b>MauBank, Mauritius</b></p> 	 <p><b>CUSTOMER SPEAK!</b></p> <p>"The Support Connect Newsletter has helped us a lot to manage our IT operations/support and I wanted to highlight continuous support from your team in resolving issues on time"</p> <p><b>Rishi Gokhool</b> <b>Deputy Head, IT</b> <b>BANK ONE</b></p>
---	---

Thank you for the words of encouragement! It propels us to share handy support knowledge and information about Finacle every fortnight 😊

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)