



Finacle Support brings you this fortnightly knowledge bulletin to augment your problem-solving capability. 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:

- **Common Errors Faced During Inward STP**
- **Setups for Customer Assist Login**
- **New Additions to Finacle Support Center**
- **Logging Framework in Finacle Online Banking Webinar now Live on FSC**

So, let's start reading!

Common Errors Faced During Inward STP

Product: Finacle Core Banking Version: 10.2.x

When **STP** (Straight Through Processing) is enabled, sometimes, users get a success report which has the following error message:

"PO Creation Successful but no transactions created"

PO is created after uploading a message in the **SMH** table. But the transaction is not created. **PO** is in '**N- Not Ready**' status as shown in the below screenshots.

S.No.	MT Number Receiver's BIC	Entity Type Entity Id Message	Amount	Crcncy	Sender's BIC
1	103		2404.50	USD	

PO Creation Successful but no transactions created

To check the exact error, the user must invoke the **HPORDM** menu in Modify mode and try to submit. The exact details missing in the **PO** due to which it is not getting verified will be shown as an error.

Common errors include:

- AWI (Account with Institution) details like name and address are missing
- Charge account doesn't exist for the placeholder or charge code is not proper
- Debit account not in the proper currency
- Reimbursement details are missing

The population of charge details during the processing of the inward **STP** needs to be handled in the custom script **STPCriteria.scr** as per the bank-specific requirement.

Setups for Customer Assist Login (Continuation of the article from [Edition 58](#))

Product: Finacle Online Banking Version: 11.2.x

For this edition, we will learn about:

Significance of the PRPM parameter CUST_ASSIST_MNU_PRF_FILTRATION

In Finacle Online Banking all admin and end-users have menu profiles linked. They can also be linked to CUST_ASST_MENU_PRF. The CUST_ASSIST_MNU_PRF_FILTRATION parameter decides if any filtration is required on the menus to be displayed to the admin user when they log in on behalf of the end-user.

Case 1: CUST_ASSIST_MNU_PRF_FILTRATION = 'N'

- As application parameter CUST_ASSIST_MNU_PRF_FILTRATION is disabled (value is N), CUST_ASST_MENU_PRF of admin is not considered. Admin will see the menus based on the menu profile of the end-user, on customer assist login

Case 2: CUST_ASSIST_MNU_PRF_FILTRATION = 'Y'

- The common menus present in the menu profile of the end-user and CUST_ASST_MENU_PRF of the end-user are identified and only those menus will be shown to the admin on customer assist login
- In case CUST_ASST_MENU_PRF is not set for the end-user, the common menus in the menu profile of the end-user and CUST_ASST_MENU_PRF of the admin user are displayed

If there are no common menus, the following message gets displayed:

“ You do not have sufficient permissions to log in on behalf of the cited customer”

Note: The menu profile of the end-user can be identified from the **ASML** table, based on the **ACCESS_SCHEME** configured in the **CUSR** table for the end-user.

New Additions to Finacle Support Center

Finacle Support Center (FSC) aims at empowering you to troubleshoot Finacle issues and gain a better understanding of its functions and features. Here are some of the new additions which are guaranteed to make your experience better:

- TechOnline (TOL) pop-up on FSC Search Page:** When you search on FSC, there is now a pop-up at the bottom of the page, which takes you directly to TechOnline wherein you can raise a ticket



- Single Sign-On for FSC and TOL:** You can now access FSC by using your TechOnline user ID and password
- Learn Finacle from the Experts!**
Work with our in-house experts to create a customized Finacle training program that suits your needs. [Click here](#) to visit the portal to learn more about the various training programs and certifications available on FSC
- 650+** new incident resolutions, **18** TSDs, and, **10** FAQs have been added to the portal

Visit the [FSC portal](#) today to get access to over **50,000** knowledge artifacts and become a Finacle Expert!



Logging Framework in Finacle Online Banking Webinar Now Live on FSC

The recording of the webinar conducted on Logging Framework in Finacle Online Banking and Log4j Vulnerability is now available on Finacle Support Center. The session provides insights into vulnerabilities identified in Apache Log4J and mitigation steps to be implemented in Finacle Online Banking products and covers the logging framework of Finacle Online Banking. [Click here](#) to view the recording.

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



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