



KNOWLEDGE SERIES

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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:

- **A Brief on Environment Variable `SUSPENDED_CIF_ALLOWED`**
- **Usage of PRPM Property: `DEFAULT_CHANNEL_REQUIRED`**
- **Troubleshoot Queries Using Finacle Support Center**
- **What's New in FSC**

So, let's start reading!

A Brief on Environment Variable `SUSPENDED_CIF_ALLOWED`

Product: Finacle Core Banking Version: 10.x

In Finacle Core Banking the **HGCHRG** menu does not collect general charges for existing accounts under suspended **CIF** resulting in a loss of income for the bank. The transaction involving charges for the accounts under suspended **CIF** can be allowed by exporting the specific environment variable in the **commonenv** file.



When the environment variable **`SUSPENDED_CIF_ALLOWED`** is set to **YES**, the system will allow the collection of charges for the accounts under suspended **CIF** when the transaction involving charges is initiated from the **HGCHRG** menu.

Env Variable	Value	Description
<code>SUSPENDED_CIF_ALLOW</code>	Y	The system will allow the collection of charges initiated from the HGCHRG menu
<code>SUSPENDED_CIF_ALLOW</code>	N	The system will not allow collecting charges initiated from the HGCHRG menu

Note: If the above variable is not set then the value is treated as **N** by default.

Usage of PRPM Property: `DEFAULT_CHANNEL_REQUIRED`

Product: Finacle Online Banking Version: 11.2.x



In the admin application, during the creation of a retail or corporate user, the admin can select channels from a list to which the retail or corporate user can be given access. After the creation of the user ID, the channel-specific details are stored in the **CSIP** table. At the time of user creation if the admin selects any channel other than the internet, then in the **CSIP** table, an entry is created for the selected channel(e.g. Mobile), and one more entry is created for the Internet channel ID (**I**) which consumes two licenses for the bank.

A PRPM property called **`DEFAULT_CHANNEL_REQUIRED`** decides whether the default channel record should be present in the **CSIP** table or not.

- If **`DEFAULT_CHANNEL_REQUIRED`** is **Y**, then whenever a user is created with a channel other than default channel(**I**), two entries will be inserted in the **CSIP** table with one record holding channel ID as **I** and the other record with the specific channel ID selected by the admin. This will consume two licenses for the bank
- If **`DEFAULT_CHANNEL_REQUIRED`** is **N**, then whenever a user is created with a channel other than **I**, only one entry will be inserted in the **CSIP** table which is for the specific channel ID selected by the admin. This will consume a single license for the bank.

- For default channel ID **I**, the value of Primary Authentication Mode and Tran Auth Mode are updated in the **CSIP** table as per the user-selected value, at the time of user creation.
- For channel IDs other than **I**, the value of Primary Authentication Mode and Tran Auth Mode are updated in the **CSIP** table as per the below PRPM properties:
PRIMARY_AUTHENTICATION_MODE_CHANNEL_<ChannelID> and AN_AUTH_MODE_CHANNEL_<ChannelID>



Troubleshoot Queries with Finacle Support Center!

State Tax Payments

Module: *Finacle Online Banking Version: 11.x*

Finacle Online Banking provides the infra to support Tax Payments, customers of the bank will be able to make Tax Payments using their Internet Banking platform. This document covers in detail the State Tax Payment Integration done on 11.2.X for various states...

[Click here](#) to read the full Troubleshooting Document on FSC!

Would you like a particular topic to be discussed in the Support Connect newsletter? Write to us and let us know.

What's New in FSC!

780+ incident resolutions have been added to FSC. Log in today to check out these artifacts!

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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