



Agent Banking and Inhouse Applications Support Manual

Version 1.0

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Linking, Delinking and Blocking Terminals

Log onto agent banking database server

Failing to Link a Terminal

- select * from agentinfo where agent_id = '23024804';

If agent with terminal id 23024804 exists in **agentinfo** but does not exist in **agentbio**, delete the record from **agentinfo** and request them to link again.

Blocking/Delinking Terminals

Delinking from Agentbio

- select * from agentbio where agent_id = '23024804';

If agent with terminal id 23024804 exists in **agentbio**, run query below.

- update agentinfo set agent_id='23024804_issueid_492566', account_number = '9030019958956_issueid_492566', added = false where agent_id = '23024804';

Note: 492566 is the issue tracker id

Delinking from Agentinfo

- Select * from agentinfo where agent_id = '23024804';

If agent with terminal id 23024804 exists in **agentinfo**, run query below.

- update agentbio set agent_id='23024804_issueid_492566', enabled=false, agent_account = '9030019958956_issueid_492566' where agent_id = '23024804';

Unblocking Terminal

Unblocking From agentbio

- select * from agentbio where agent_id like '%23024804%';

If agent with terminal id 23024804 exists in **agentbio**, run query below.

- update agentbio set agent_id='23024804', enabled=true, agent_account = 'The agent's account' where agent_id like '%23024804%';

Blocking From agentinfo

- Select * from agentinfo where agent_id like '%23024804%';

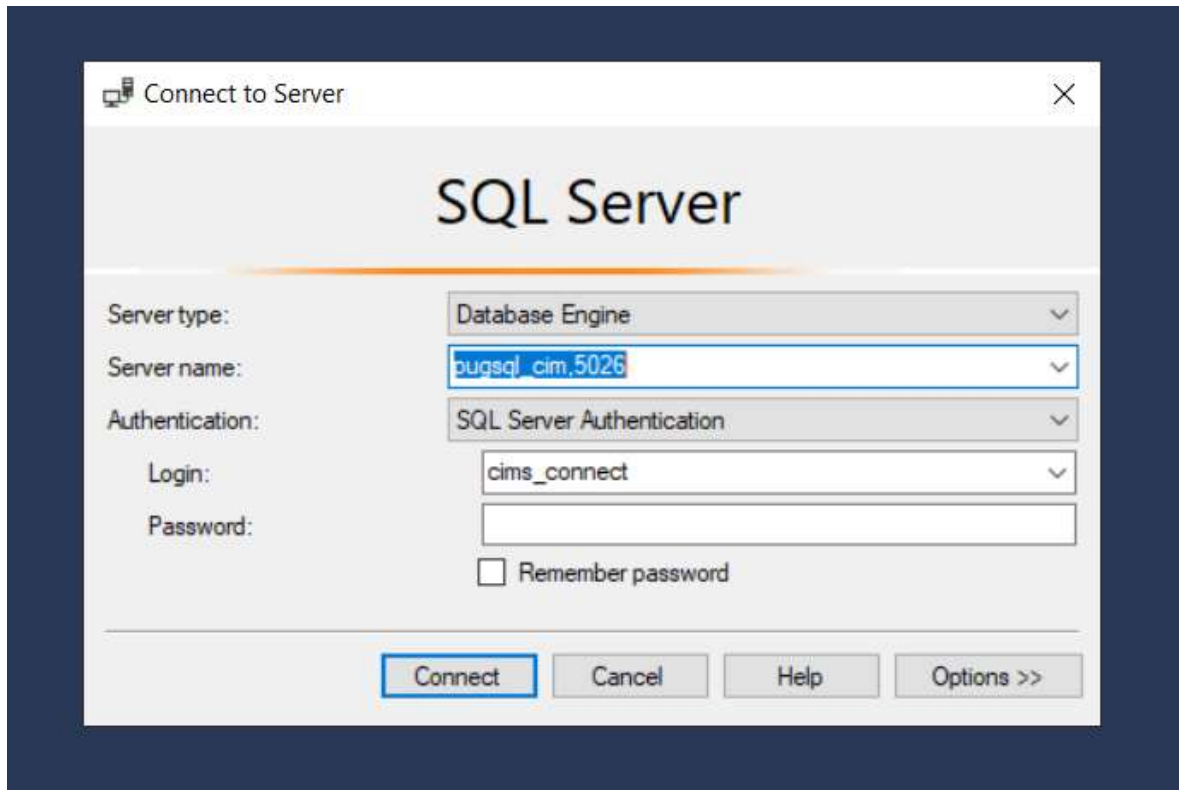
If agent with terminal id 23024804 exists in **agentinfo**, run query below.

- update agentinfo set agent_id='23024804', account_number = 'The agent's account', added = true where agent_id like '%23024804%';

Updating User Branch, Role and User Activation and Deactivation

Log onto 10.230.205.106 jump box

Open **Microsoft Server SQL Studio** and log onto pugsq_cim database server



Open agent_terminal_linking database and select user_details table

Update User Branch

Select user details using the sap number (userid) as shown in the query below

- select * from user_details where userid = 'a241089';

If user exists, run query below to update the branch

- update user_details set branch = 'gulu' where userid = 'a241089';

Updating User Role

Confirm the various user roles and their ids by right clicking on user_role table and select top 100 from MSSQL to view all the roles or run query below to view all user roles

- select * from user_roles;

Then select user details using the sap number (userid) as shown in the query below

- select * from user_details where userid = 'a241089';

If user with sap number(userid) exists, then run the query below to update user role

- update user_details set role = 1 where userid = 'a241089';

Activating User

Then select user details using the sap number (userid) as shown in the query below

- `select * from user_details where userid = 'a241089';`

If user with sap number (userid) exists, then run the query below to active

- `update user_details set active = 1 where userid = 'a241089';`

Deactivating User

Select user details using the sap number (userid) as shown in the query below

- `select * from user_details where userid = 'a241089';`

If user with sap number (userid) exists, then run the query below to deactivate


- `update user_details set active = 0 where userid = 'a241089';`

Checking for transaction status

Log onto 10.230.205.106

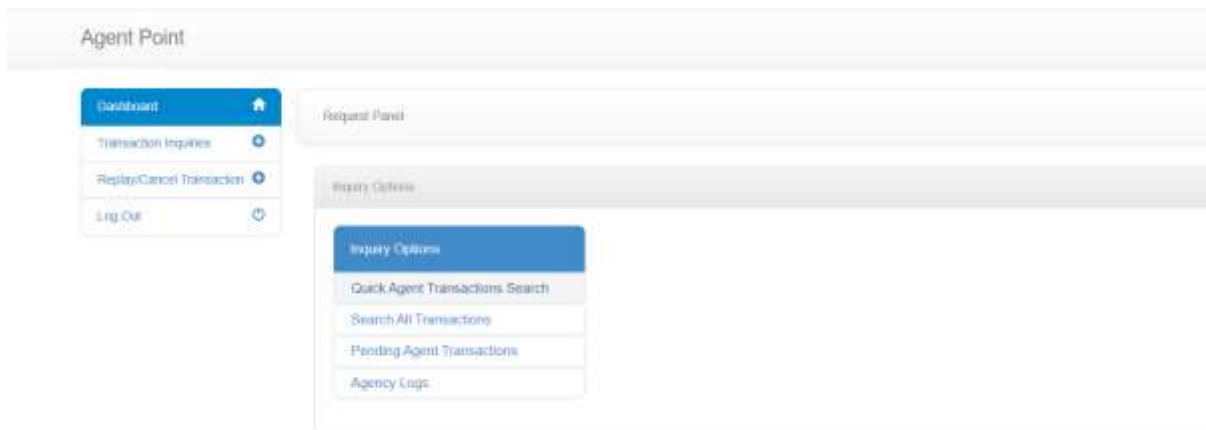
Open chrome and paste <https://pugapp01.ug.sbicdirectory.com/login.aspx>

Log into the dashboard with AD credentials



The image shows the login page for Stanbic Bank Uganda's AgentPoint system. At the top, there is a blue banner with the text "Stanbic Bank Uganda". Below this, on the left, is the AgentPoint logo, which consists of a blue shield with a white stylized 'S' and 'B' inside, and the word "AgentPoint" in bold black text below it. To the right of the logo is a login form. The form has a heading "Please provide your Login Credentials." Below this, there are two input fields: "USER NAME" with the value "s241088" and "PASSWORD" with a masked value "*****". A blue button labeled "Click to Login" is positioned below the password field.

Select 'Transaction inquiries' then select 'Search All Transactions'.



The image shows the Agent Point dashboard. At the top, there is a header bar with the text "Agent Point". Below this, on the left, is a sidebar menu with a blue header "Dashboard" and a home icon. The menu items are "Transaction Inquiries" (with a gear icon), "Replay/Cancel Transaction" (with a gear icon), and "Log Out" (with a clock icon). To the right of the sidebar is the main content area. It has a "Request Panel" section and an "Inquiry Options" section. The "Inquiry Options" section has a blue header and four buttons: "Quick Agent Transactions Search", "Search All Transactions", "Pending Agent Transactions", and "Agency Logs".

To search for a transaction, add the reference number and click the search button

Agent Point

Dashboard

Transaction Inquiries

Replay/Cancel Transaction

Log Out

Reference Number

Search

Details of the transaction will be displayed as below.

If a transaction is successful, status description will show successful

Agent Point

Dashboard

Transaction Inquiries

Replay/Cancel Transaction

Log Out

Reference Number

02979546086368

Search

	DRAccount	CRRemarks	DRTranRemarks	CR TranParticulars	DR TranParticulars	Finacle ID	Status Description
28993	9030017983252	02979546086368 AGENT WTHDRWL	23024321 WITHDRAW AT AGENT	23024321 AGENT CASHWDRWL	02979546086368 AGENT WTHDRWL	220224598023048/1	Successful

Generating Agents report

Log onto 10.230.205.106 jump box

Open hiedi sql and log onto the agent banking production database server

Run query below to select all agents

- `select * from agentbio`

Right click on the return agents and select export grid rows

The screenshot shows the HeidiSQL interface. At the top, a query is entered: `1 SELECT * FROM agentbio;`. Below the query, a table titled 'agentbio (59r x 22c)' displays the results. The table has columns: agent_id, datejoined, agent_name, home_sol, agent_phone, enabled, and bal_a. The data is as follows:

agent_id	datejoined	agent_name	home_sol	agent_phone	enabled	bal_a
76234234324	2021-03-30	Master Kantu	Bwera CSP	0703948764	true	
104324232342	2021-03-30	Law Kagame	Kyenjojo CSP	0703948764	true	
402343242344	2021-03-30	Mr Enteb		0703948764	true	
2346547556	2021-03-30	Mr New		0703948764	true	
5234234234	2021-03-30	Next Ter		0703948764	true	
21424542	2009-10-10	Tony Otir		0703948764	true	
423523423	2009-10-10	Onek Ka		0705192591	true	
2342523434	2021-03-30	Martina I		0703948764	true	
123532534	2021-03-30	Nhist Na		0703948764	true	
20000005	2009-10-10	Interswit		0774427564	true	
7435234	2009-10-10	Electroni		0705192591	true	
52323490	2009-10-10	Sebagala		0705192591	true	
5234234	2009-10-10	Kasawuli		0705192591	true	
103532	2009-10-10	Hakeem		0705192591	true	
1094234	2009-10-10	Musa Mu		0705192591	true	
23895435	2009-10-10	Derrick N		0705192591	true	
532434234234	2021-04-08	Law Son		0704552694	true	
5023423432423	2021-04-08	Muntu K		0703948764	true	
32453245435235	2021-04-08	Tony Otir		0703948764	true	

A context menu is open over the 'agent_name' column of the row with agent_id 402343242344. The menu includes the following options: Copy (Ctrl+C), Copy selected rows (Shift+Ctrl+C), Paste (Ctrl+V), Insert value, Insert files into TEXT/BLOB fields..., Save BLOB to file..., Grid view options, Open URL, Insert row (Ins), Duplicate row without keys (Ctrl+Ins), Duplicate row with keys, Post (Ctrl+Enter), Cancel editing (Esc), Delete selected row(s) (Ctrl+Del), Reset sorting (Alt+S), Quick Filter, Find text... (Ctrl+F), and Export grid rows (highlighted). At the bottom of the window, it says 'arnings: 0 Duration for 1 query: 0.000 s' and 'SQL help F1'.

Browse where you want to save the file, add a file name and select OK to export agentbio to csv

Generating AGB Exceptions Report Status

Log onto tranmanager production database server

Select all reference numbers from the shared excel sheet that contains transactions whose exceptions are to be generated

Then run query below to generate an exceptions csv file

- \copy (select instime, request_payload->>'CRAccountNo' CRAccountNo , request_payload->>'DRAccountNo' DRAccountNo, request_payload->>'TranAmount' TranAmount,request_payload->>'RequestID' RequestID, request_payload->>'DRTranParticulars' DRTranParticulars, request_payload->>'CRTranParticulars' CRTranParticulars,response_payload->>'status_desc' status_desc from queued_transactions where requestid in ('010592571528739', '09801534229702', '011277034006216', '07473378865458', '036242747834439')) TO '/DBbackup/agbexceptions.csv' with CSV HEADER;

Log onto the **tranmanager** production database server using **winscp** and then download the agbexceptions.csv.

Run **crontab -e** to edit the existing scheduled cron jobs, particularly

php /agentbanking/pugagb/scripts/ resetMTNcredit.php

php /agentbanking/pugagb/scripts/procMTNLiquidations.php

as shown in the screen short below.

```

0 2 * * * * cd /agentbanking/psqph/-/reserv-05
0/2 * * * * * cd /agentbanking/psqph/totalincome/reserv05.php & mailto:admin@reserv05.php
0/1 * * * * * php /home/scripts/reserv05.php
0/10 * * * * * php /home/scripts/reserv05.php > /dev/null

0 Cleanup balance log file
0 * * * * * cd /home/abnlog/agentbanking/agentlog/log/balanc_balance* /agentbanking/log/agentlog/ & /dev/null

0 Every incomplete billed without transactions
0/6 * * * * * /home/scripts/secrj_watal.sh

0 Refund HIF agent if credit transaction is not completed by bank agent
0/1 * * * * * php /home/scripts/refund_hif.php
0/6 * * * * * php /home/scripts/refund_hif.php
0/3 0-20 * * * * * php /home/scripts/complete_hif.php
0/2 * * * * * php /home/scripts/creditagents_hif.php
0/4 * * * * * php /home/scripts/creditagents_hif.php
0/10 2-21 * * * * * php /home/scripts/creditagents_hif.php
0 10 * * * * * php /home/scripts/creditagents_hif.php
0/amount.php /home/scripts/creditagents_hif.php

0 EMAIL message processing
0/1 * * * * * cd /agentbanking/mobile_conf/servicemail; php postWallerCharges.php & /agentbanking/mobile_conf/servicemail/logs/waller_mail.php.'data <<0/0/0/0' .log 20
0/1 * * * * * cd /agentbanking/mobile_conf/servicemail; php postWallerTransactions05rev05.php & /agentbanking/mobile_conf/servicemail/logs/waller_tran_rev05.'data
0/2 * * * * * cd /agentbanking/mobile_conf/servicemail; php responseWallerWithdrawals.php & /agentbanking/mobile_conf/servicemail/logs/response_waller_withdraw.'data
0/4 <0/0/0/0' .log 2041
0/20 * * * * * cd /agentbanking/mobile_conf/servicemail; php postWallerCharges05rev05.php & /agentbanking/mobile_conf/servicemail/logs/waller_charges_rev05.'data
0/0/0/0/0' .log 2041

```

Reschedule the php /agentbanking/pugagb/scripts/procMTNLiquidations.php cron job to re-run again in the next 5 minutes for **procMTNLiquidations.php**.

Note:

1. Please ensure to reschedule the cronjob back to the default value which is supposed to be **2 am** when it is supposed to restart as soon as the backlog has been cleared.
2. **procMTNLiquidations.php** process must be killed first before it can be rescheduled to run in the next 5 minutes. Failure to do this will result in multiple instances of the same service running at the same time which can potentially result into duplicates.
3. **procMTNLiquidations.php** should never be executed manually when the original process is already running as this can also result into the issue highlighted in 2: above.
4. Killing of these processes can be done a couple of times until all the transactions have been successfully processed as you monitor from the database side.

