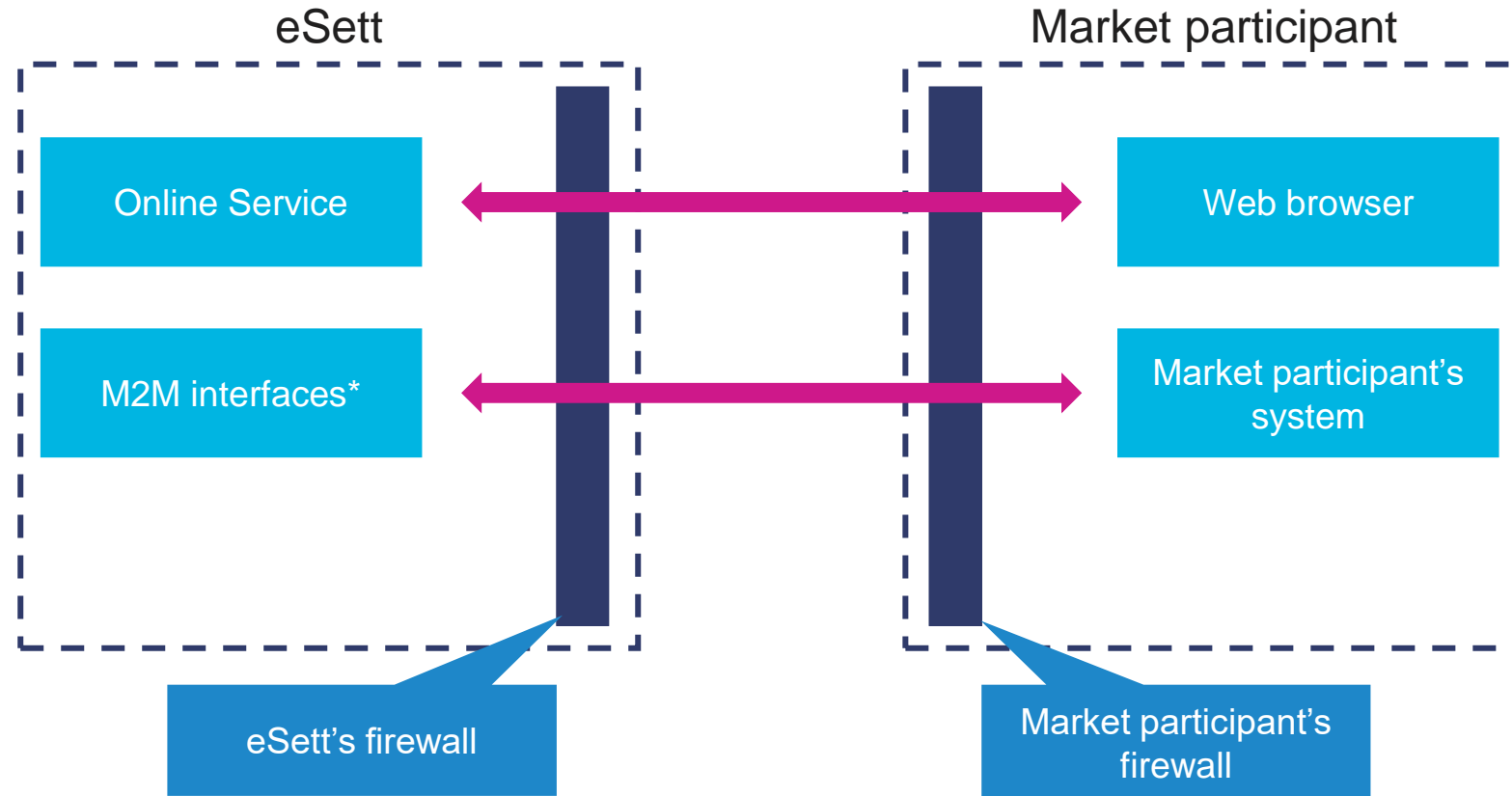


Connectivity troubleshooting for Denmark onboarding project 2020

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- Messaging Service: From eSett to market participant connectivity troubleshooting
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Conceptual overview



* Messaging Service: FTP, SMTP, WS and ECP/EDX
Information Service: WS

Online Service connectivity

Ensure that you have received a username and password for Online Service.

- Your company administrator can create additional users if needed.

Verify that you are connecting to correct address:

Production	https://online.esett.com/ONLS.Private
Test	https://testonline2.esett.com/ONLS.Private

You have reported / configured a valid mobile number that is capable to receive the validation code by SMS.

Note:

If you are not able to see the login page of Online Service at all, it is most likely related to firewalls.

- You can find your public IP, for example using Google, with “what is my IP”.
 - Make sure that the IP is the same all time when connecting to Online Service.
 - Note that the IP address changes whenever you connect different network.
- Inform eSett your IP address in a ServiceNow ticket: <https://esett.service-now.com/public>

Messaging Service: From market participant to eSett troubleshooting

Unable to find your message from Online Service, please verify following:

- Firewalls have been configured to allow communication to and from eSett (Verify eSett IP by request)
- Connection Details [form](#) is filled, sent to eSett and includes all correct IP or IP ranges for communication channel
- Communication Channel information (incoming) is correct: Online Service -> Administration -> Market Party Detail -> Channel of Electronic Communication
- Messages are sent from an address that matches the information in Channel of Electronic Communication incoming settings
 - **(Note:** if you change your details, please wait an hour before trying to send again)
- Messages are searched with right time interval settings
- You are logged in Online Service as the same market participant as the message was sent
- Verify that messages are submitted to correct address:
 - Please ask for the connection points from eSett
- The message sent has been composed according to Business Requirements Specification (<https://ediel.org/nordic-balance-settlement-nbs>) for NBS

Messaging Service: From eSett to market participant troubleshooting

Not receiving Acknowledgments in return to your message submission, please verify following:

- Firewalls are configured to allow connections from eSett
- Communication channel information (outgoing) is correct in Online Service -> Administration -> Market Party Detail -> Channel of Electronic Communication
- The message you sent has been composed according to Business Requirements Specification (<https://ediel.org/nordic-balance-settlement-nbs>) for NBS
- The structure and content in the submitted message corresponds to the structures reported to eSett and shown in Online Service.

Not receiving outbound messages (e.g. SERO/MGIO messages submitted daily)

- If you receive Acknowledgments, the connectivity itself is OK, therefore please verify that your structures are correctly in place and you have successfully submitted role-specific data flows to eSett

Structure verification

Market participant should do structure verification along their other testing activities to ensure correct information is in place

- Valid structures are also prerequisite to settlement data reporting

External Test case document describes structures that should be verified by market participant

- Guide to External tests document is available at: : <https://www.esett.com/denmark-go-live/>

Structure verification instructions can be found from eSett's Commissioning plan for BRP's, chapter 7.1.2 Verification of Structure Data <https://www.esett.com/denmark-go-live/>

eSett support request

If none of the steps described in previous slides help, you should contact eSett for further assistance: <https://esett.service-now.com/public>

Please ensure that you include all relevant information to ticket such as:

- Message ID
- Time of submission (CET or EET)
- Sender ID
- Original message
- Possible error message / error codes
- What test case and/or service issue is related to
- Detailed description what happened before issue
- What is the issue
- Client information (e.g. web browser, FTP server)
- Screenshot (if relevant)
- What information was being edited

eSett changes ticket to “resolved” when the issue has been fixed

- In case the issue has not been fixed, you may reopen the ticket by answering that via email (do not remove reference at the bottom of the message)



WE SETTLE, TOGETHER!

