

Communication Client for Traders (ComCT)

Frequently asked questions

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FAQ_IN_COMCT_ANWENDUNG_EN.DOC



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1 General Questions

1.1 What does ComCT do?

ComCT is an application that helps you to nominate and manage schedule files in the ETSO Scheduling System.

1.2 Where do I get the latest version?

The latest version is available at www.soptim.de.

1.3 What is the difference between the free 1.1x and the commercial 2.x.x version?

The free version ComCT 1.1.3 will not be further developed. Nonetheless it is still available and it covers the basic features for nomination process.

The commercial version is under continuous further development and the most current needs of our customers are integrated in these ComCT versions. The new ComCT has to be licensed and can be purchased in combination with a maintenance contract. For further information see www.soptim.de.

1.4 What is the expense for purchasing the commercial version?

For purchasing the commercial version of ComCT please refer to the most current conditions on our company's website: www.soptim.de.

1.5 I purchased the commercial version and got a license file. What do I have to do?

The license file has to be imported into ComCT. When opening ComCT choose the 'Help' menu and navigate to the menu option 'licensing'. In the dialog that opens you have an overview of the already installed licenses. A new license can be imported by clicking on the 'Browse...' button and selecting the new license file. In the license dialog you now click on the button 'import' and the licensing information of your license are shown and are ready to use.

1.6 How can I help to improve this tool?

You can test, send bug reports and ease-of-use comments.

When you have new requirements or other improvements not currently covered by the application do not hesitate to contact SOPTIM AG for a change request.

1.7 What Java version is required?

Currently Java Runtime Environment 1.6 is supported. If you are unsure about which Java Version you are running or you need to have another Java Runtime installed we recommend installing ComCT with the installation package that has the most current supported Java Runtime Environment included. This Java Runtime will not affect other Java Run-

times on your system and will solely be used by ComCT.

For using the feature of email signing you also need the Java Cryptography Extensions installed to your Java Runtime Environment. This is also included in the full ComCT installation package with the proper Java Runtime Environment.

1.8 I have some trouble installing ComCT on Windows Vista / Windows 7. What can I do?

For installation of ComCT on Windows Vista or Windows 7 you have to execute the setup routine as administrator and with compatibility mode for Windows XP.

If you use ComCT 1.1.3 please use the setup routine with the included java runtime version.

When you have installed ComCT with administration rights, you have to start ComCT with administration rights and in compatibility mode too.

For further informations see the installation guide available on our website:

www.soptim.de.

1.9 How do I send signed emails?

For sending signed emails to a system operator you need to provide a master password, an valid email certificate and you have to activate the checkbox “send message signed” for each system operator you wish to send signed mails to. The single input options can be found in the ComCT preferences. For further information see the user guide.

1.10 What about the paths to a Data Store in the ComCT start page?

When you have already worked with ComCT you see in this overview the last three Data Stores you had in use. The first Data Store in the list is the last one you have opened.

An entry in the overview disappears when you have opened enough other Data Stores.

1.11 Where is the Export Directory I had to provide in previous versions in preferences or in the wizard dialog?

The export directory was not used very frequently and was a little bit misleading. Thus this option has been removed and replaced by a more appropriate export dialog for selecting an export path when it is needed.

2 Business related Questions

2.1 Can I use ComCT for cross-border nomination?

Yes. The newer ComCT versions since 2.0.x have been further developed for fully supporting the nomination across capacity restricted borders. For cross-border nomination use the extern time series type and the business type A03. You also have to provide values in the fields capacity contract type and capacity agreement identification. For further information and detailed material see our website www.soptim.de.

2.2 Can ComCT show balancing in combination with cross-border scheduling?

Currently ComCT can not compute if you are balanced for a certain schedule day if you use capacity allocations for your nominations, because ComCT can not compare the time series data over several schedule messages with daily, weekly or long term capacity contract types.

2.3 ComCT 1.1.3 seems to have problems with cross-border scheduling

ComCT 1.1.3 partly supports cross-border scheduling, but due to the new maintenance conditions of ComCT the free version 1.1.3 will not be developed further. We recommend to use the newer ComCT versions that are distributed by SOPTIM AG. For further information see our website or contact us directly.

3 Troubleshooting

3.1 How to report bugs?

Please send bug reports to the email address provided in the chapter „Contact“ of this document.

A preferably very detailed description of the occurred error and the steps to reproduce the error in the bug report will be helpful for us to track down the error.

Screenshots and example data(schedule data, ACK, ANO, ...) often are very helpful too. Of course we will treat any data you send to us confidential.. All data will be used only for the purpose of reproducing and removing the reported error.

In case of a runtime error, the tool generates a file console.log in the .comct folder of your user home directory. Please include this log file in your report.

4 Contact

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