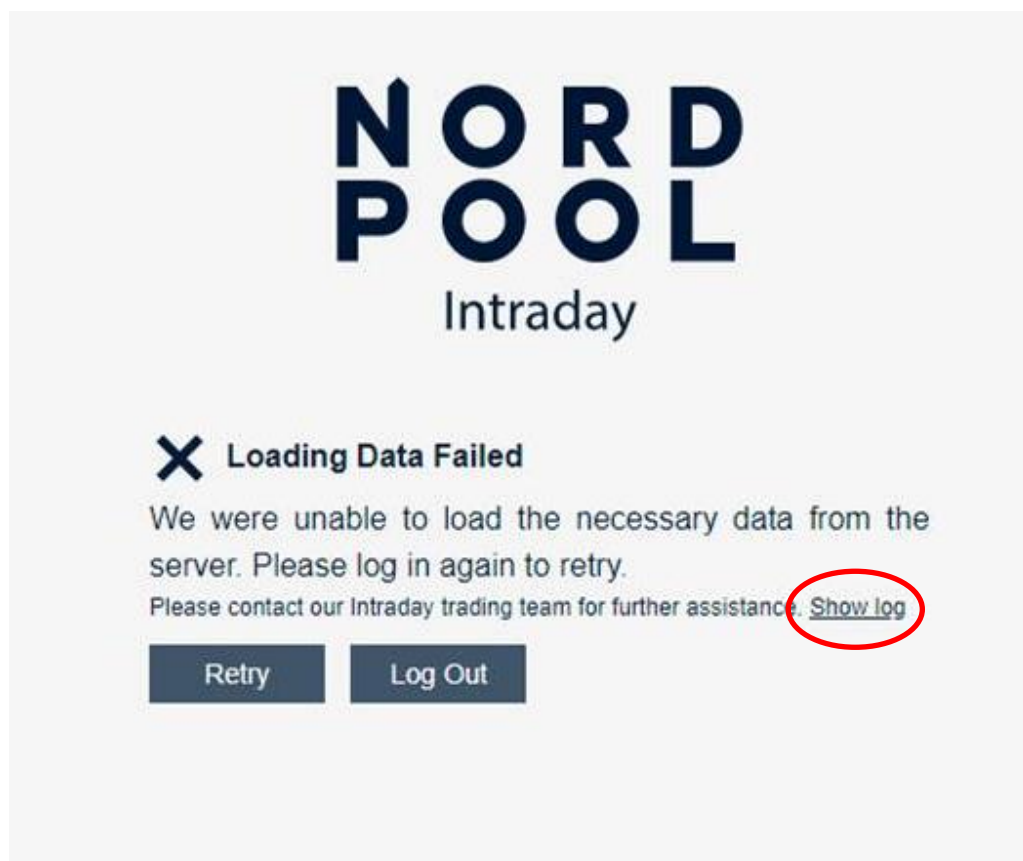**NORD POOL**

Reporting Issues to Nord Pool – Supporting Information

1) **Member login issues:** If you are experiencing issues logging in to the platform please provide us with the following information:

- User name
- Time frame of the incident with time zone
- Screenshot of the error message
- Copy paste of the log file

Example:

I tried to login with XXX at 12:34 CET see below screenshot of the error message and log:


```
2018-02-12T12:10:42.123Z  Local storage logging started
2018-02-12T12:10:42.124Z  Environment: MT
2018-02-12T12:10:42.124Z  Release: 1.0.863-development
2018-02-12T12:10:42.124Z  No active feature flags
2018-02-12T12:10:42.126Z  Workspace created with id "81c008cd-4977-4c1b-81d4-
6ec1c8430fdb"
2018-02-12T12:10:42.135Z  Service for feed "deliveryAreas" has been created
2018-02-12T12:10:42.135Z  Initiating subscribe to feed "deliveryAreas"
2018-02-12T12:10:42.135Z  Waiting for MW connection and data dependencies for feed
"deliveryAreas"
2018-02-12T12:10:42.136Z  Service for feed "configuration" has been created
```

2018-02-12T12:10:42.136Z Initiating subscribe to feed "configuration"
2018-02-12T12:10:42.136Z Waiting for MW connection and data dependencies for feed "configuration"
2018-02-12T12:10:42.137Z 3 services started
2018-02-12T12:10:42.169Z Notification store opened successfully
2018-02-12T12:10:42.278Z Error fetching remote user preference data (-1):
2018-02-12T12:10:42.278Z Proceeding with default user preference values
2018-02-12T12:10:42.279Z No previous workspace configuration. Creating default workspace.
2018-02-12T12:10:42.346Z Error saving id-workspace-configuration-workspaces to user preferences (-1): [Errors were encountered when loading user preferences. Additonal failures are expected until you reload the page]
2018-02-12T12:10:42.380Z AppInsights library got loaded in 255ms
2018-02-12T12:10:42.468Z Connected to middleware
2018-02-12T12:10:42.470Z MW connection and data dependencies are resolved for feed "deliveryAreas"
2018-02-12T12:10:42.470Z Subscribing to MW feed "/user/TEST_driftcentralen@jamtkraft.se/v1/conflated/deliveryAreas"
2018-02-12T12:10:42.546Z Middleware worker error (Connection error: 0): User not authenticated or reached its login throttling limit. Login throttling limits are\c 10 logins per 20 seconds and 1000 logins per 1200 minutes.
2018-02-12T12:10:42.562Z Disconnected from Middleware
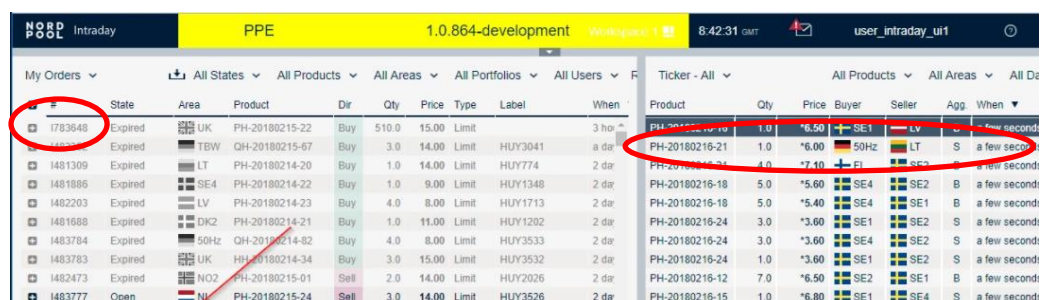2018-02-12T12:11:42.953Z Timeout while loading initial data

2) **Reporting a suspected bug:** If you think you have discovered a bug in the platform please help us by providing the following information in your email:

- User name
- Time frame of the incident with time zone
- Area, Portfolio, Trade ID, Order ID, any other factual information about the incident in question.
- Screenshot
- Session ID form

Example:

I Have been traded, but my order is still appearing in "my trades", although I see it traded in the Ticker.

My username is XXX, ordernumber is 1234546 on product PH XXXX, price, volume, in area NO1 and portfolio "Energy Norway 1" and trade number is IXXXX. I logged in 12:34 CET. See print screen below. My session ID id xxxxxxxxx
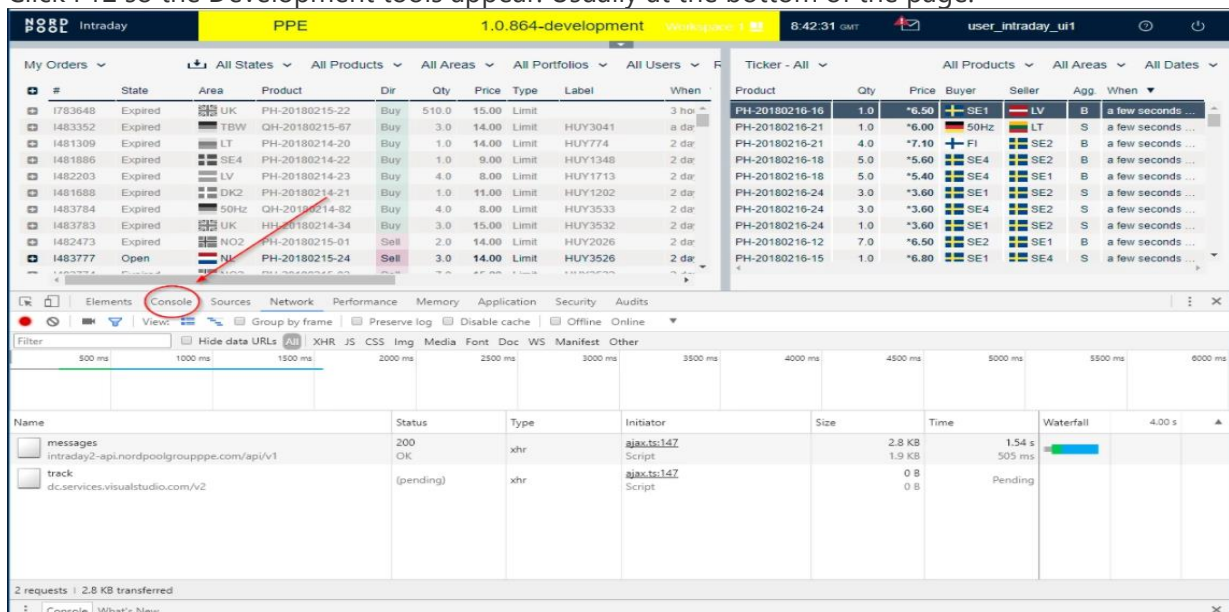
3) Help with locating your session ID:

This may vary from browser to browser, but we need a Session number with this format (example):

- Click F12 so the Development tools appear. Usually at the bottom of the page.

- Switch to "Console" view.
- In Console tab:
1. Scroll all the way UP.
2. Locate "My session id" lines and retain this information.