Frequently Asked Questions (FAQs) About the Setup for the OMIE Information Systems Access Point

CONTENTS

1 INTRODUCTION

This guide contains frequently asked questions following setting the client workstation up to access the OMIE Information Systems, following the directions for initial access via the Edge browser.

The answers provided below do not replace setting the station up properly as discussed in the next section. They do offer a complement to address known problems quickly.

2   HELPFUL LINKS

All the information needed to set the station up can be found in our repository, [OMIE Publications: Technical Documentation](#) for reference during troubleshooting:

- Access point setup guide for accessing the OMIE information systems with the Edge browser
- User manual for the Download Center
- OMIE installer for web access with the Edge browser

3   ANSWERS TO COMMON QUESTIONS

3.1   Can I continue logging on with Internet Explorer?

Access with Internet Explorer is no longer supported by OMIE, with Edge being the only browser of reference, as indicated in the respective guide within OMIE Publications: Technical Documentation.

3.2   Where can I manage installed certificates?

You can check, import, or delete the digital certificates installed in the Windows certificate store on the computer from Control Panel > Manage user certificates [certmgr.msc]> Certificates - Current user > Personal > Certificates.

3.3   Where can I find the Fortify application or its log?

During the setup for the access point, the Fortify application is installed by default at the path C:\Fortify\Fortify.exe, where C is the operating system drive.
While running, it can be found in the notification area on the Windows taskbar, among the icons for running programs or within the drop-down menu of hidden icons. It should appear as a blue shield:


You can check the Fortify log by enabling it before accessing the private platform: to do this, right-click on the Fortify icon and go to *Settings > Manage Log > Enable*.
Once it is enabled, log back in for the log to begin registering.

3.4 How do I start Fortify in a session without administration privileges?

If you do not want to have to run Fortify after every time you restart the computer, the application can be accessed directly from the startup applications. The Startup Applications destination folder is at the following path by default:
C:\Users\YourUser\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup

It can also be called up from Run (Windows + R) > Shell:startup.
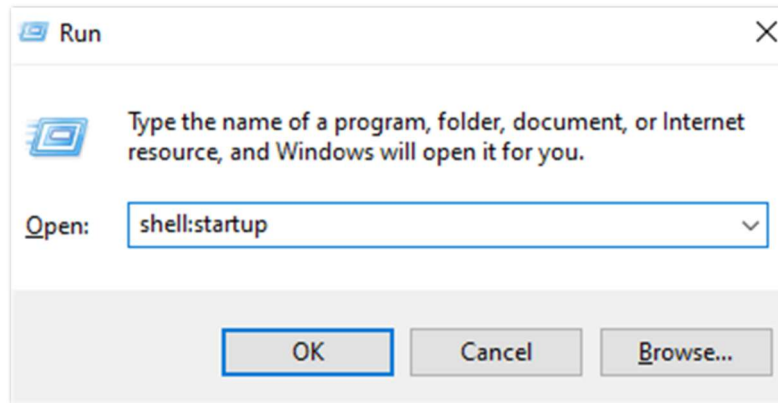
Note: performing this step in a session with administration privileges, contrary to the indications offered, would provoke the error indicated in point 3.6.4 of this guide.

3.5 How do I restart the Fortify application?

If you want to restart the application, right-click on the icon shown in section 3.3 and select Exit:
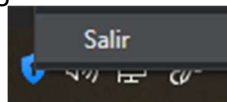
Then, run the application again from its path or from the Windows search engine: Fortify.exe:
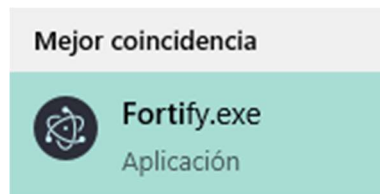
3.6 Known error or warning messages

3.6.1 The browser displays*, "The Fortify application must be active"*

If you access the System without any version of Fortify installed, running, and with access to the device local network, a screen will appear informing you that you need to have the Fortify application installed.

Ensure that Fortify from REE and OMIE is installed and running.

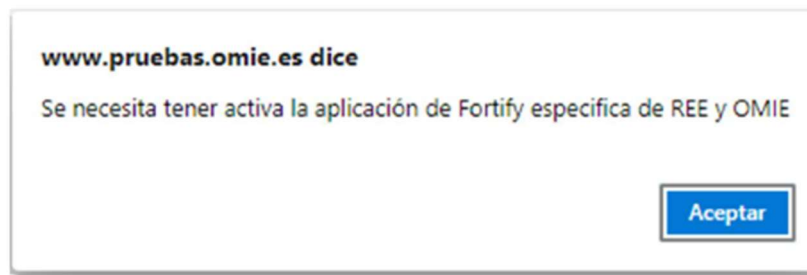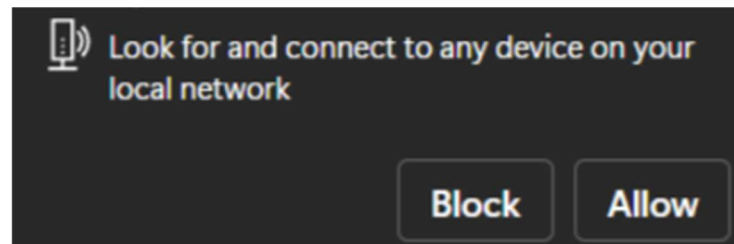On the other hand, in versions prior to 1.4 of the installer, and after updating Microsoft Edge to version 143, the browser may request permission to access devices on the local network when connecting to OMIE servers.

This permission is necessary for the Fortify application to be located and used during the access process.

- If permission to access the local network is not enabled, the message 'The Fortify application must be active' may appear.

It is recommended to download and install the latest version of the installer, which automatically configures the necessary permissions.

- If you are unable to run the installer, you can configure the settings manually by following these steps: Site information (symbol to the left of the URL) > Permissions for this site > Local network access > select Allow.

3.6.2 The browser displays*, "The connection to this site is not secure"*
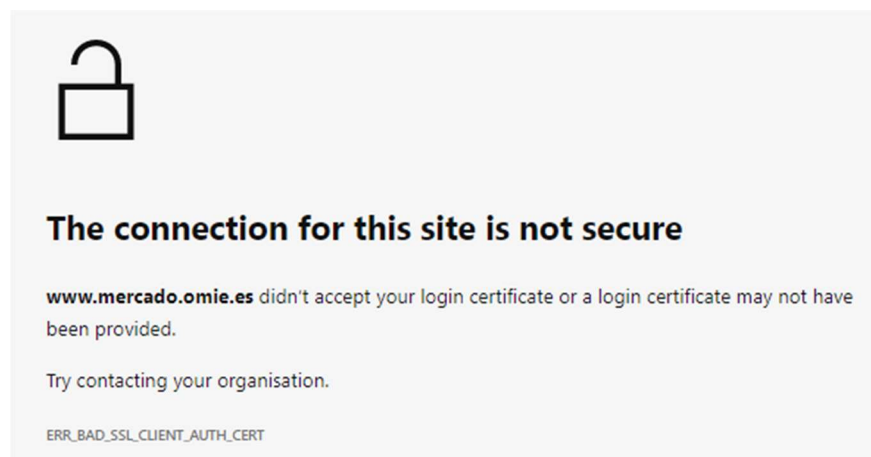
The message says that there is no valid access certificate (error code *ERR_BAD_SSL_CLIENT_AUTH_CERT*), which may be due to improper setup of the station, an expired certificate, or bad detection of a cryptographic card.

This message is specific to version 94 of the Edge browser. It may be different in new versions and in other browsers, but it also refers to SSL authentication failure.

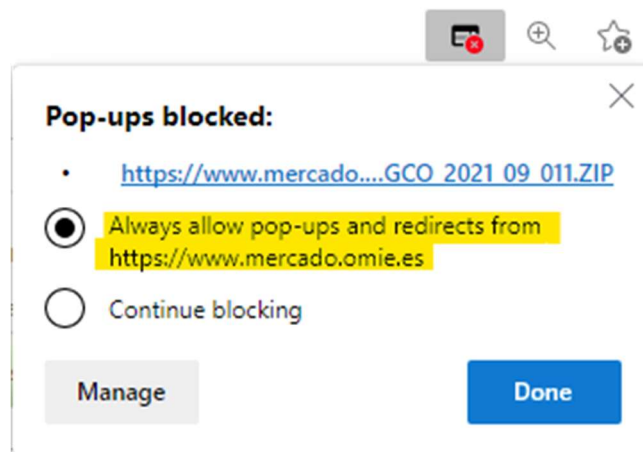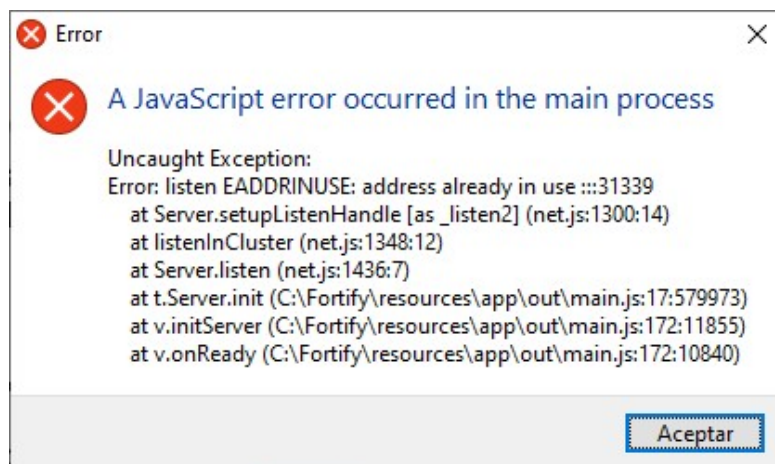### 3.6.3 *Pop-up window* blocking

Problems may occur when opening pop-up windows from some browsers.

In this case, pop-up windows must be allowed for all OMIE websites ("*.omie.es*" and "*.emergenciaomie.es*"), following the setup procedures for each browser.

3.6.4 JavaScript: *"EADDRINUSE: address already in use"*

This warning appears when you open the Fortify application when it **is already running**.

This may be because another user had already started Fortify (accept the error), or because another user left their session open on the computer with Fortify booted and another user started a session on the same computer. In the latter case, the first user must log out or at least close Fortify in their session.

It may be due to the following causes:

- The user has administrator privileges and was the one to run the installer, then following the manual configuration to start Fortify from the user's Start menu. In this case, the manual step indicated in point 3.4 of this document must be reversed, deleting the direct access created.
- The user already had Fortify started, in which case it is enough to accept the warning error.
- Other user leaves their session open on the computer with Fortify started, and another user logs in to the same computer, in which case it is necessary that one of the users logs out or, at least, close Fortify in their. Alternatively, the computer can be restarted to start a single session.

3.6.5 *"Uncaught Exception"* **message after inactivity / signing a transaction**

www.mercado.omie.es dice

Uncaught exception. See console logs for more details.

Aceptar
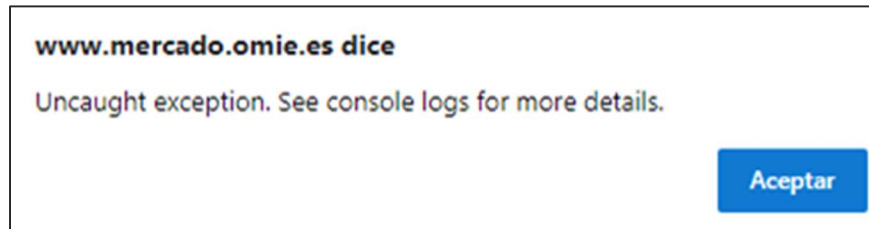
If the alert appears after a period of inactivity, it is usually because the session has been open for a prolonged period. Exit and restart it to proceed as usual.

If the warning is triggered after signing a transaction (for example, with a *Proof of Signature*), this message may be linked to unexpected reading errors by Fortify, regarding the installed certificates. To fix this, remove any possible expired certificate, reinstall the valid certificate and log back in. You can consult where to manage the certificates in section 3.2 of this document.

If it is due to an excessive delay in signing transactions (see section 3.6.14), run the installer again.

3.6.6 *"Error to handle" or "ReferenceError"* **messages**

The following messages cause a permanent page load state after clicking OK:

- *Error to handle[object Event]*

www.mercado.omie.es dice

Error to handle[object Event]

Aceptar

- *ReferenceError: mainPrepareFortify is not defined.*

www.mercado.omie.es dice
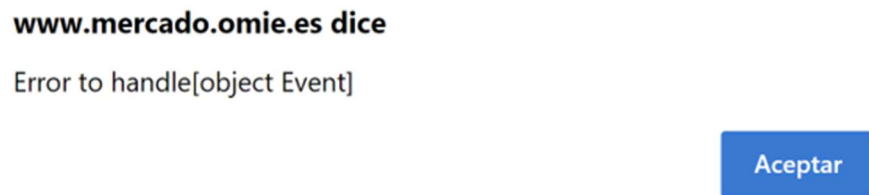
ReferenceError: mainPrepareFortify is not defined

Aceptar
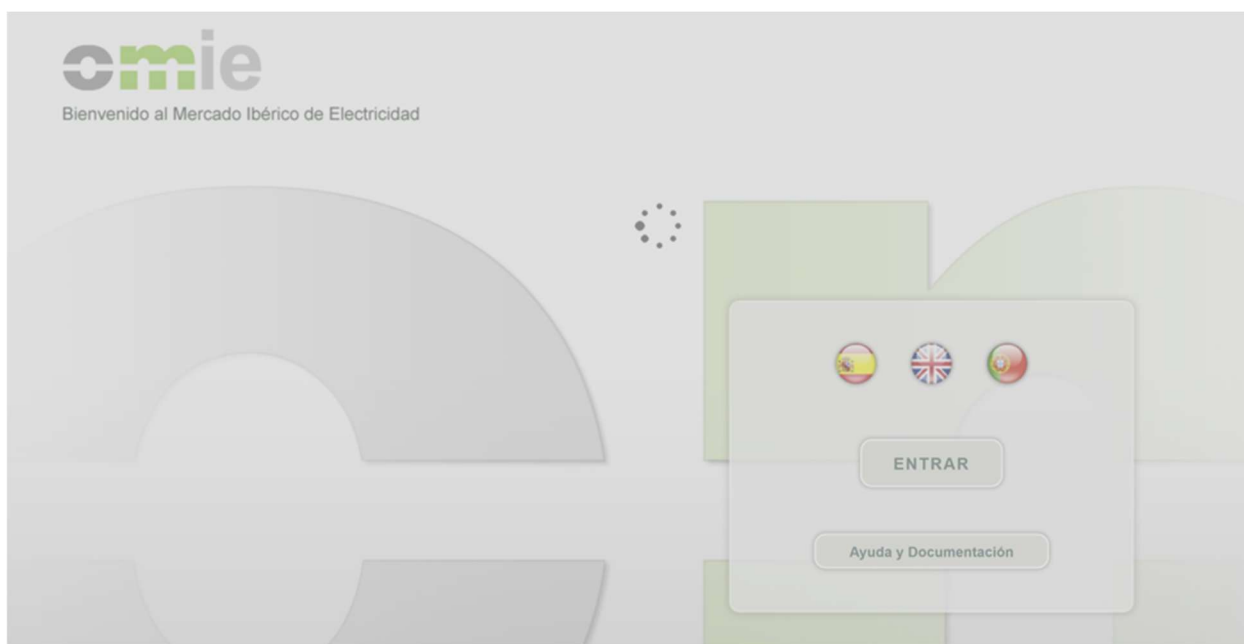
Access can be addressed by restarting the Fortify application as described in section 3.5.

3.6.7 Platform downloads are not carried out

When retrieving file downloads from the platform (for example, ZIP files, jnlp executables, or p12 certificates), a browser warning may appear, blocking the requested item: "Cannot download ___ securely." Because it is a market element, you must select the download option to *Always allow* downloads from the *omie.es server, or individually by clicking on "More options" '…' then "Save."

3.6.8 Problem related to *"website's security certificate"* while accessing the system

This window appears when the OMIE CA Signing Entity certificate has not been registered in the browser (it may differ depending on the browser used).
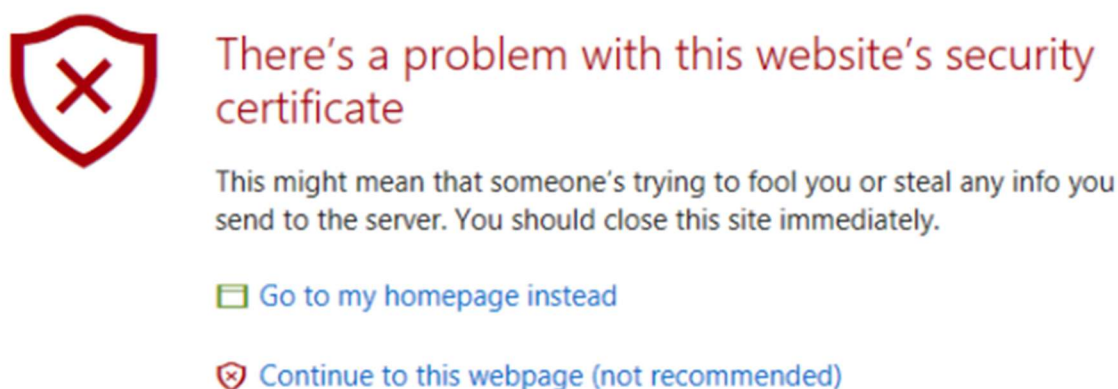
This may happen even if that certificate was already registered before if a user of the Operating System who hasn't previously logged in to the SIOM Web is used or due to a rootCA update in SIOM.

To address this issue, the steps described in the access point setup guide document must be followed, starting from section 4.2.

3.6.9 Parsing error: *XML file does not have the correct 'namespace'*

When sending XML documents that do not include the correct *namespace* specification, whether through the browser or WebServices, you will get an error message. When sent through the browser, you will get a window with the following message:

> **There has been a parsing error in the document:**
> **The XML file does not have the correct 'namespace' 'http://www.omel.es/Schemas'**

For an XML document sent to OMIE to have the correct *namespace* , its header must include the content shown in the following example:

```
<MensajeOfertasMD xmlns="http://www.omel.es/Schemas">
  <IdMensaje v="OfertasMD-2004-10-05"/>
    <FechaMensaje v="2004-10-04T09:19:43-00:00"/>
    <IdRemitente v="AGENT"/>
  ...
</MensajeOfertasMD>
```

Take the example of sending offers to the Day-Ahead Market. The error produced when using the Web Services interface would be the following, which indicates that the server would not be able to find the element *'MessageOfertasMD'* associated with the corresponding *namespace* within the document sent:

```
AxisFault
 faultCode:
    {http://xml.apache.org/axis/}Server.userException
 faultString:
   org.xml.sax.SAXParseException:
      The declaration of the element 'MensajeOfertasMD' has not been found.
```

The *namespace* is used to eliminate any naming conflicts between XML documents that may share the same tags for different purposes. To avoid potential conflicts in the future, SIOM2 has chosen to apply the standards strictly and require specification of the *namespace.*

Here are two examples of documents with naming conflicts:

Document with stock information:

```
<table>
  <value>
    <ticker>TLR3</ticker>
    <last>18.23</last>
  </value>
</table>
```

Document with product information:

```
<table>
  <name>American coffee table</name>
 <width>80</width>
   <length>120</length>
</table>
```

If these two types of documents are added in a single document, there will be a conflict between the elements since both documents contain an element of the type *<table>.*

The use of *namespaces* solves this sort of problem, assigning a namespace to a set of tags. *Namespaces* are usually defined in the root element of the XML document, thus assigning this *namespace* to all elements, including children. Below are the same XML documents that have been corrected by incorporating their *namespace*:

Document with stock information:

```
<table xmlns="http://www.mibolsa.com/tabla">
  <value>
    <ticker>TLR3</ticker>
    <last>18.23</last>
  </value>
</table>
```

Document with product information:

```
<table xmlns="http://www.muebles.es/Catalogo">
  <name>American coffee table</name>
 <width>80</width>
   <length>120</length>
</table>
```

Thus, all XML documents sent to OMIE and received from OMIE will have their proper *namespace* established to prevent possible conflicts.

3.6.10 Delay during signed transaction

If the user experiences that a signed submission takes up to 1 minute to complete, it is recommended to download and run the new version of the installer (v1.2 onwards), available since 03/11/2022, with measures to optimize the browser settings in this regard.

3.7 Errors not fixed by the suggestions in this document

In case the steps described above do not solve your problem please proceed to uninstall the affected program as listed in the following sections, to reinstall it from the latest version of the OMIE Installer, downloading it from the link OMIE Publications: Technical Documentation and following the 'Station setup guide'.

3.7.1 *Complete uninstallation of Fortify*

After logging out from Fortify, from the Control Panel, locate the Fortify application and proceed with its uninstallation:
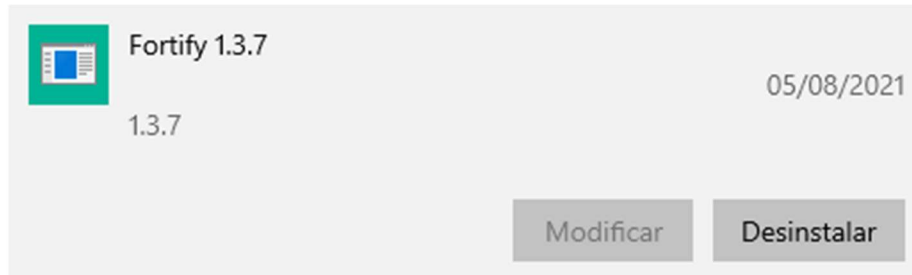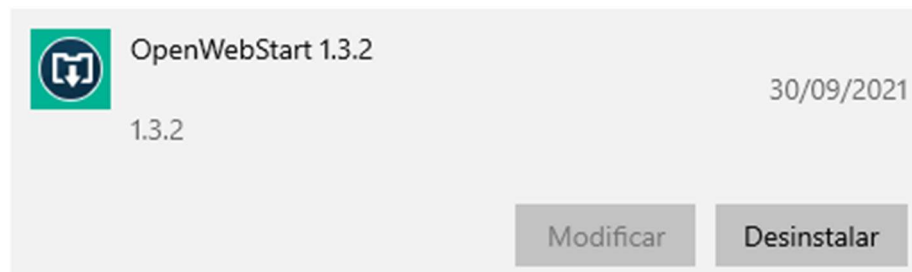

Once done, delete the following folders:

- o C:\Fortify
- o C:\Users*User_name*\.fortify
- o C:\Users*User_name\AppData\Roaming\Fortify*

3.7.2 *Complete uninstallation of OpenWebStart*

Preferably after restarting the device, opening the Control Panel, locate the OpenWebStart application and proceed with its uninstallation:

Once done, delete the following folders:

- o C:\Program Files (x86)\OpenWebStart
- o C:\Users*User_name*\.config\icedtea-web
- o C:\Users*User_name*\.cache\icedtea-web

Delete all shortcuts to the Download Centre as well as the downloaded jnlpx executables, to force downloading a new version from the *Edge browser > https://www.mercado.omie.es > Downloads > Download Center: DownloadCentre_nav_en (#).jnlpx.*

3.7.3 *Use of the Assistance Portal*

On 29 November 2023 OMIE launched a new Assistance Portal to centralize the support tasks it performs. This Portal offers support information, where you are likely to find answers to additional questions.

In order to get to know how the Portal works, we suggest that you first consult the presentation made to Agents, distinguishing between access access with a certificate (agent) and access without one (anonymous):: [Presentation of the OMIE Assistance Portal](#).