Frequently Asked Questions (FAQs) for Connectivity Testing

Purpose of the Document

The purpose of this document is to provide answers to Frequently Asked Questions (FAQs) Market Participants may have regarding Connectivity Testing.

1. What is the purpose of Connectivity Testing?

The purpose of Connectivity Testing is to allow Market Participants to verify that they are able to log in and connect with the applications and interfaces that are available in the test environment. Market Participants are highly encouraged to participate to ensure that they are ready for the next phase of Market Renewal Program (MRP) testing which will start in July 2024.

2. What applications are available for Connectivity Testing?

The following applications are available for Connectivity Testing:

- Online IESO
- IESO Reports Site
- Outage Coordination and Scheduling System (OCSS)
- Energy Market Interface (EMI)
- Market Information Management (MIM)
- Dispatch Service

3. Is Connectivity Testing mandatory?

Connectivity Testing is not mandatory but is <u>highly recommended</u> for Market Participants who use any one of the following applications:

- Online IESO,
- IESO Reports Site,
- Outage Coordination and Scheduling System (OCSS),
- Energy Market Interface (EMI),
- Market Information Management System (MIM), and
- Dispatch Service.

If Market Participants currently use or intend to use any of the above applications, this is an opportunity for their organization and/or users to verify that they are able to log in to the web

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interface and/or connect with the applications through their organization's API systems. Connectivity Testing allows the IESO to resolve any access and/or connectivity issues Market Participants may encounter prior to proceeding to the next MRP test phase.

4. Should Market Participants conduct Connectivity Testing if they have an existing electricity contract with the IESO?

If a Market Participant uses the Graphical User Interface (GUI) and/or an API system to access reports from the IESO Reports Site, submit bids or offers via MIM/EMI, and/or receive dispatch instructions from Dispatch Service for its resources, it would be beneficial for these organizations to participate in this test phase to make sure that their accounts are assigned with the proper access and that their systems can communicate with the IESO applications during all MRP Market Participant test phases.

If there are specific questions related to an electricity contract with the IESO, please contact IESO Contract Management at contract.management@ieso.ca.

5. I've successfully logged into Online IESO Sandbox but cannot see the new MRP contact roles and resource types i.e. Market Power Mitigation (MPM) Contact.

The purpose of Connectivity Testing is to verify that Market Participants are able to log in and connect with the IESO applications and interfaces in the test environment.

New and updated features, such as being able to select the new MPM Contact role in Online IESO, will be available during Market Trials. Although the new MPM contact role will be present in Online IESO Sandbox, testing of Online IESO itself is not in scope of Market Trials.

The next testing phase will commence in July 2024. For more information on the Market Participant Testing Schedule, refer to Section 4 of the MRP Market Participant Test Plan.

6. How do I register new API and IP accounts to be used for Connectivity Testing?

Your organization's Rights Administrator will need to register new API accounts and IP addresses in Online IESO Sandbox. If you will be using new API accounts and IP addresses to conduct Connectivity Testing in the Sandbox applications, please register them at least two weeks before you plan to start Connectivity Testing. For more information, please refer to Section 8.1.3 in Market Manual 1.3: Identity Management Operations Guide.

7. Can I use our existing API accounts and/or IP addresses for Connectivity Testing?

Yes, Market Participants can use their existing API accounts and IP addresses registered in the Sandbox environment to perform Connectivity Testing. To verify if your API accounts or IP addresses have been whitelisted, have your organization's Rights Administrator whitelist the IP address in Online IESO Sandbox. Online IESO Sandbox will confirm if the IP address has already been whitelisted after the IP address is entered.

8. How can I access the Sandbox applications for Connectivity Testing?

The links to the Sandbox applications can be found on slides 7 and 8 in the Presentation – Kick-off meeting for MRP Connectivity Testing.

9. **I have access to the applications in the Production environment but I cannot access the Sandbox applications for Connectivity Testing. How can I obtain access to these Sandbox applications?**

The contact roles assigned in Online IESO grant individuals access to specific applications. Please note that the contact roles assigned in the Production environment are not transferred over to the Sandbox environment. It is important for your organization to review and update your organization's contact roles Online IESO Sandbox prior to performing Connectivity Testing. Please reach out to your organization's Applicant Representatives in Sandbox to grant users and system accounts with the appropriate contact roles in Online IESO Sandbox. A full list of Online IESO Contact Roles needed for Market Participant Testing can be found on the Market Participant Testing section of the Market Renewal webpage.

10. **How long is Connectivity Testing?**

Market Participants will be able to conduct Connectivity Testing until May 24, 2024. Market Participants must submit their test results to the IESO no later than this date.

11. **What is the availability of the IESO Sandbox applications?**

The Sandbox applications can be accessed 24/7 unless IT work has been scheduled in these systems. Market Participants should monitor the Planned IT Outages webpage for any outages that may occur in the Sandbox environment, which will impact the availability of these applications. Support from IT and MRP Business Advisors on these applications will only be available on business days from 9:00 AM to 5:00 PM.

12. **What are the next steps after Connectivity Testing?**

The IESO will schedule a wrap-up meeting on June 7, 2024 where the IESO will present the lessons learned during Connectivity Testing. The IESO will also provide a summary of the issues that were successfully corrected, and inform Market Participant of any open defects that will persist. If already known, the IESO will communicate when these issues are expected to be resolved, as well as next steps for Market Participants.

13. **How do I submit my test results and defects to the IESO?**

Refer to Section 7.1 and 7.2 of the Market Participant Test Plan for more information on how to submit your organization's test results and reporting of defects to the IESO.

14. **What is qTest?**

qTest is a test case management tool that Market Participants can use to view test cases that are created by the IESO, log any defects that they may observe during testing, and record their execution and test results. See Section 3 of the Market Participant Test Plan for more information.

15. I would like to participate in Connectivity Testing and would like to request access to qTest.

Please submit an email to IESO Customer Relations at customer.relations@ieso.ca to express intent to participate in MRP testing, and to obtain a copy of the Form of Acknowledgment and Undertaking for qTest. This form must be signed by an authorized signatory of the Market Participant as noted in Section 3.1 of the MRP Market Participant Test Plan, and it must be submitted to the IESO by the organization's Applicant Representative, Authorized Representative, Rights Administrator, or Primary Contact.

16. I sent an email to IESO Customer Relations to obtain access from qTest but they declined my request as I am not a registered user. What should I do?

Please contact your organization's Applicant Representative to create a new user account in Online IESO. If additional assistance is required, submit an email to IESO Customer Relations at customer.relations@ieso.ca.

17. Can Market Participants choose not to use qTest?

Market Participants are not required to use qTest however the time to process, analyze, and respond to Market Participants will be longer if results, issues, and defects were reported using the Connectivity Testing: Issue Log Template. See sections 3.3 and 7.1 in the MRP Market Participant Test Plan for more information.

18. I have reviewed the Form of Acknowledgement and Undertaking and I have concerns with the Form.

Please send an email to IESO Customer Relations at customer.relations@ieso.ca to report your concerns. A MRP Business Advisor will reach out to you and your organization's MRP Contact to gain a better understanding of your concerns and address your questions.

19. Where can I access qTest?

qTest can be accessed via the Production environment of IESO Gateway. This can be accessed through: https://gateway.ieso.ca/.

20. Why am I being issued a new Production Gateway account to access qTest? Shouldn't the application be linked to my existing Production Gateway account?

Once granted access, existing Production Gateway account users should see the qTest tile under their existing account. A new Production Gateway account is triggered when a user provides a different email address from what is currently saved in Online IESO. Market Participant users should review their user account details in Production Gateway, and ensure that it is up-to-date. If issues persist, please contact IESO Customer Relations at customer.relations@ieso.ca for further investigation.

21. I am an existing Production Gateway user who has requested access to qTest. However, I still cannot see the qTest tile.

Please review the resolution notes from IESO Customer Relations as the validation of your request may have failed (i.e. the access request to qTest may not have been submitted by an authorized user or the Form of Acknowledgment and Undertaking may not have been signed by an authorized signatory that is noted in the [MRP Market Participant Test Plan](#)). If you received confirmation that you have been granted access to qTest but the tile is still not visible in the Production environment of IESO Gateway, please notify IESO Customer Relations at customer.relations@ieso.ca for further investigation.

22. I am a registered contact and have signed the Form of Acknowledgement and Undertaking. I have sent in the completed Form of Acknowledgment and Undertaking and still do not see the qTest tile on my IESO Gateway.

Your user account may not have the required permissions to access qTest in Production Gateway. Please report the issue to IESO Customer Relations at [customer.relations@ieso.ca.](mailto:customer.relations@ieso.ca)

23. I am able to log into qTest but do not see any "Test Runs" as shown in the qTest demo during the October 20, 2023 engagement webinar.

Your user account may not be associated to a project folder in qTest. Please send an email to IESO Customer Relations at customer.relations@ieso.ca .

24. I have logged into qTest and noticed that the incorrect organization name was listed on the project folder.

The name of the organization listed on the qTest Form of Acknowledgement and Undertaking will be used when creating the project folder in qTest. Please ensure that you are citing the correct name of the organization you will be testing for during Connectivity Testing. If there is a discrepancy between what is cited on the qTest Form of Acknowledgement and Understanding and the name listed in the project folder in qTest, please report the issue to IESO Customer Relations at customer.relations@ieso.ca.

25. Where can I find the test cases and other resources that I need for Connectivity Testing?

Information related to MRP Market Participant Testing are available on the [Market Participant Testing](#) section of the Market Renewal webpage. The IESO has already posted the test cases, issue log template, and other supporting files for Connectivity Testing on this webpage.

26. Who should I contact if I have any questions or concerns during Connectivity Testing?

If Market Participants have general questions or concerns related to MRP Market Participant Testing, please send an email to IESO Customer Relations at customer.relations@ieso.ca. An MRP Business Advisor will reach out to your organization to respond to your enquiries.