Data Communications Company



Error Processing Guidance

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Table of Contents

1. Introduction 7
2. Scope 8
3. Providers involved in the Service 8
4. Requirements 9
   - 4.1. Design Baseline 4 Requirements 9
   - 4.2. CSS Service Level Requirements 11
     - 4.2.1. CSS Incident Priority Regulator Description 11
     - 4.2.2. CSS Service Availability 12
   - 4.3. Error Handling 12
   - 4.4. Error Prioritisation Matrix 12
5. Service Model 13
   - 5.1. High Level Error Resolution Paths 13
     - 5.1.1. Verify the Error 14
     - 5.1.2. Carry Out Resolution Activities 15
     - 5.1.3. Raise an Incident 15
     - 5.1.4. Incident Management 15
   - 5.2. Supporting Materials 16
   - 5.3. Incident Identification and Logging 16
   - 5.4. Raising an Incident 16
     - 5.4.1. Market Participants 17
     - 5.4.2. CSS Stakeholders 18
   - 5.5. Error Handling Roles and Responsibilities 18
6. Resolution Paths 1
7. Appendix A - Error Resolution Document 2
   - 7.1. How to use this Document 2
8. Error Type A 3
   - 8.1. Error Details 3
   - 8.2. Resolution Details 5

8.3. Data to check for errors 5
9. Error Type B 10
9.1. Error Details 10
9.2. Resolution Details 11
9.3. Alliance information to check 12
10. Error Type D 13
10.1. Error Details 13
10.2. Resolution Details 13
10.3. Parameters to Refresh 13
11. Error Type D1 14
11.1. Error Details 14
11.2. Resolution Details 14
12. Error Type D2 15
12.1. Error Details 15
12.2. Resolution Details 15
12.3. Parameters to Change in MPRS 15
13. Error Type E 15
13.1. Error Details 16
13.2. Resolution Details 16
13.3. Parameters to Change in MPRS 17
14. Error Type F 18
14.1. Error Details 18
14.2. Resolution Details 18
14.3. Data to check for the correct details 19
15. Error Code 1004 19
15.1. Error Details 19
15.2. Resolution Details 19
16. Error Code 1006 20
16.1. Error Details 20

16.2. Resolution Details 20
17. Error Code 1012 21
17.1. Error Details 21
17.2. Resolution Details 21
18. Error Code 1013 22
18.1. Error Details 22
18.2. Resolution Details 22
19. Error Code 1014 23
19.1. Error Details 23
19.2. Resolution Details 23
20. Error Code 1015 24
20.1. Error Details 24
20.2. Resolution Details 24
21. Error Code 1018 25
21.1. Error Details 25
21.2. Resolution Details 25
22. Error Code 1020 26
22.1. Error Details 26
22.2. Resolution Details 26
23. Error Code 1021 27
23.1. Error Details 27
23.2. Resolution Details 27
24. Error Code 1022 28
24.1. Error Details 28
24.2. Resolution Details 28
25. Error Code 1023 29
25.1. Error Details 29
25.2. Resolution Details 29

26. Error Code 1029 30
26.1. Error Details 30
26.2. Resolution Details 30
27. Error Code 1030 31
27.1. Error Details 31
27.2. Resolution Details 31
28. Error Code 1083 32
28.1. Error Details 32
28.2. Resolution Details 32
29. Error Code 1095 33
29.1. Error Details 33
29.2. Resolution Details 33
30. Error Code 1121 34
30.1. Error Details 34
30.2. Resolution Details 34
31. Error Code 1123 35
31.1. Error Details 35
31.2. Resolution Details 35
32. Error Code 1148 36
32.1. Error Details 36
32.2. Resolution Details 36
33. Error Code 1149 37
33.1. Error Details 37
33.2. Resolution Details 37
34. Error Code 1154 38
34.1. Error Details 38
34.2. Resolution Details 38
35. Uncaptured Errors 39

35.1. Error Description 39
35.2. Resolution Details..... 39

1. Introduction

The purpose of this document is to define the roles and responsibilities for the management of Alerts and Errors that present in the CSS ecosystem. This document shall describe the regulatory framework that supports the service and provide a level of detail to enable the management of Errors and Alerts across the ecosystem.

During the lifecycle of a Market Message being submitted, received and processed by the CSS and Switching Data Service Providers there are a number of possible Errors that can present. This document seeks to provide clarity about the overall management of those Errors or Alerts and when they should be treated as Incidents.

The CSS Error Processing Guide defines the Errors, Alerts and Events that shall be triggered to a party when a request is submitted to CSS and there is a failure in the processing of that Market Message. The Errors and Alerts can relate to a number of high-level categorisations, not limited to;

- Timeouts
- Schema
- Authentication
- Authorisation
- Business Rules Validation
- Unclassified – This error type is a for information notification to the sender advising that the Market Message has encountered and issue in processes.

The unclassified Market Message is an optional message informing the Sender that the Receiving system has encountered a problem processing the message downstream in their application. The receiving system is still working on resolving the issue and getting the Market Message processed.

In the event that an Error or Alert is generated this document shall describe the actions each party can take to diagnose and investigate the issue.

2. Scope

This document shall set out the expected behaviours and guidelines for the management of Errors and Alerts that occur in CSS. This document provides a framework by which each party should understand when to use Resolution Paths and under what circumstances an Incident should be raised.

In Scope

The areas in scope of this document are:

- Errors/Alerts that occur within the CSS
- Errors/Alerts that occur within the Switching Data Service Providers

Out of Scope

- Errors that occur outside of CSS
- Errors that occur in Market Participant Systems
- Alerts that occur outside of the baselined Error and Alert codes and Market Message response

3. Providers involved in the Service

The table below shows the process participants and the high-level roles they will play in the process. This describes, at a role level, how this Problem Management Process is affected by each party.

Service Name	
Service Owner	CSS Provider
Service Users	Market Participants; CSS Provider; Switching Service Desk; and Switching Data Service Providers
Key service contacts	CSS Service Desk
Key stakeholders	Switching Operator Operations Ofgem Code Manager

4. Requirements

4.1. Design Baseline 4 Requirements

To facilitate the development of the new Switching Arrangements, Ofgem developed and maintained a central suite of design documents referred to as Design Baseline 4 (DB4).

The table below describes the requirements set out in DB4 that relate to this document and the CSS Provider. This sets out the requirements with a stated intent for use in this document.

Requirement ID	Requirement Description	Requirement Intent
SM020: Interaction with other service providers	The SP Service Desk shall interact with other SP Service Desks as necessary to aid Incident, Event, Problem resolution and Request fulfilment.	All Service Providers shall follow an agreed and documented resolution process in order to triage and resolve errors or Incidents in a timely and efficient manner. This may result in fixing a problem within the request Market Message, re-aligning data in systems or the creation of an Incident for any issue that cannot be fixed with known resolution paths.
SO095: 9.3.2.95	The Switching Operator shall agree Event thresholds with the CSS Service Providers, as well as the corrective actions required to resolve the events.	The CSS Service Providers shall propose appropriate Event thresholds and corrective actions, through resolution paths, for errors and events and agree them with the Switching Operator.
SO094: 9.3.2.94	The Switching Operator shall review and evaluate Event thresholds reported by the CSS Service Provider to ensure accurate monitoring to support continuous availability of the Switching service.	The Switching Operator shall review and evaluate Event thresholds reported by the CSS Service Provider to ensure accurate monitoring to support continuous availability of the Switching service.
SM143: Event management automation	The SP shall adopt a principle of maximising automation of Event Management so that the need for human intervention is minimised.	The CSS Service Providers shall seek to automate the error handling based on the nature of the error, volumetric and urgency of the error with a view

Requirement ID	Requirement Description	Requirement Intent
		to minimise the need for human intervention.
SM138: Prioritisation matrix	The SP shall produce a prioritisation matrix that defines high criticality events, to be designed at the Design Stage and prior to go-live.	The CSS Service Providers shall produce a prioritisation matrix that defines high criticality events to be mapped against events and errors that could occur and define the thresholds for those events and errors.
SM137: Event thresholds	The SP shall agree Event thresholds and appropriate actions in response to Events with the Switching Operator. These thresholds shall be documented and will describe the actions to be taken in response to Event types including but not limited to: (a) event recording; (b) alert generation; (c) pass Event to Switching Ops for display on the Self-Service portal (d) automatic Incident and Problem case generation; (e) event response; (f) recovery actions; and (g) escalation processes.	The SP shall agree Event thresholds and appropriate actions in response to Events with the Switching Operator. These thresholds shall be documented and will describe the actions to be taken in response to Event types including but not limited to: (a) event recording; (b) alert generation; (c) pass Event to Switching Ops for display on the Self-Service portal (d) automatic Incident and Problem case generation; (e) event response; (f) recovery actions; and (g) escalation processes.
SM135: Event management provision	The SP shall provide and operate Event Management for its Services that will monitor, detect, classify and record all Events from its Services whether received automatically or retrieved as part of Incident management and diagnostics retrieval.	The SP shall provide and operate Event Management for its Services that will monitor, detect, classify and record all Events from its Services. The SP shall actively ensure errors are managed appropriately and where they are the responsible party, as per the Resolution Path, shall take action to resolve the issue and prevent reoccurrence where possible.

4.2. CSS Service Level Requirements

4.2.1. CSS Incident Priority Regulator Description

The table below provides a description of the CSS Incident Priorities for which all Incidents being managed by the CSS Provider will be prioritised. These are general descriptions as set out in the Switching Operator Service Definition.

Priority	Description
1	A Category 1 Incident (Major Incident) is an Incident which, in the reasonable opinion of the Switching Operator is, or is likely to: • prevent a large group of affected Market Participants from using the systems that make up the Switching Arrangements; • have a critical adverse impact on the activities of the affected Market Participants using the live Switching Data Services; • cause significant financial loss or reputational damage/or disruption to the affected Market Participants; • cause significant reputational damage to the affected Market Participants; or • result in any material loss or corruption of data used by the Switching Arrangements.
2	An Incident which in the reasonable opinion of the Switching Operator is, or is likely to: • have a non-critical adverse impact on the activities of affected Market Participants, but the Switching Arrangements are still working at a reduced capacity.
3	An Incident which, in the reasonable opinion of the Switching Operator is or is likely to: • have an adverse impact on the activities of an affected Market Participant but which can be reduced to a moderate adverse impact due to the availability of a workaround; or • have a moderate adverse impact on the activities of an affected Market Participant.
4	An Incident which, in the reasonable opinion of the Switching Operator is, or is likely to have a minimal impact on the activities of an affected Market Participant.

4.2.2. CSS Service Availability

The availability of the CSS Incident Management service shall ensure that the Service operates 24/7 and incidents can be progressed according to priority and Operating Hours as set out in the table below.

	Hours
Operating Hours	24 Hours / 7 Days per Week
Non-Core Hours	High Priority Incidents (Priority 1 and 2) 24 Hours 7 Days per Week
Core Hours	08:00 to 22:00

4.3. Error Handling

There are requirements on the Switching Data Service Providers and Switching Operator to carry out Event Management and as a result this should include Error Handling.

4.4. Error Prioritisation Matrix

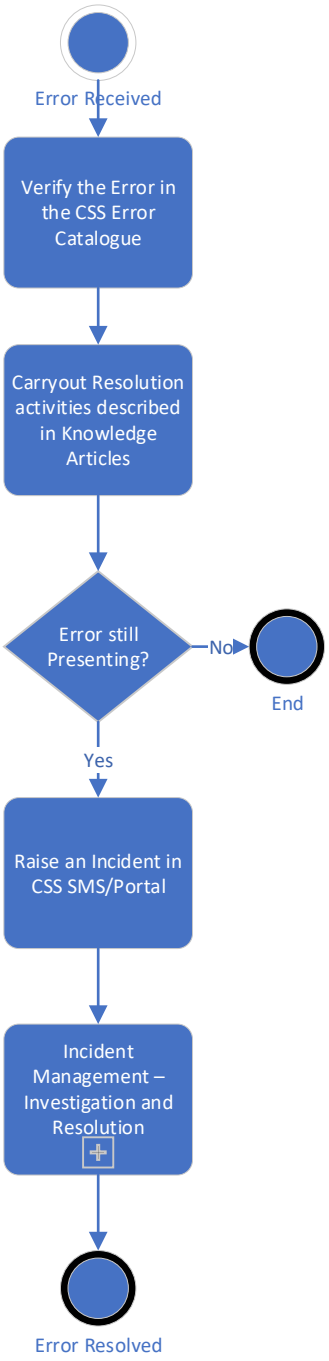
Priority	Description
1	An Error or Event that: • Is affecting all Market Messages Submitted by or received by a given Party • Is likely to cause a Major Incident (as described in the Incident Management Service Levels) • Indicates a Security Breach or Security Failure.
2	An Error or Event that: • Is affecting a large number of Market Messages Submitted by or received by a given Party • Is meeting an agreed threshold as agreed by the CSS Service Provider with the Switching Operator • Reduces the ability for the CSS to carry out a function of the CSS Service and reduces the capability

Priority	Description
3	An Error or Event that: • Is affecting a single Market Message or process which does not have a wider implication on the CSS Service • Does not meet any of the escalation thresholds

5. Service Model

5.1. High Level Error Resolution Paths

The below shows the basic steps that should be performed but the recipients of the Error or Alert in order to attempt to resolve the Error that has been presented. The resolution steps and Knowledge Articles should be used to attempt to rectify the Error prior to an Incident being raised.



5.1.1. Verify the Error

At the point that an error is received by a Sender or a Receiver they should verify the Error using the CSS Error Catalogue. The Catalogue provides:

- Error Code
- Error Description
- Likely Cause of Error
- Responsible Triage Party

- Direct the Party to the Knowledge Management Article for how to resolve.

5.1.2. Carry Out Resolution Activities

The Error that has been presented should have a corresponding Knowledge Article, provided within the Switching SMS and the Switching Portal, describing the Investigation steps and provide correction activities for the validation of the Market Message and any other process that should be followed to resolve the Error (e.g. Retry Policy).

The message should then be reattempted and should this not resolve the original Error an Incident should be raised.

5.1.3. Raise an Incident

Once the Error triage and all resolution activities have been carried out and should the issue not be rectified the next action should be to raise an Incident to the CSS SMS for resolution. This should only be done once the verification and resolution activities have been completed and the issue has not been resolved by following the resolution activities. The Incident should contain the following information as a minimum:

- Contact name;
- Contact Organisation;
- Contact details;
- Organisation's Incident reference number (where available);
- Date and time of occurrence;
- Device ID, model #, Serial Number etc. (where appropriate);
- Summary of Incident;
- Business impact; and
- Results of initial triage and diagnosis including references to existing Incidents, where appropriate, and details of investigations performed to satisfy pre-requisites set out in requirement.

5.1.4. Incident Management

The Incident Management Process will be enacted once the Incident has been raised. The Incident handling and routing will depend on the Error type created and as such the Incident will be triaged using Knowledge Articles which will define whom the responsible party is for each Error. This will ensure that the Error is correctly routed at the first point of contact.

The Incident will be managed via the Incident Management Process which will go through the following activities:

- Investigation
- Diagnosis
- Resolution
- Closure

5.2. Supporting Materials

The following supporting materials shall be provided in order to aid in the management and resolution of Errors that occur in the CSS Service. These documents shall be maintained and reviewed to ensure they are still suitable and fit-for-purpose on an annual basis.

- CSS Error Catalogue
- Error Handling Strategy
- Knowledge Articles
- Known Errors

Knowledge Articles will be managed and maintained by the DCC Knowledge Management team with support from all Switching Data Service Providers, CSS Service Providers and DCC SMEs.

Known Errors will be managed through the Problem Management Process and will be maintained by all parties required depending on the Problem Record assignment, these will be published in the Switching SMS and Switching Portal.

5.3. Incident Identification and Logging

Incidents shall be raised in the CSS Service Management System in a number of circumstances and can be raised by the following Parties. This includes;

- CSS SPs
- Switching Operator
- Switching Service Desk

Switching Data Service Providers

5.4. Raising an Incident

5.4.1. Market Participants

The following are the required prerequisite before a Market Participant raises an Incident:

- Where appropriate, confirm that the issue does not reside within the Market Participants own systems or processes;
- Confirm that the issue does not reside within any systems or processes which are the responsibility of the Market Participant;
- The Market Participant shall follow the guidance set out in the self-help material made available by the Switching Operator, including checking for Major Incident, pre-existing Incidents raised by the Market Participant, Known Errors, and the application of any workarounds specified; and
- Incident Party (user) to provide results of initial triage and diagnosis including references to existing Incidents, where appropriate, and details of investigations performed to satisfy pre-requisites;
- In the event that the prerequisite activities have been completed and an Incident is to be raised with the Switching Operator, where it has access to the Switching Portal, the Market Participant will need to check on the Switching Portal to establish whether an Incident has already been raised or a Service Alert issued for this issue and:
    - in the event that the Market Participant can reasonably determine that an Incident or Service Alert for this Incident exists, the Market Participant shall notify the CSS Service Desk who shall register the Market Participant as an interested party within the Incident Management Log;
    - in the event that the Market Participant cannot identify an existing Incident or Service Alert they shall progress to raise an Incident on the Switching Portal;
- Where a Market Participant believes that an Incident meets the criteria of a Priority 1 Incident the Market Participant shall call the Switching Service Desk as soon as reasonably practicable and log the Incident or Case via the Switching Portal as identified;
- A Market Participant shall raise what it considers to be Category 2, 3 and 4 Incidents and provide information as required for the case.

An Incident may be required to be raised via the Switching Portal in certain scenarios. Prior to raising an Incident all available Knowledge Articles and Known Error records should be checked to confirm the issue has not already been reports and that possible resolution actions have been carried out. Incidents may be raised in the following circumstances:

- if errors that are not covered in the Error Handling Strategy are encountered;
- if failures or delays frequently occur;

- if a Market Participant thinks that the response code received is incorrect;
- if a Market Participant believes that the Switch Request(s) has been incorrectly rejected;
- if there is a significant volume of Switch Requests that are sent but are not received or successfully processed by CSS.

The CSS Interface Specification covers the initial switch requests and the responses that can be expected.

In the event that a Market Participant receives an error code to its Switch Request that itis not able to resolve or that it has not been provided with a knowledge article describing how it should resolve, it should raise an Incident that will be investigated, a workaround created (if necessary) and a long-term solution identified. Each new exception will result in the production of Knowledge Article that can be used by all Market Participants, this shall be created through the Knowledge Management process.

5.4.2. CSS Stakeholders

Switching Service Desk, Switching Operator, CSS Service Providers and Switching Data Service Providers shall raise Incident on the Switching Service Management System in the following circumstances:

- Where pro-active monitoring has identified an issue that resided within the CSS system or is affecting the Systems and or Services which support the CSS;
- Where an event is identified that could, reasonably, affect the CSS Service and cause degradation of Service to Market Participants of failure in the CSS; and
- Where there is an Incident in the CSS ecosystems Infrastructure which will require an Operational Change or Rectification activity to resolve.

The CSS Stakeholders should raise Incidents into the CSS SMS in the following circumstances:

- solution issue has been identified which could or is causing a service failure or degradation of the service
- where it reasonably believes that an Incident is required to resolve an error received requires the support of another Switching Data Service Providers
- an event has been identified which could or is impacting the overall switching service, even if the Incident shall be resolved by the raising party.

5.5. Error Handling Roles and Responsibilities

Role Name	Responsibility
Switching Data Service Providers	➢ Responsible for the investigation and management of Errors, Alerts and Incidents ➢ Shall identify the responsible party for the management of an Error and act according to the CSS Error Catalogue ➢ Responsible for monitoring all Errors and Events and carrying out resolution activities to resolve ➢ Responsible for the use of Error Code Catalogue, Knowledge Articles, Known Errors, Error Handling Strategy and Incident Management Process
Market Participants	➢ Responsible for the review of Errors received from the CSS Service ➢ Responsible for ensuring that the Issue does not reside within their own Services and Systems ➢ Responsible for following all guidance provided by CSS to resolve the issue before raising an incident.

6. Resolution Paths

This section of the document provides a description of the Resolution Paths for the majority of classified Errors that will present in the CSS ecosystem. This describes the high-level actions that should be taken in the event of an Error presenting upon the submission of a message. The Resolution categories are:

- Authorisation [See Resolution Paths Workflow – Authorisation]
- Authentication [See Resolution Paths Workflow – Authentication]
- Timeout [See Resolution Paths Workflow – Timeout]
- Schema [See Resolution Paths Workflow – Schema]
- Business Validation [See Resolution Paths Workflow – Business Validation]
- Unclassified

The Resolution Paths workflow are provided in the Appendix. The workflows within the Appendix will define the resolution actions and steps required to achieve resolution.

7. Appendix A - Error Resolution Document

7.1. How to use this Document

This document outlines how to resolve the errors dependent on the different error codes received.

These are grouped into two different types, generic errors that can be covered by a generic flow but with unique data to check or correct, and unique errors that have a unique resolution method.

In the error details section of each section, the error codes covered by this section and the severity of those errors can be found. The resolution details section shows how the error can be resolved via a flow diagram. For generic errors, the specific details that need to be checked can be found at the end of the section and the corresponding error code.

8. Error Type A

8.1. Error Details

Error Code	Incident Severity
1007	4
1008	4
1016	4
1024	4
1025	4
1026	4
1027	4
1028	4
1031	4
1032	4
1033	4
1034	4
1035	4
1036	4
1037	4
1038	4
1039	4
1040	4
1041	4
1042	4
1043	4
1044	4
1045	4
1046	4
1047	4
1048	4
1049	4
1050	4
1051	4
1053	4
1054	4
1055	4

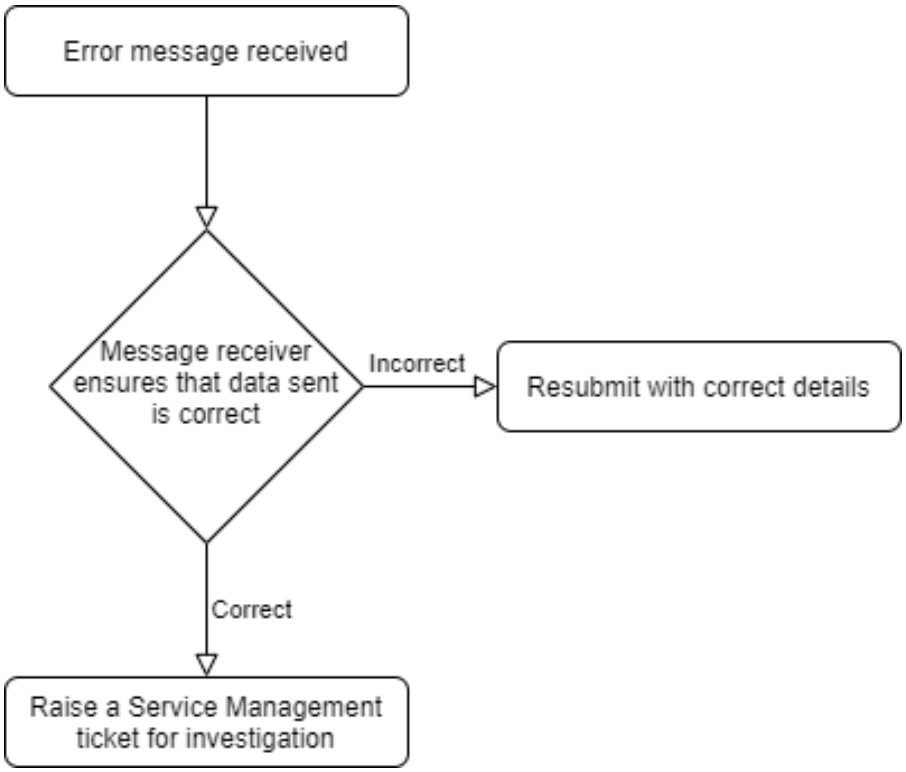
DCC Controlled

1056	4
1057	4
1058	4
1059	4
1060	4
1061	4
1062	4
1063	4
1064	4
1065	4
1066	4
1067	4
1068	4
1070	4
1072	4
1073	3
1075	4
1076	4
1077	4
1078	4
1079	4
1082	4
1094	3
1142	4
1143	4
1144	4
1145	4
1146	4
1150	4
1151	4
1152	4
1153	4
1156	4
1157	4
1160	4
1163	4
1164	4

1165	4
1166	4
1069 CSS00006 - UK Link 20045 - MPRS	4
1071 CSS00018 - UK Link	4
1074 CSS00017 - UK Link	4
1080 10118 - MPRS	4

8.2. Resolution Details

Resolution Type A – Receiver of error message to check data sent and if incorrect resubmit with the correct details. The data to check for each error code can be found in the table below. Follow the below flow diagram to resolve errors of this type.



8.3. Data to check for errors

Error Code	Data to check
1007	Registration ID is correct

1008	Registration ID is correct
1016	Supplier must be the quoted supplier for the Registration ID
1024	Shipper Effective from date must be in the future
1025	MPID role identifier must be owned by a Retail Energy Company
1026	Registration ID is correct with no pending registrations
1027	Registration Effective from Date is valid
1028	MPID must be owned by a Retail Energy Company
1031	Effective Date is valid
1032	Supply Start Date is not before the minimum switch period or after the maximum switch period
1033	Registrations is still active
1034	MPID and MPID role combination is correct
1035	Market role does not already exist
1036	Market role is in the master list of roles
1037	MPID/Market Role combination is unique
1038	Market Participant Role is in the master list of roles
1039	Market Participant MPID is in the master list of MPIDs
1040	MPID/Market Participant Role combination is unique
1041	Registration Permission date details are correct
1042	Company Registration Number must exit within CSS
1043	Alliance Nominator MPID matches an MPID in CSS provided by EDDG or GDDG
1044	Alliance Nominator role matches a role in CSS provided by EDDG or GDDG
1045	Alliance Nominee MPID matches an MPID in CSS provided by EDDG or GDDG

1046	Alliance Nominee role matches a role in CSS provided by EDDG or GDDG
1047	Alliance date details are correct
1048	Alliance Nominator MPID and Role combination are aligned
1049	Alliance Nominee MPID and Role combination are aligned
1050	Alliance ID does not already exist in CSS
1051	Alliance ID already exists in CSS
1053	Company Registration Number already exists in CSS
1054	Company Registration Authority already exists in CSS
1055	Company Group Name and Company Registration Number already exist in CSS
1056	RMP Status from date is in the past
1057	MPXN already exists in CSS
1058	Network Provision Role is in the master list of roles
1059	Network Provision MPID is in the master list of MPIDs
1060	Network Provision from date is in the past
1061	Asset Ownership MAP Role is in the master list of MAPs
1062	Metering Point Energy Flow from date is in the past
1063	Associated MPXN already exists in CSS
1064	Associated MPXN only occurs once for a give association type against the primary MPXN
1065	Associated secondary MPXN does not already exist as a primary MPXN
1066	Associated secondary MPXN does not already exist as a secondary MPXN
1067	RMP State Change is valid
1068	Metering Point Energy Flow from date is valid

1070	Supplier Role is in the master list of suppliers
1072	Supply start date is at least one day in the future
1073	Shipper Role is in the master list of roles
1075	Supplier Arranged appointment from date is valid
1076	Supplier Arranged appointment to date is valid
1077	Supplier Arranged Appointments role is in the master list of roles
1078	Supplier Arranged Appointments MPID is in the master list of MPIDs
1079	Registration ID already exists in CSS
1082	MPXN exists in CSS as a primary RMP
1094	Fuel type of the registration matches the fuel type of the RMP
1142	From date exists if to date exists and to date is later than from date
1143	Company is not part of a company group and has no market participants
1144	Market Alliance Nominator/Nominee combination is permitted
1145	Supply Start Date is greater than the Standstill Duration and the Objection Window Duration
1146	Asset Ownership MAP MPID matches with a MAP in the master list
1150	PKI certificate contains an MPID in the same OFAF Company Group as the Supplier MPIDs in the request
1151	Network Provision Role and Network Provision MPID combination is valid
1152	RMP has a registration
1153	Webhook API Request information is correct
1156	Supply Start Date falls after the objection window has closed
1157	Association Type is not a related Secondary MPXN
1160	MPAN Metered Indicator only changes once from TRUE to FALSE

1163	MPXNs in the request are correct and all supplied by the same supplier
1164	There is no current active registration for the RMP
1165	Change of Shipper notification is provided before the gate closure
1166	Registration is not a forced registration
1069 CSS00006 - UK Link 20045 – MPRS	MPXN already exists in CSS
1071 CSS00018 - UK Link	Supplier MPID already exists in master list of MPIDs in CSS
1074 CSS00017 - UK Link	Shipper MPID already exists in master list of MPIDs in CSS
1080 10118 – MPRS	Pending Registration ID is already present in CSS

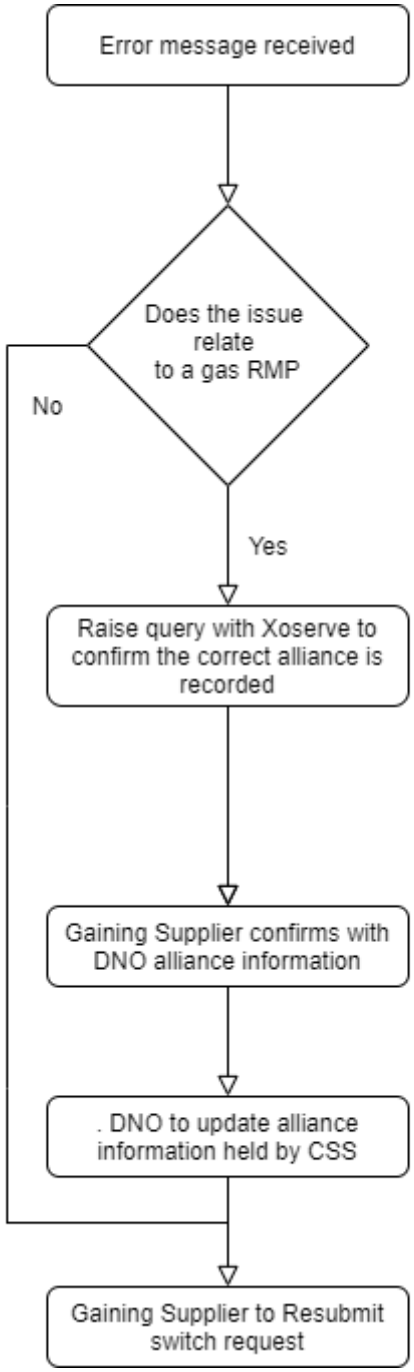
9. Error Type B

9.1. Error Details

Error Code	Incident Severity
1001	4
1002	4
1003	4

9.2. Resolution Details

Resolution Type B – Alliance Data needs checking. Follow the below flow diagram to resolve errors of this type and check the alliance information relating to the error code.



9.3. Alliance information to check

Error Code	Alliance Information
1001	Check alliance exists
1002	Check alliance exists
1003	Check alliance to/from dates in force

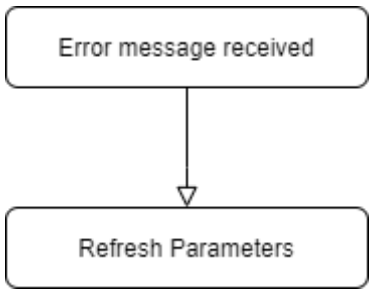
10. Error Type D

10.1. Error Details

Error Code	Incident Severity
1127	4
1129	4
1130	4
1132	4
1135	4
1136	4
1137	4
1138	4
1162	4

10.2. Resolution Details

Resolution Type D – Refresh is required. Follow the below flow diagram to resolve errors of this type and refresh the parameters relating to the error code.



10.3. Parameters to Refresh

Error Code	Parameter to Refresh
1127, 1130, 1135, 1136, 1137, 1162	Registration Refresh
1129, 1132, 1138	RMP Refresh

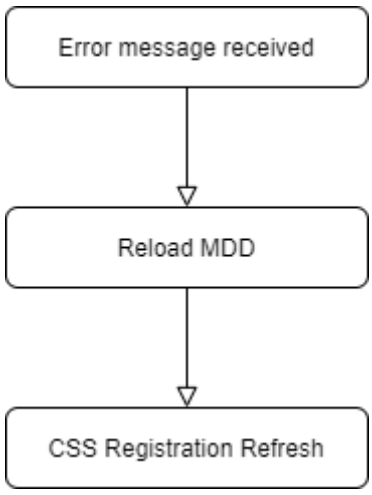
11. Error Type D1

11.1. Error Details

Error Code	Incident Severity
1131	4
1134	4
1139	4

11.2. Resolution Details

Resolution Type D1 – Refresh Required. Follow the below flow diagram to resolve errors of this type.



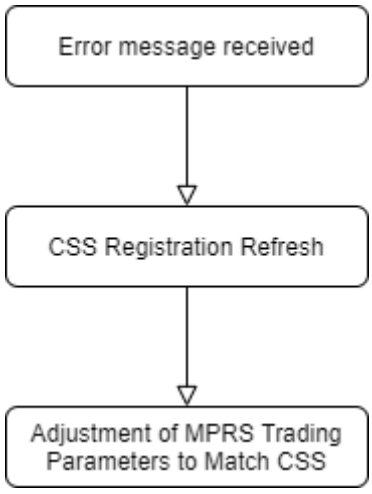
12. Error Type D2

12.1. Error Details

Error Code	Incident Severity
1133	4
1140	4

12.2. Resolution Details

Resolution Type D2 – Refresh and adjustment of MPRS trading parameters required. Follow the below flow diagram to resolve errors of this type.



12.3. Parameters to Change in MPRS

Error Code	Parameter to Change in MPRS
1133	Advance Registration Period
1140	Earliest SSD

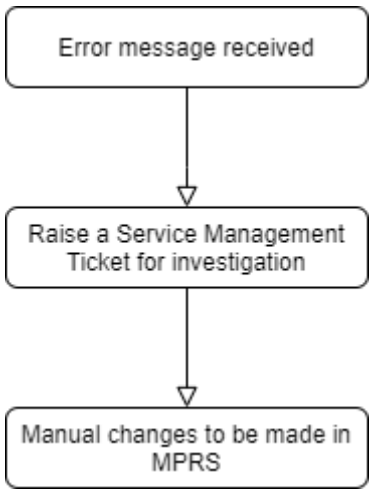
13. Error Type E

13.1. Error Details

Error Code	Incident Severity
1124	4
1125	4
1126	4
1128	4
1120	4

13.2. Resolution Details

Resolution Type E – Manual changes are required in MPRS. Follow the below flow diagram to resolve errors of this type and manually change the parameters relating to the error code.



13.3. Parameters to Change in MPRS

Error Code	Parameter to Change in MPRS
1124	registrationStatusFromDate/ previousRegistrationstatusFromDate
1125	Registration Active Date/Supply Start Date
1126	Registration Inactive Date/Supply End Date
1128	Registration Inactive Date/Supply Start Date
1120	Cancellation required

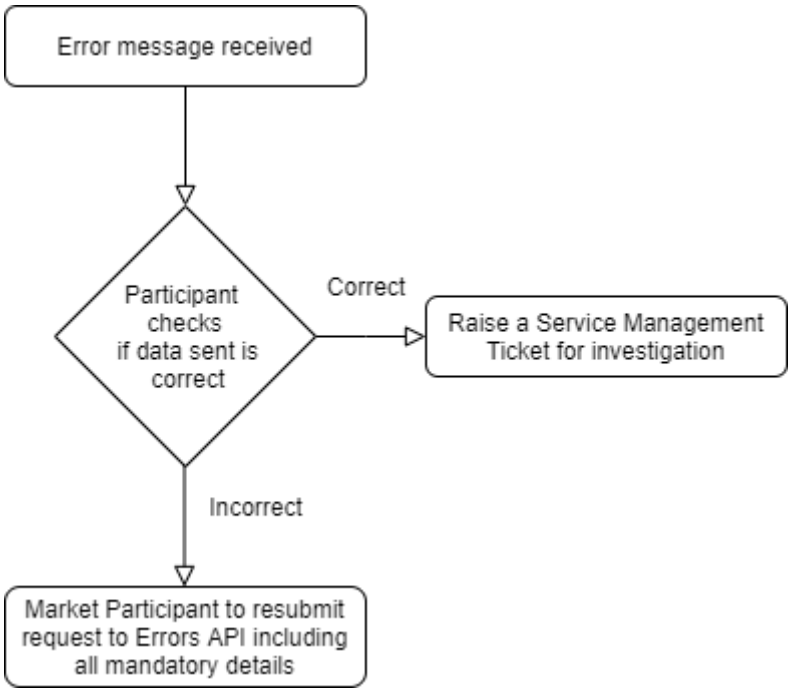
14. Error Type F

14.1. Error Details

Error Code	Incident Severity
1158	4
1159	4
1161	4

14.2. Resolution Details

Resolution Type F – Resubmit request to errors API with the mandatory fields. Follow the below flow diagram to resolve errors of this type and check the data relating to the error code.



14.3. Data to check for the correct details

Error Code	Data to Check
1158	eventID
1159	correlationID
1161	Check all data as no error has been sent

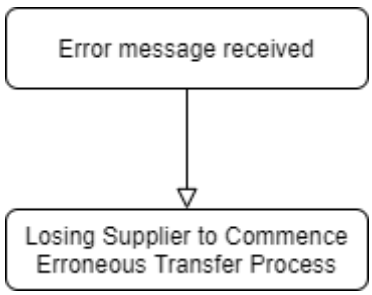
15. Error Code 1004

15.1. Error Details

Error Code	Incident Severity
1004	4

15.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



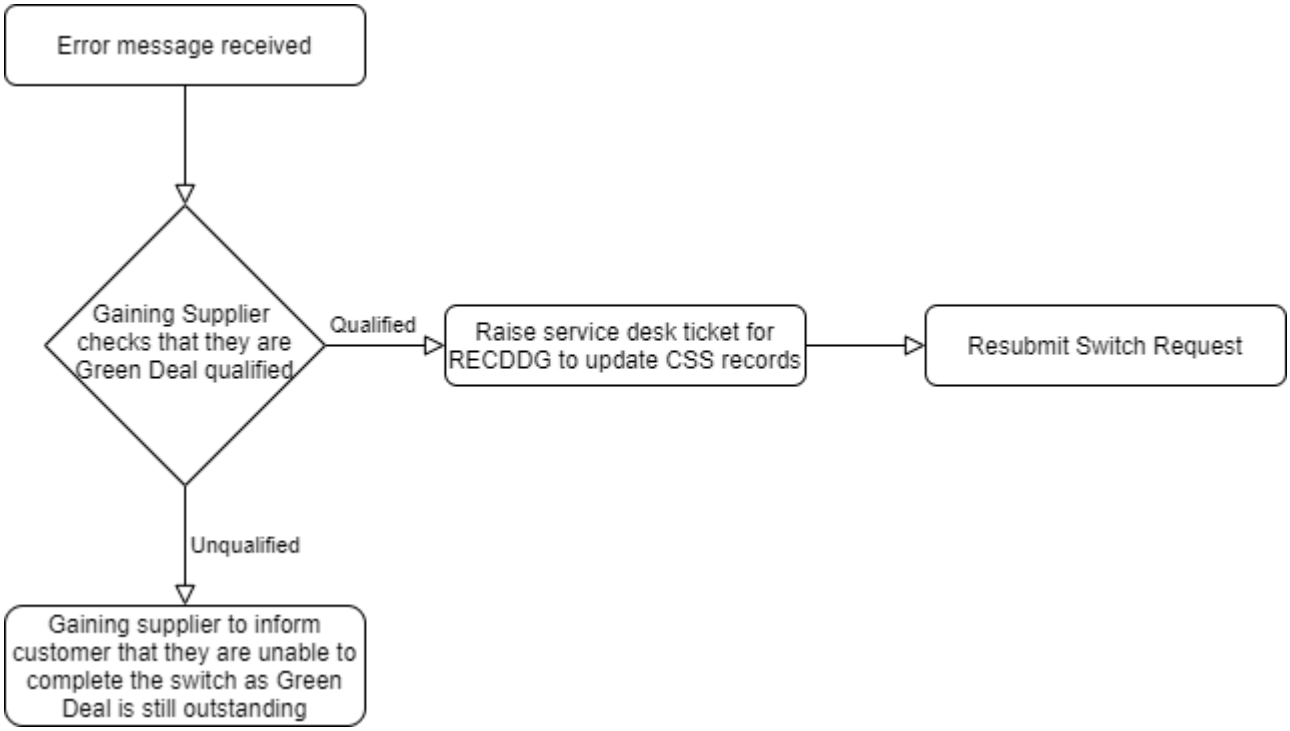
16. Error Code 1006

16.1. Error Details

Error Code	Incident Severity
1006	4

16.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



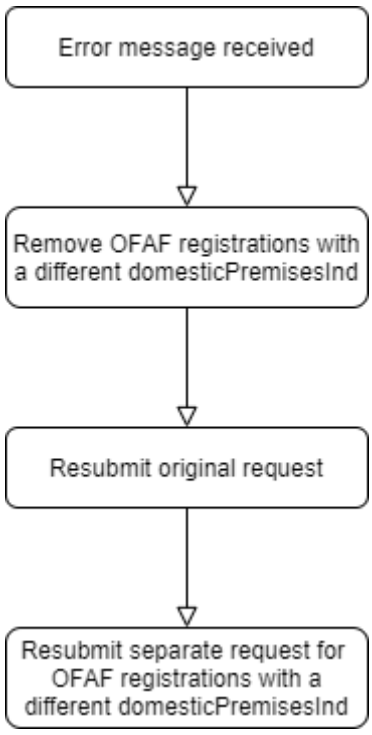
17. Error Code 1012

17.1. Error Details

Error Code	Incident Severity
1012	4

17.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



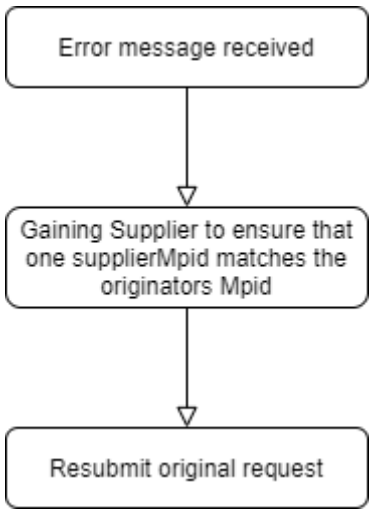
18. Error Code 1013

18.1. Error Details

Error Code	Incident Severity
1013	4

18.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



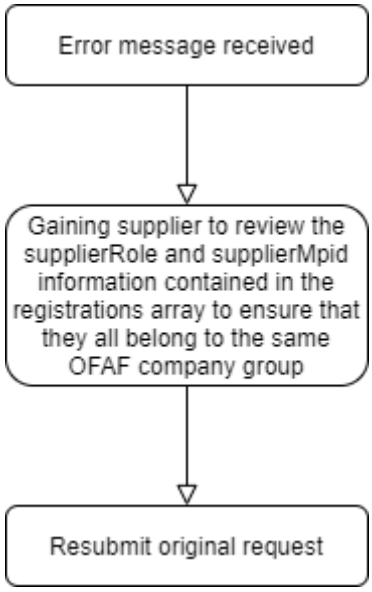
19. Error Code 1014

19.1. Error Details

Error Code	Incident Severity
1014	4

19.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



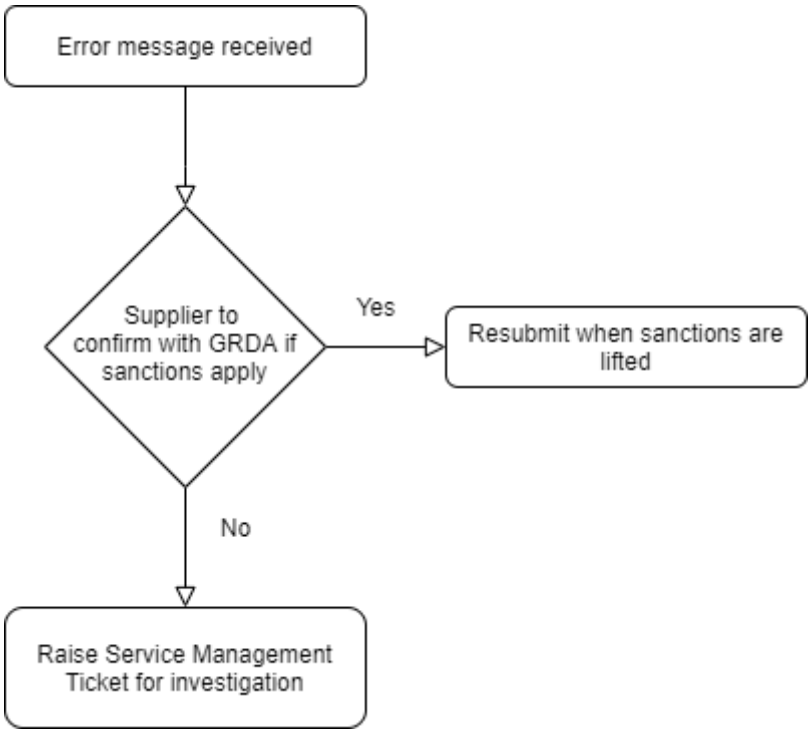
20. Error Code 1015

20.1. Error Details

Error Code	Incident Severity
1015	4

20.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



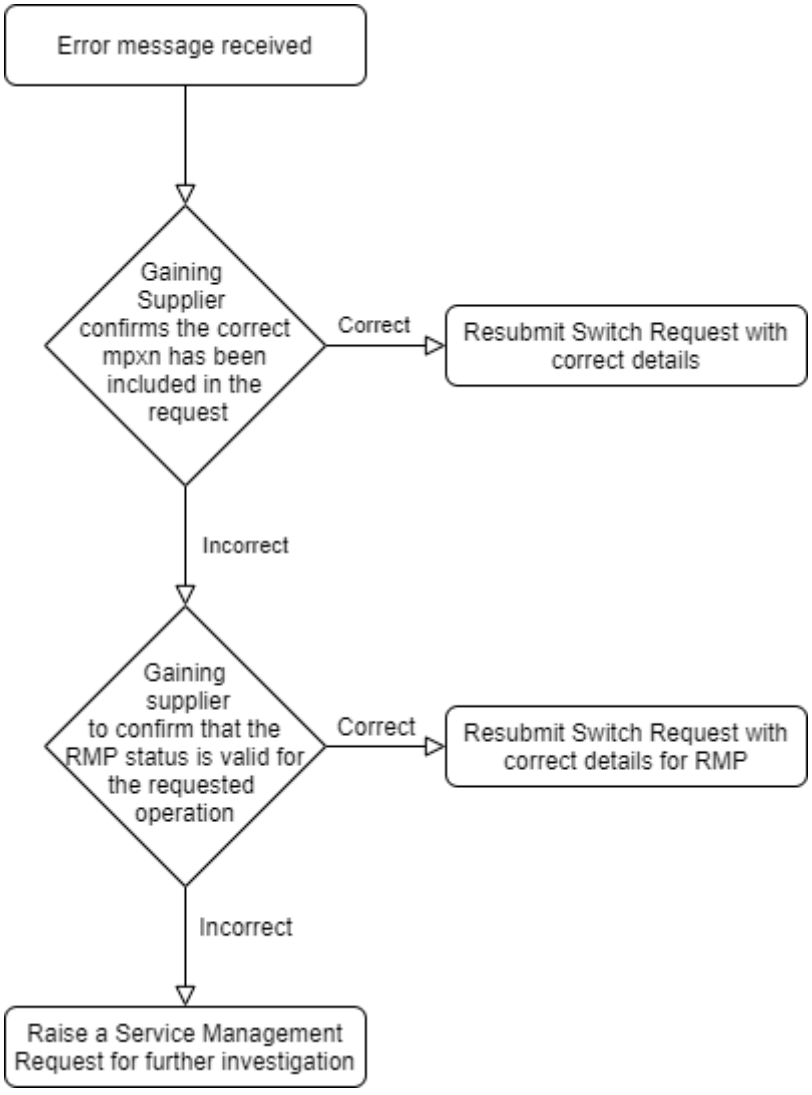
21. Error Code 1018

21.1. Error Details

Error Code	Incident Severity
1018	4

21.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



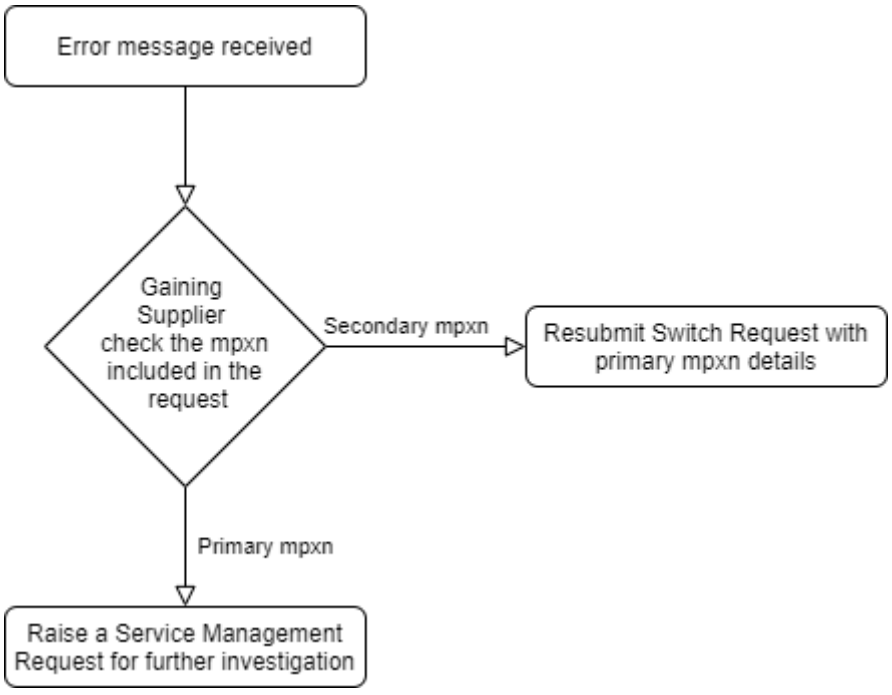
22. Error Code 1020

22.1. Error Details

Error Code	Incident Severity
1020	4

22.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



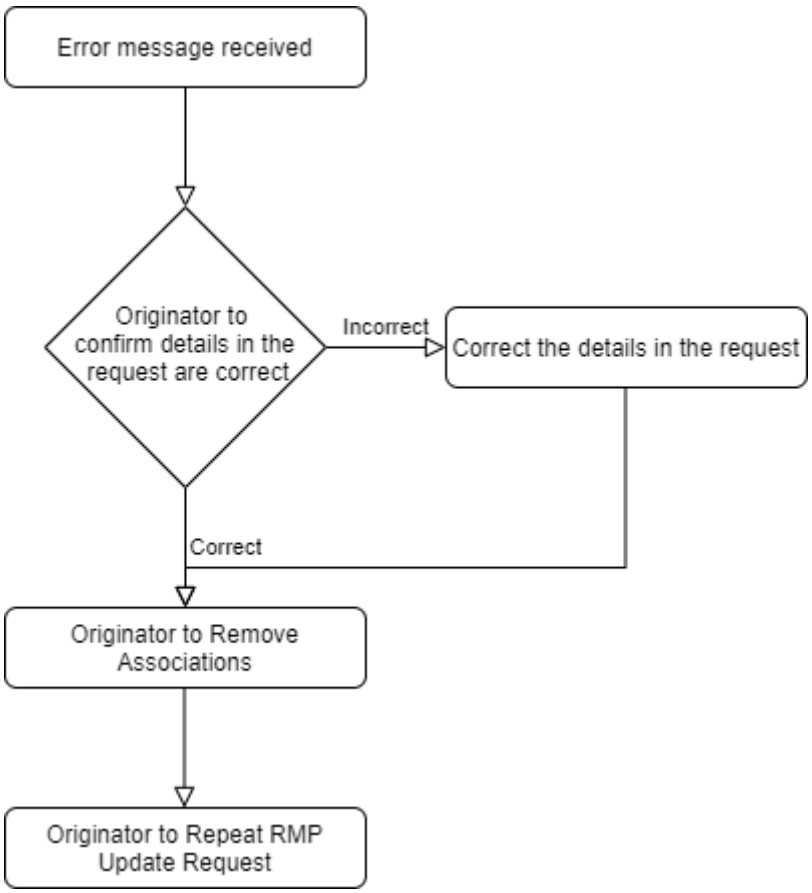
23. Error Code 1021

23.1. Error Details

Error Code	Incident Severity
1021	3

23.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



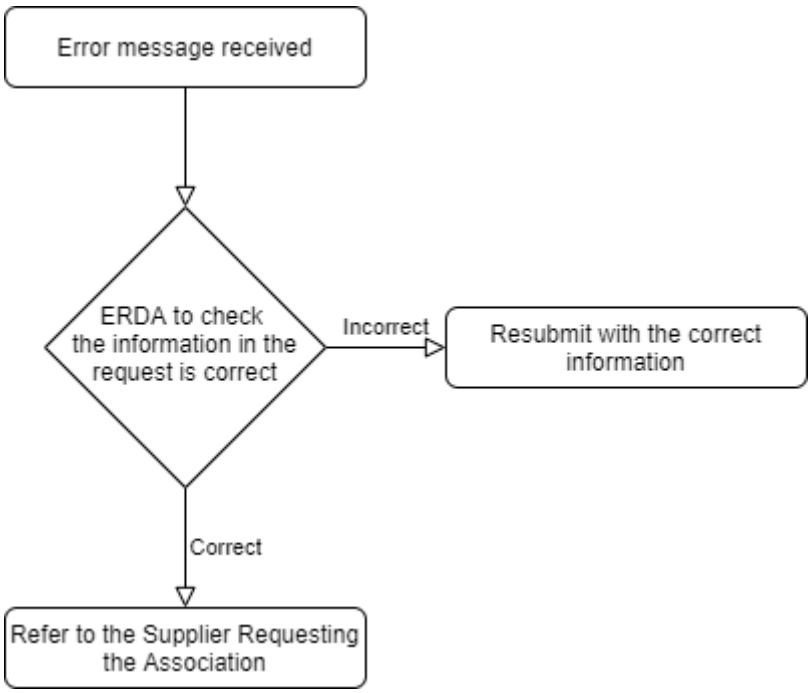
24. Error Code 1022

24.1. Error Details

Error Code	Incident Severity
1022	4

24.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



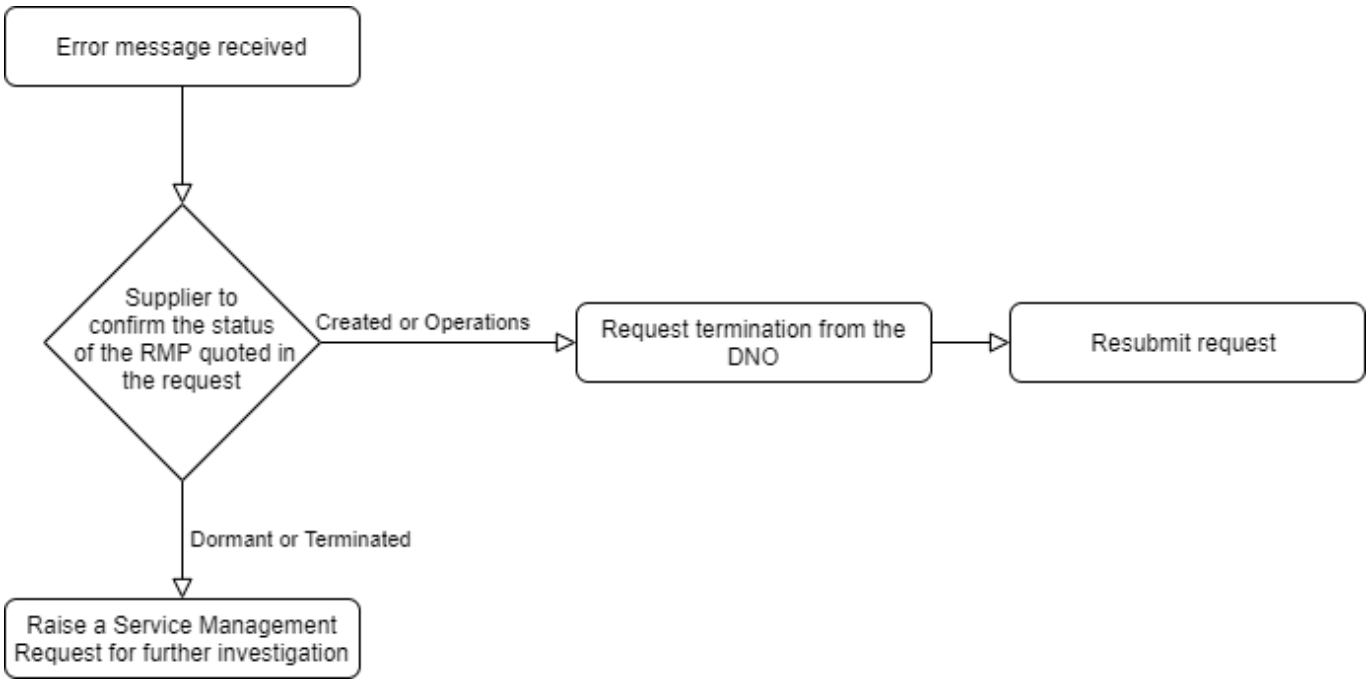
25. Error Code 1023

25.1. Error Details

Error Code	Incident Severity
1023	4

25.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



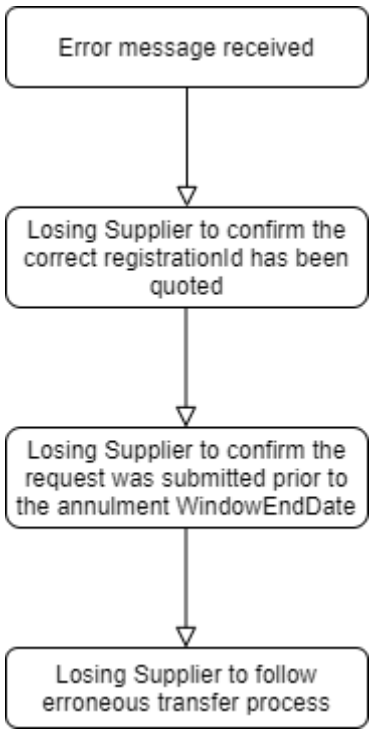
26. Error Code 1029

26.1. Error Details

Error Code	Incident Severity
1029	4

26.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



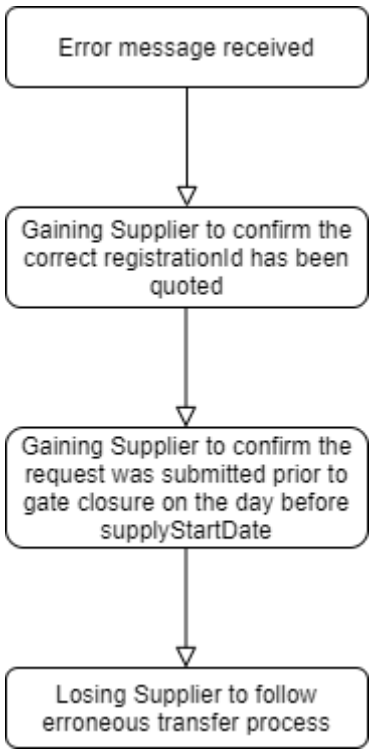
27. Error Code 1030

27.1. Error Details

Error Code	Incident Severity
1030	4

27.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



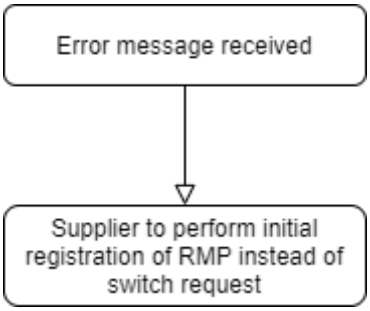
28. Error Code 1083

28.1. Error Details

Error Code	Incident Severity
1083	4

28.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



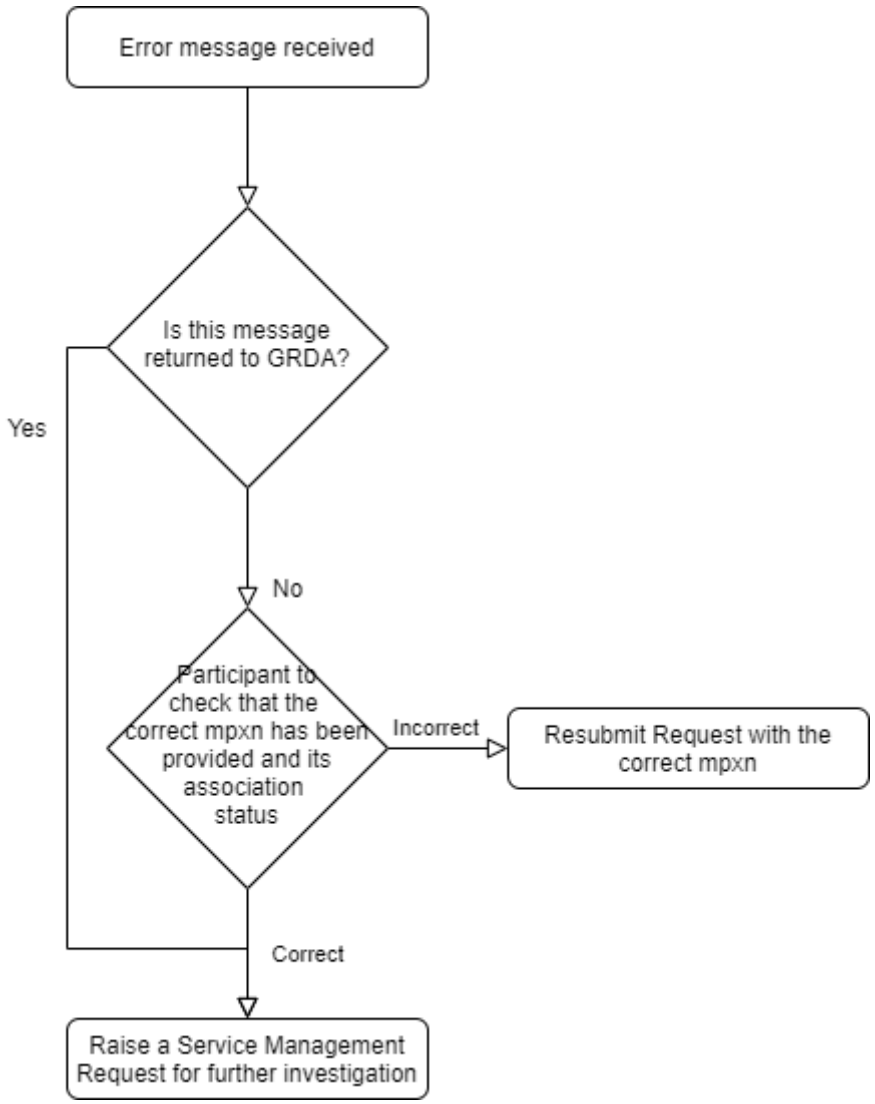
29. Error Code 1095

29.1. Error Details

Error Code	Incident Severity
1095	4

29.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



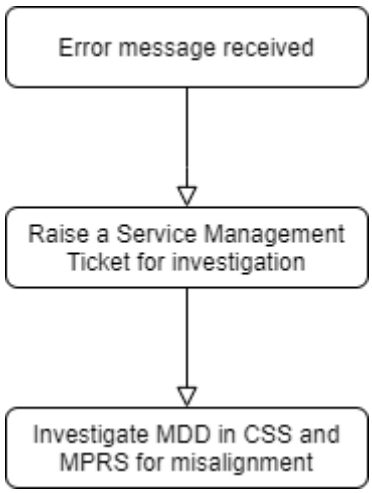
30. Error Code 1121

30.1. Error Details

Error Code	Incident Severity
1121	2/3

30.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



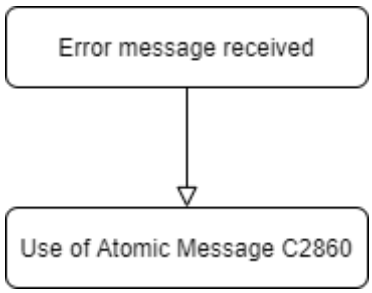
31. Error Code 1123

31.1. Error Details

Error Code	Incident Severity
1123	4

31.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



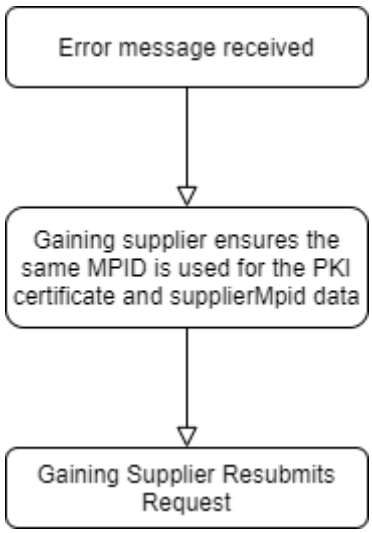
32. Error Code 1148

32.1. Error Details

Error Code	Incident Severity
1148	4

32.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



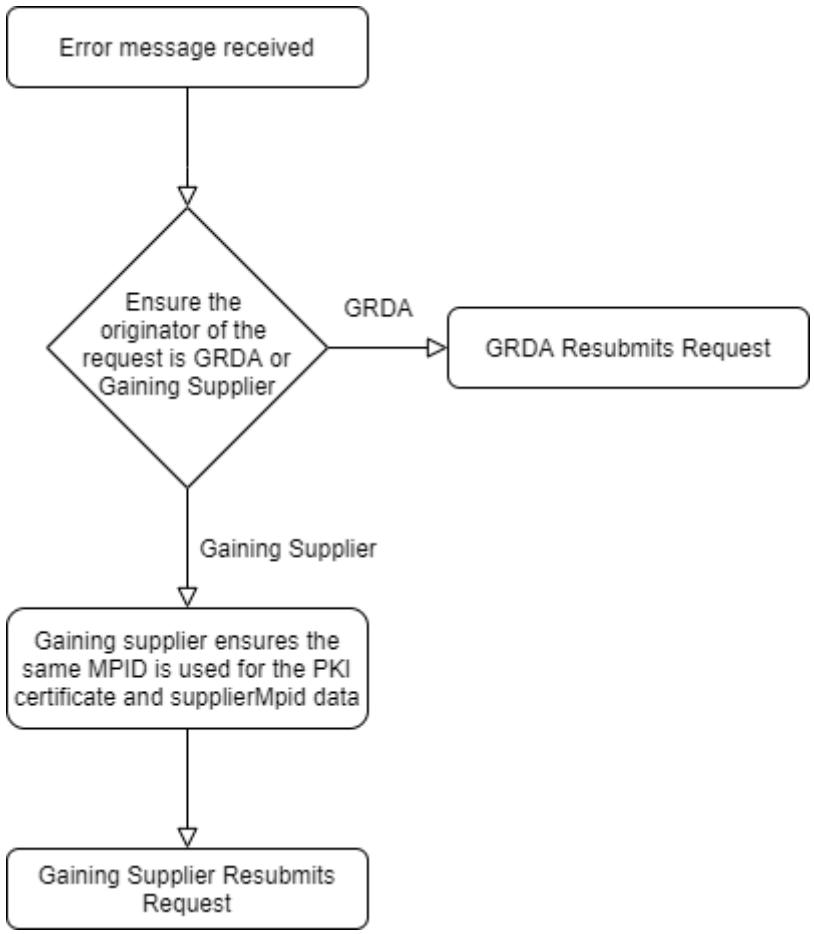
33. Error Code 1149

33.1. Error Details

Error Code	Incident Severity
1149	4

33.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



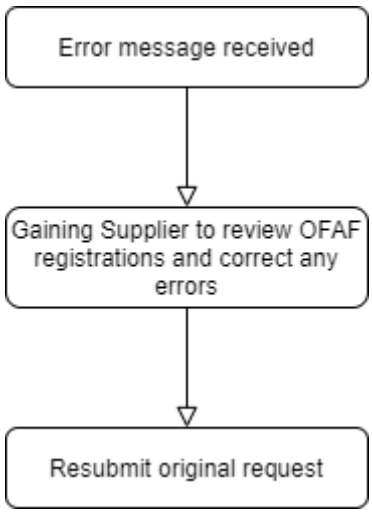
34. Error Code 1154

34.1. Error Details

Error Code	Incident Severity
1154	4

34.2. Resolution Details

Unique Error - Follow the below flow diagram to resolve this error.



35. Uncaptured Errors

35.1. Error Description

- Party receives incorrect message (Inactive instead of active)
- Party does not receive any message
- Party receives message when expecting no message (InvitationToIntervene when they are not the active registered supplier)

35.2. Resolution Details

- If a party receives an error this is not expected they should create an Incident so that the sending party can be informed.