

IDA_NEMO_EXC_04: Connection Issues

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Previous versions

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1. Introduction

This document describes the different back up communication tools that can be used by the Operator when the system is not reacting at any moment during the Market Coupling Session.

1.1. Purpose

In case of a connection or other problem in the [REDACTED] preventing the [REDACTED] to see the progress of the Market Coupling Session, this backup solution should be used to communicate the progress of the MC process or the results.

1.2. Governed / Regulated by

- IntraDay Operations Agreement (IDOA)
- SIDC High Level Architecture (HLA)

1.3. Associated procedures

- All normal procedures
- All backup procedures
- IDA_NEMO_FAL_02: [REDACTED] Incident Management
- SIDC_JOINT_FAL_01: Incident Management

2. Procedure

Step 1: Contact the local IT to check the [REDACTED]

If the [REDACTED] is not working properly, the first step is to contact local IT to check the [REDACTED] and log files generated by the [REDACTED].

Local IT will consider if switching to backup systems in main site is recommended or needed. In that case, the local IT will follow a local procedure to switch to backup systems in the main site.

Step 2: Restart of the [REDACTED]

If any [REDACTED] lose the connection to the [REDACTED], the involved [REDACTED] follows a local procedure in order to restart the [REDACTED].

A restart of the [REDACTED] may be needed due to one of the following issues:

- a non-responding [REDACTED];
- the [REDACTED] temporarily disconnected from the network;
- severe electricity blackouts;
- other issues making the [REDACTED] to malfunction or not to function at all.

During the Market Coupling Session, if a [REDACTED] has to restart its [REDACTED], the other [REDACTED] will not be automatically alerted. Hence, it is of utmost importance that the related [REDACTED] contacts the [REDACTED] in order to inform about the loss of functionality and the restart of the [REDACTED]. The only way for the other [REDACTED] to observe that a certain [REDACTED] is disconnected is by consulting the [REDACTED] window.

If a [REDACTED] is restarted while files are being distributed to [REDACTED] by the other [REDACTED], the concerned [REDACTED] will not receive the files once the restart is completed. The concerned [REDACTED]

[REDACTED] will ask the [REDACTED] to resend the missing files through the [REDACTED] or, if this is not possible, in backup mode.

If the restart of the [REDACTED] is done during the calculation, then [REDACTED] has to restart the calculation sub-process.

In case one [REDACTED] is restarted during the Calculation process, the [REDACTED] has to resend the Results file to the [REDACTED] that was restarted as soon as this [REDACTED] is in the Result Sharing sub-process. After the [REDACTED] is restarted, at any moment during the Market Coupling Session, all [REDACTED] must make a check the communication lines to ensure that the [REDACTED] is connected.

Step 3: Contact the [REDACTED]

If the problem persists, then the involved [REDACTED] has to inform the [REDACTED] and, the [REDACTED] will start an [REDACTED] in which the [REDACTED] is invited, as described in procedure IDA_NEMO_FAL_02, in order to identify and solve the problem.

The Incident Committee will decide how to continue:

- a. To ease the communication by [REDACTED];
- b. If the [REDACTED] is the one that has the problem, then the [REDACTED] has to take the [REDACTED] role following the procedure IDA_OPE_01: [REDACTED] and [REDACTED] Switch.