



MERCADO IBÉRICO DEL GAS

# Frequently Asked Questions (FAQs) About the Workstation Setup for the MIBGAS Platform

Date: 13/09/2022

Version 1.1

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## 1 INTRODUCTION

This guide contains frequently asked questions following setting the client workstation up to access the MIBGAS Platform, 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, [Iberian Gas Market: MIBGAS Spot: Information system: Technical documentation](#) for reference during troubleshooting:

- » Workstation setup guide for accessing the MIBGAS Platform with the Edge browser
- » Frequently Asked Questions (FAQs) About the Setup for the MIBGAS Platform
- » MIBGAS installer for web access with the Edge browser

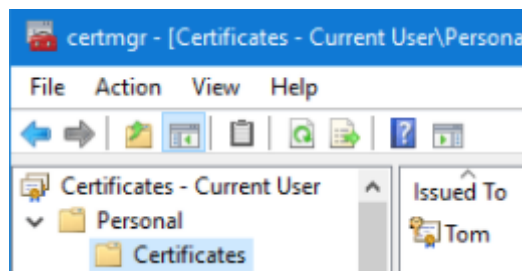
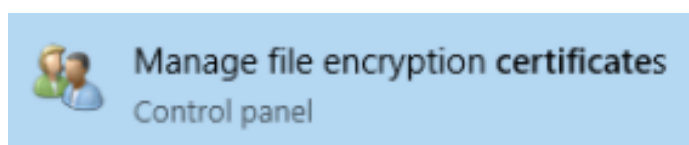
## 3 Answers to common questions

### 3.1 Can I continue logging on with Internet Explorer?

As of September 27, 2022, access via Internet Explorer to the gas market platforms will no longer be supported.

### 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]> Certificates - Current user > Personal > Certificates, or from the browser's Security options.



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

During the Installer execution, the Fortify application is installed by default in 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*.

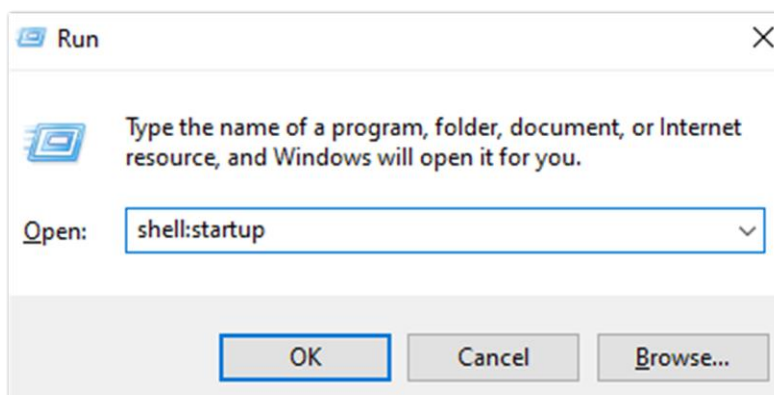
Once it is enabled, log back in for the log to begin registering.

### 3.4 How do I start Fortify by default?

If you do not want to have to run Fortify after every time you restart the computer, the application can be started if a direct link to "fortify.exe" is placed in the startup applications folder. The Startup Applications destination folder is in the following path by default:

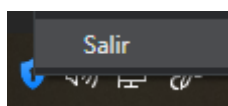
C:\Users\YourUser\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup

It can also be called up from Run (Windows + R) > Shell:startup.

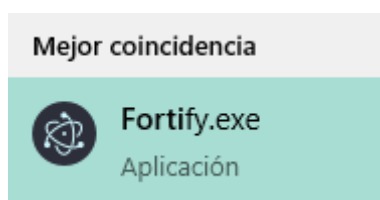


### 3.5 How do I restart the Fortify application?

If you want to restart the application, right-click on the icon shown in section 3.3 and select Exit:

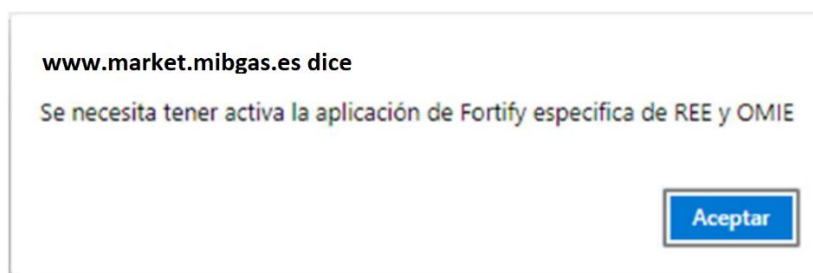


Then, run the application again from its path or from the Windows search engine: Fortify.exe:



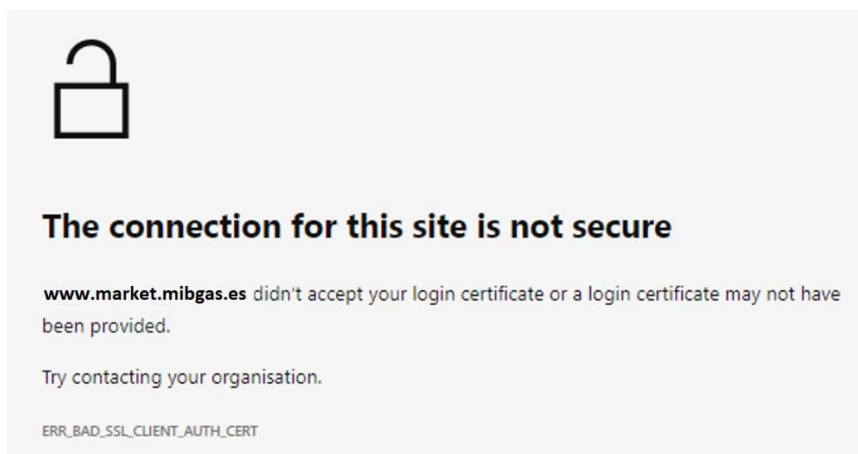
### 3.6 Known error or warning messages

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



If you access the System without any version of Fortify installed or running, a screen will pop up warning that you need to have the Fortify application installed and running.

## 3.6.2 The browser displays, “The connection to this site is not secure”

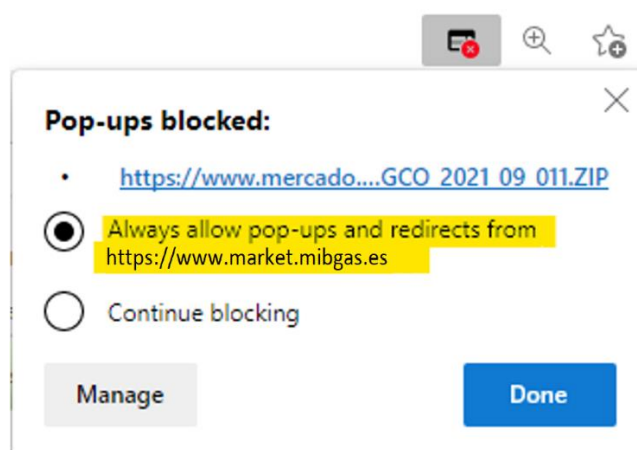


The message says that there is no valid access certificate (error code *ERR\_BAD\_SSL\_CLIENT\_AUTH\_CERT*), which may be due to improper setup of the workstation, an expired certificate, or bad detection of a cryptographic card.

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 MIBGAS websites (“\*.mibgas.es”), following the setup procedures for each browser.

## 3.6.4 AMQP Port blocked

In order to be able to use the MIBGAS Trading Client, the agent's network and security infrastructure must allow the use of AMQP protocol. Specifically, clients must be able to connect to server port 5671, as described in the setup guide.

In case AMQP port is not allowed in the agent infrastructure, in the agent workstation or in any existing network or security elements, access errors may occur, preventing a correct use of MIBGAS platforms.

Following, some images are depicted with possible errors related to AMQP port blocking.

- » When opening the Trading Client, some messages could show up, similar to these ones:

*There was an error on startup of the application.*

*nested exception is: java.net.ConnectException: Connection timeout: connect*

*There was an error on startup of the application.*

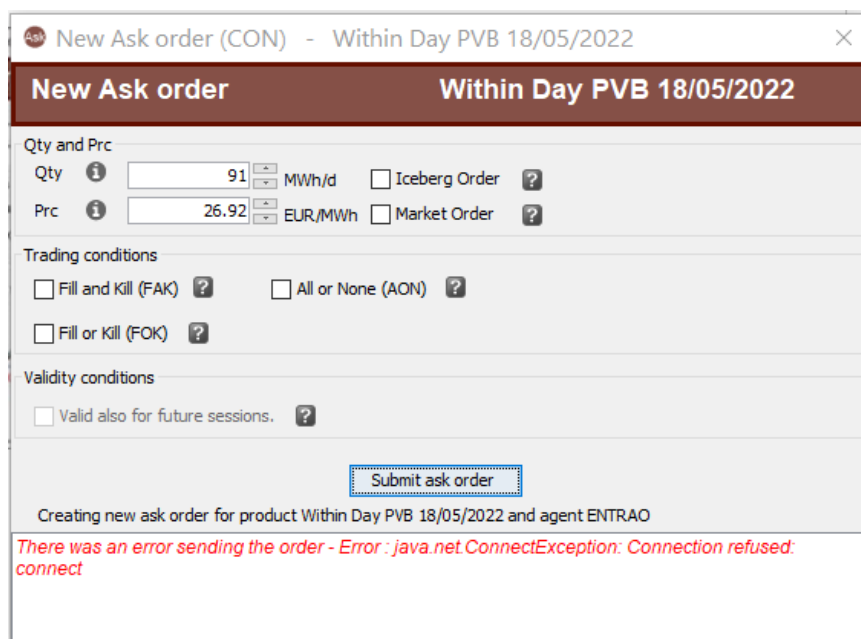
*Se ha producido un error en el arranque de la aplicación: null*

*There was an error*

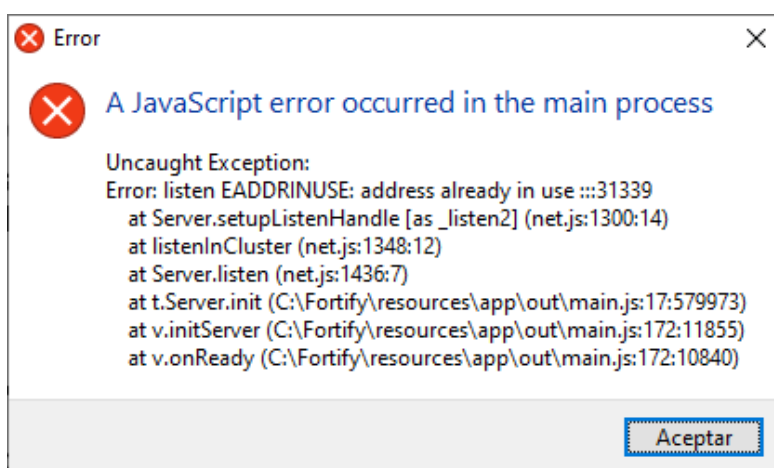




- » When trying to submit an order to the Trading Platform, a message similar to this one will show up

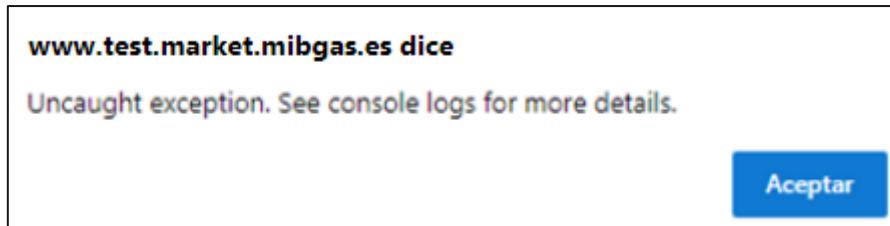


### 3.6.5 JavaScript: “EADDRINUSE: address already in use”



This warning appears when you open the Fortify application when it **is already running**. This may be because another user has already started Fortify (accept the error), or because another user left their session open on the computer with Fortify running 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.

## 3.6.6 “Uncaught Exception” message after inactivity / signing a transaction



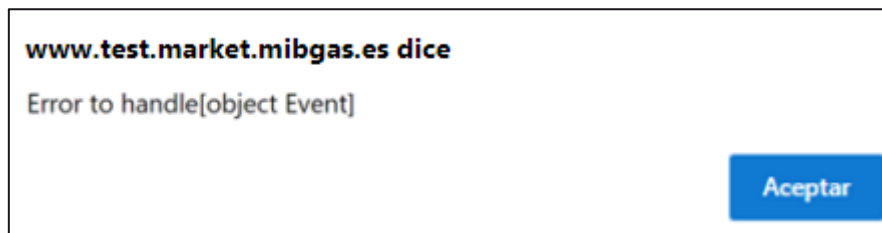
If the alert appears after a period of inactivity, it is usually because the session has been open for a prolonged period. Exit and restart it to proceed as usual.

If the warning is triggered after signing a transaction (for example, with a Signature Test), 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.

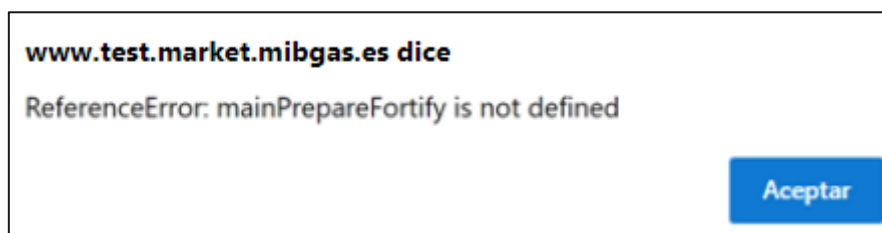
## 3.6.7 “Error to handle” or “ReferenceError” messages

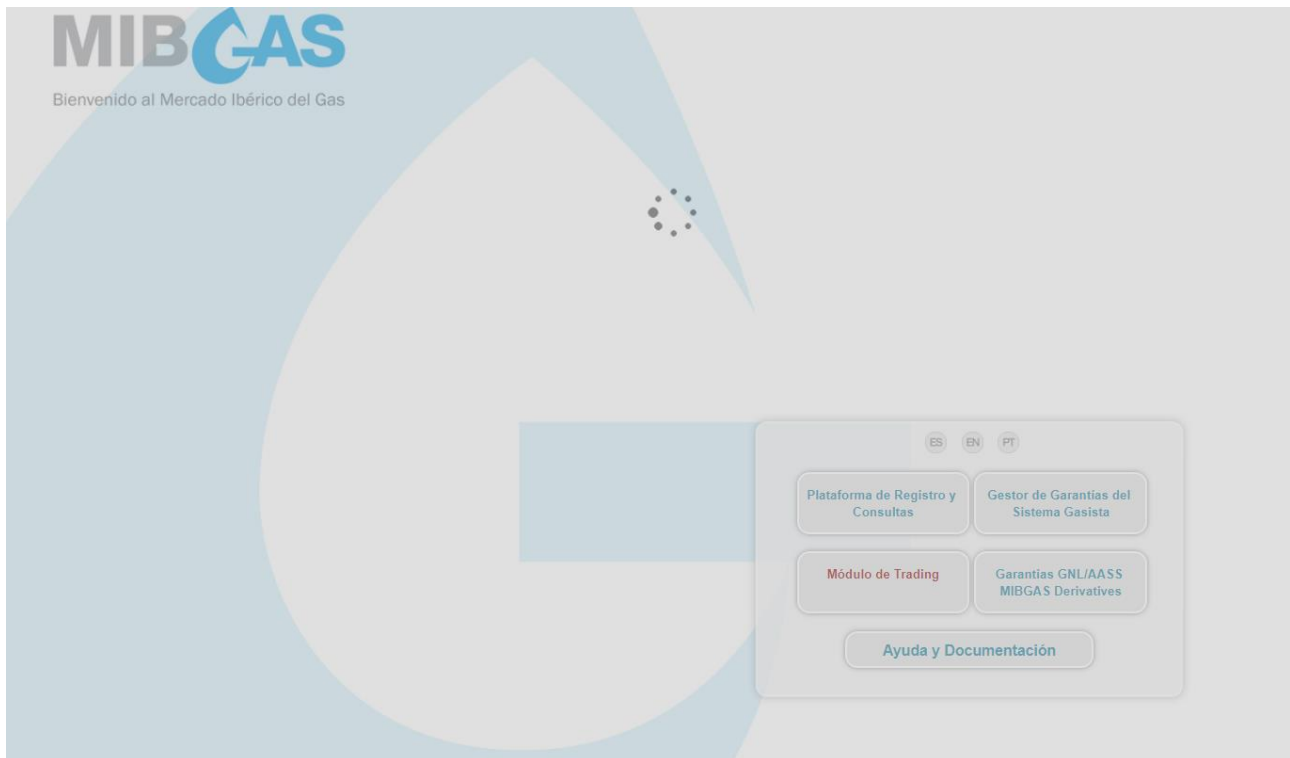
The following messages cause a permanent page load state after clicking OK:

- » *Error to handle[object Event]*



- » *ReferenceError: mainPrepareFortify is not defined.*





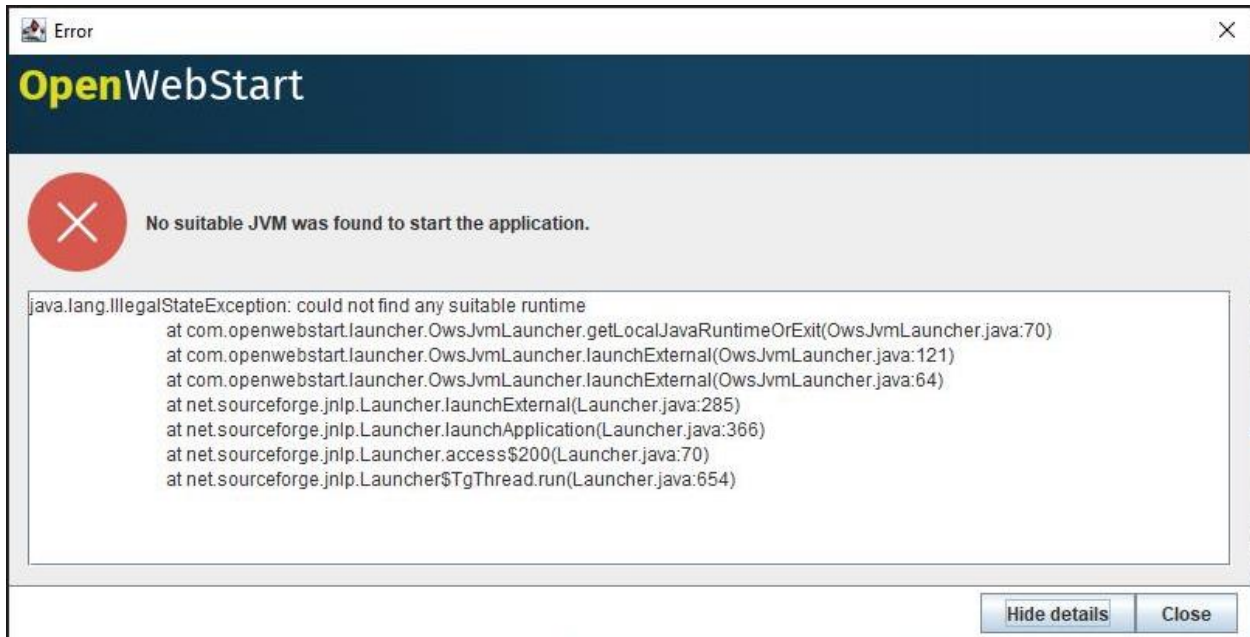
Access can be addressed by restarting the Fortify application as described in section 3.5.

### 3.6.8 The Download Center won't open

If you are trying to run the Download Center but the Certificate Selection Window does not pop up, check if the version of Java Virtual Machine shown in the “*OpenWebStart > JVM Manager*” menu is compatible (currently 1.8.0.282 Amazon Corretto).

Otherwise, click on the drop down menu of the wrong version, on the right (“...”) to select “*Delete JVM*,” and follow the steps outlined in the setup guide for the station in the section **Additional OpenWebStart Configuration** before reopening the executable from the Download Center.

### 3.6.9 OpenWebStart displays the error, “No suitable JVM was found...”

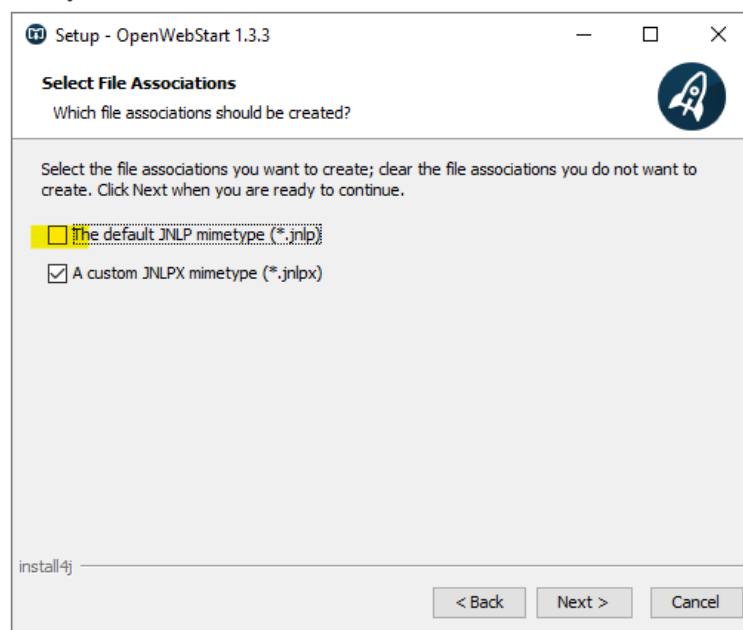


The OpenWebStart application is trying to run a jnlp application unsuccessfully. If it is a genuine attempt, such as running the Download Center, check in *OpenWebStart > JVM Manager > Settings > Update Strategy* if downloads are blocked with the option, “Do not download any version;” in that case, at least temporarily select, “Ask if newer version should be downloaded.” Once completed, run the Download Center again.

**Note:** If you previously completed this setup and have **OpenWebStart version 1.4** installed, and **the error persists**, uninstall this version and replace it with version 1.3.3, which you can download at the following link:

[OpenWebStart windows-x32 1 3 3](#)

During the installation you need to uncheck the association of files with extension \*.jnlp.



If both options were marked you will need to associate the extension \*.jnlp back to ‘Java(TM) Web Start Launcher’:

.jnlp  
JNLP File



Java(TM) Web Start Launcher

.jnlp  
A custom JNLPX mimetype



Launcher for .jnlp applications according to JSR-56

### 3.6.10 Problem related to “website’s security certificate” while accessing the system

This window is shown when the OMIE CA Signing Entity certificate has not been registered in the browser (it may differ depending on the browser used).



## There’s a problem with this website’s security certificate

This might mean that someone’s trying to fool you or steal any info you send to the server. You should close this site immediately.

 [Go to my homepage instead](#)

 [Continue to this webpage \(not recommended\)](#)

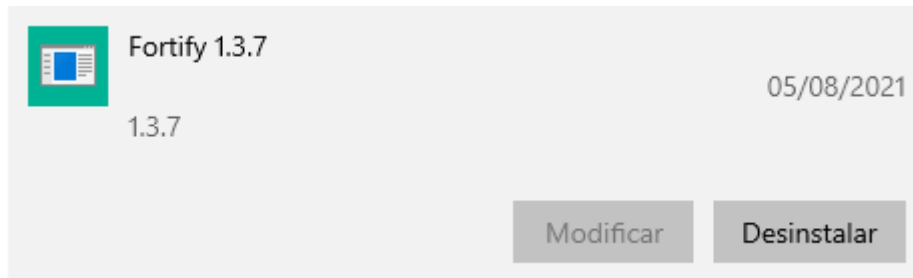
This may happen even if that certificate was already registered before, if an Operating System user hasn’t previously logged in the MIBGAS WebSite, or due to a rootCA update in MIBGAS.

To address this issue, the steps described in the Workstation setup guide document must be followed, starting from section 4.1.

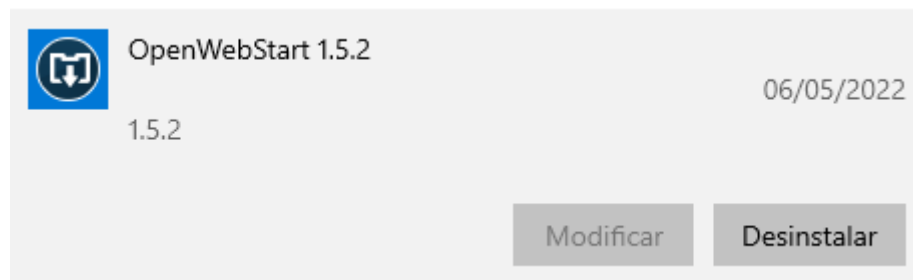
### 3.7 Errors not fixed by the suggestions in this document

If the steps described do not solve your access issues, please proceed by uninstalling the programs listed below:

Fortify



OpenWebStart



Once uninstalled, proceed with the steps described in section 2 of the Workstation Setup Guide again.