# FAQs on NSE Test Market Environment for Members

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Background:

Members desirous of using Non-Neat Frontend Software's to connect to the Exchange's Trading System are required to test the same in the Exchange Test Market Environment prior to deploying the same in LIVE (Production Environment). 'Software" means electronic systems or applications used by stock brokers / trading members for connecting to the Stock Exchanges and for the purposes of trading and real-time risk management, including software used for Internet Based Trading (IBT), Direct Market Access (DMA), Securities Trading using Wireless Technology (STWT), Smart Order Routing (SOR), Algorithmic Trading (AT), etc.

The National Stock Exchange of India Limited thus provides test market facility (hereafter referred to as *Test Market Environment*) to market participants for development and testing activities of their Non- Neat Frontend Trading Software's.

To familiarize the members with the Test Market Environment, the member queries have been summarized in the form of an FAQ.

1. Who all can access the test market environment?
   Test market environment can be accessed by all Members of the Exchange. Test market access is also available to Empanelled Vendors, Application Service Providers and Foreign Independent Software Vendors of the Exchange, however the same is out of scope for this document.

2. What are the modes of connectivity available to connect to the test market environment?
   Test market access is available on Lease Lines and Colocation facility.
   (Note: MPLS had been discontinued w.e.f. March 31, 2021. Refer Circular Download Ref. No. NSE/MSD/45173 dated July 30, 2020 for details)

3. Is test market environment accessible on Internet?
   As mentioned above, Test market can be accessed only from Lease Lines and Colocation facility. Test market environment cannot be accessed via Internet.

4. Which segments are available in the test market environment of the Exchange?
   Test market access is provided for CM,SLBM , FO, CD, and COM segments of the Exchange.
   Note: Access to Commodity segment test market is not available in Colocation environment

5. How do I gain access to the Exchange Test Market Environment?
   Interested members are required to submit their applications to the Exchange in the prescribed format. Formats are available in circular Download Ref No: NSE/MSD/61818 dated April 30, 2024 on the Exchange website.

6. I already have a leased line from which I trade. Can I use the same line to connect to the test market environment?
   Yes. You can connect to Live as well as test market environments from the same mode of connectivity. The configuration parameters to connect to the test market environment are different from that of the Live environment. Simply configure the parameters for whichever environment you wish to connect to and proceed.

7. What are the Exchange Test Market Environment configuration parameters?
   Test market connectivity parameter for interactive and broadcast are different from live

environment. Details of the same are available at the following link:
https://www.nseindia.com/trade/platform-services-test-and-simulated-market-facility

or

https://ims.connect2nsccl.com/MemberPortal/view/testMrktHome.jsp

8. Will I also be able to connect to the Test market with my LIVE user Ids?
   No. Test market credentials i.e. BOX Ids and User Ids are different from Live Environment. You will be able to connect to the Test environment ONLY with the user Ids and box ids that have been created and enabled in the test market environment. Details of these will have been shared with you vide email at the time of applying for Test market access.

9. Do I have to pay any charges to the Exchange?
   There are no charges for the first set of user Ids applied for accessing the Test market environment. However, members are free to apply for an additional set of User Ids as per their requirement by submitting their request in the prescribed format and paying the applicable charges of Rs.50,000 + applicable taxes for each additional set.

10. What do you mean by a set of user Ids?
    One set of User IDs shall comprise of 1 corporate manager id, 1 branch manager id and 2 dealer ids in each segment.

11. What are the maximum number of user Ids I am allowed?
    As stated above, the first set of Ids are free. However, members who wish to, may apply for any number of additional sets of user Ids subject to making the application in the prescribed format and paying the requisite charges.

12. What are the charges for additional user IDs?
    Each additional set of user Ids can be procured at a charge of Rs.50,000 + applicable tax.

13. How can I make the payment?
    Payment for the same is collected from the Exchange Dues account for registered members. In the case of prospective members, cheque/NEFT payment is permissible along with the application for test market access.

14. How will I know my user ID has been enabled in the Test Market environment?
    On applying for the same, an email confirmation to that effect shall be sent to the member at the email id mentioned in the form.

15. How long does it take for my request for test market access to be processed?
    The process of granting test market access is generally complete within T+2 days.

16. What are the test market timings?
    Test market timings are available at the following link:
    https://www.nseindia.com/trade/platform-services-test-and-simulated-market-facility

    or

    https://ims.connect2nsccl.com/MemberPortal/view/testMrktHome.jsp

17. How will I know if the test market environment is up or not?
    Test market is typically up at the timings specified above. In case of any planned down-time,members are intimated via email at the email ids provided by them.

18. How can I add email Ids to this list for notification?
    Simply send an email to msm@nse.co.in stating the list of email ids to be added to the notification list.

19. Can I login using NEAT application in the Test market environment?
    NEAT, NEAT +, NEAT Adapter as well as UDP applications are available for login in the test market environment.

20. What is the default password?
    Default password is shared in the email send to the member at the time of first-time set-up.

21. How do I reset my password?
    Password reset facility is provided in NEAT at:
    *Neat Plus - Dialogs > Reset Password (Shortcut Key – Ctrl+Alt+R)*

22. Can I use the master files i.e. contact.txt / security .txt files of the live environment for trading inthe test market environment?
    The test market master files are separate from live market environment. Master files i.e. Security.txt/ contract.txt / participant.txt / MTBT stream info files etc. of the respective segments are updated on a periodic basis in the test environment. The required master files for participating in the test environment can be downloaded from the following link:
    https://www.nseindia.com/trade/platform-services-test-and-simulated-market-facility
    or
    https://ims.connect2nsccl.com/MemberPortal/view/testMrktHome.jsp

23. Is Block deal window available for testing in the test market environment?
    Timings for various sessions in the test market environment is provided under the link:
    https://www.nseindia.com/trade/platform-services-test-and-simulated-market-facility
    or
    https://ims.connect2nsccl.com/MemberPortal/view/testMrktHome.jsp

    Members may refer to the details mentioned therein.

24. Is there auction market available in the CM segment Exchange test environment?
    Yes. Members can call the exchange / send requests via mail on email id msm@nse.co.in to initiate Auction session in the test market environment.

25. I am placing orders in the test market environment, however receiving error for Limits. What needsto be done to resolve the same?
    Just like trading in Live environment, members are required to set their branch / user limits for test market environment by logging in from their corporate manager terminal in the respective segments, prior to placing orders in the test market environment.

26. What is the circular to which I can refer to for test market environment related queries?
    Members may refer to circular Download Ref No: NSE/MSD/61818 dated April 30, 2024 and NSE/MSD/44949 dated July 08, 2020 for detailed instructions and formats for

accessing the testmarket environment.

27. We require assistance in installation and configuration of Neat Adaptor and /or NEAT versions. Whom can we reach in this regard?
    The installation process is same as that of Live environment except for the parameters. However, members can call the Exchange support through helpdesk (call / emails) for the test market environment upto 7:30 PM on regular trading days.

28. Do I need to transfer any files to the Exchange for test market environment?
    Members are requested not to transfer any data files for this session. Trades resulting from participation in the test market environment do not attract any obligation in terms of funds and / or securities pay-in and/or pay-out.

29. What if I am unable to connect to the Test Market?
    Members are requested to complete basic checks as mentioned below:
    a. You are using the correct credentials of IP – BOX ID - User ID combination as provided by the Exchange for accessing the Test market environment in the respective segment.
    b. Interactive parameters for test market environment i.e. Destination IP and Port are configured correctly for respective segment.
    c. Broadcast parameters for test market environment i.e. Multicast IP and Port are configured correctly for respective segment.
    d. You can have as successful Host Telnet as well as Box Telnet. (You may call the Exchange while performing the telnet if required)
    e. You are using the latest versions of NEAT / NEAT Plus and NEAT Adaptor applications as communicated by the Exchange for test market environment in the respective segment.

    Login related trouble shooting guide:

    a. Error Code: 16006 - Invalid Sign on
       Check if using the correct credentials (Box ID and User ID) and interactive parameters as provided by the Exchange
       Check the version (NEAT /NEAT ADAPTER)
       If error while setting new password it should comply with the password policy of the Exchange

    b. Error Code: 16403 - Sign on from different location
       Check if using the correct credentials (IP - Box ID - User ID combination) as provided by the Exchange

    c. Error Code: 16134 - User ID disabled
       In case of Dealer User ID, kindly reset the same from the Corporate Manager terminal.
       In case of corporate manager user id, kindly send a mail to the Exchange to reset the same.

    d. Error Code: 16004 - User Already Signed on
       In case of Dealer User ID, kindly reset the same from the Corporate Manager terminal.
       In case of corporate manager user id, kindly send a mail to the Exchange to reset the same.

    e. Error Code: 16100 - BOX/Trading system version number is invalid

Check if using the latest versions of NEAT / NEAT Plus applicable for test market environment.

f. Error Code: 16053 - Password expired
Kindly set new password as per the password policy of the Exchange.

g. Error Code: 17101 - Invalid Packet
In case of login via NEAT Adaptor, kindly check the NA server machine time and date (Time onemust be UTC +5:30). The system date should be current date for successful login

Order entry related trouble shooting guide:

a. Orders are getting rejected due to DPR.
Kindly ensure that you are using the master files of test market environment for testing. Secuity.txt / contact.txt of respective segments are different for test market and live market environment.

b. Orders are getting rejected due to LPP (Limit Price Protection range)
LPP is a dynamic range in the derivatives segments. Also, many members are participating in the test market environment as such you may encounter continued rejection for LPP. In such cases you are advised to kindly test in another contract. Alternatively, you may also call the Exchange for resolving the LPP rejections in the test market environment by providing details of the contract.

c. It may be noted that any order rejected by the Exchange is responded with an "Order no." along with an Error code and reason code. You may refer the API documents for detailed description of the same.

d. For further technical queries members are required to send email / call the Exchange with the following details:
   i. Member Code, Member Name
   ii. Segment, User ID, BOX ID and IP
   iii. Details of login protocol used i.e. NEAT Adaptor / Direct Connection
   iv. Query in brief along with details of exchange order no., trade no., error code, reason codes, screenshots of error etc.
   v. Contact details i.e. Name and contact no of the concerned person with whom our technical team can connect in case of any discussion required on the said query.
   vi. Please note that since the queries are technical in nature and will require time for analysis, the Exchange SLA shall be atleast 7 working days in such cases.