Member Guide for Online Trade Inquiry Service

Version 1.2

December 2019



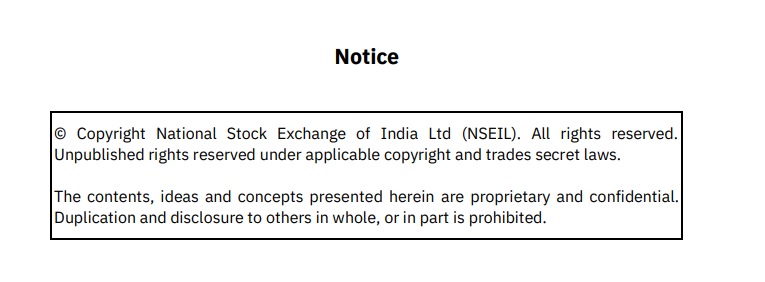


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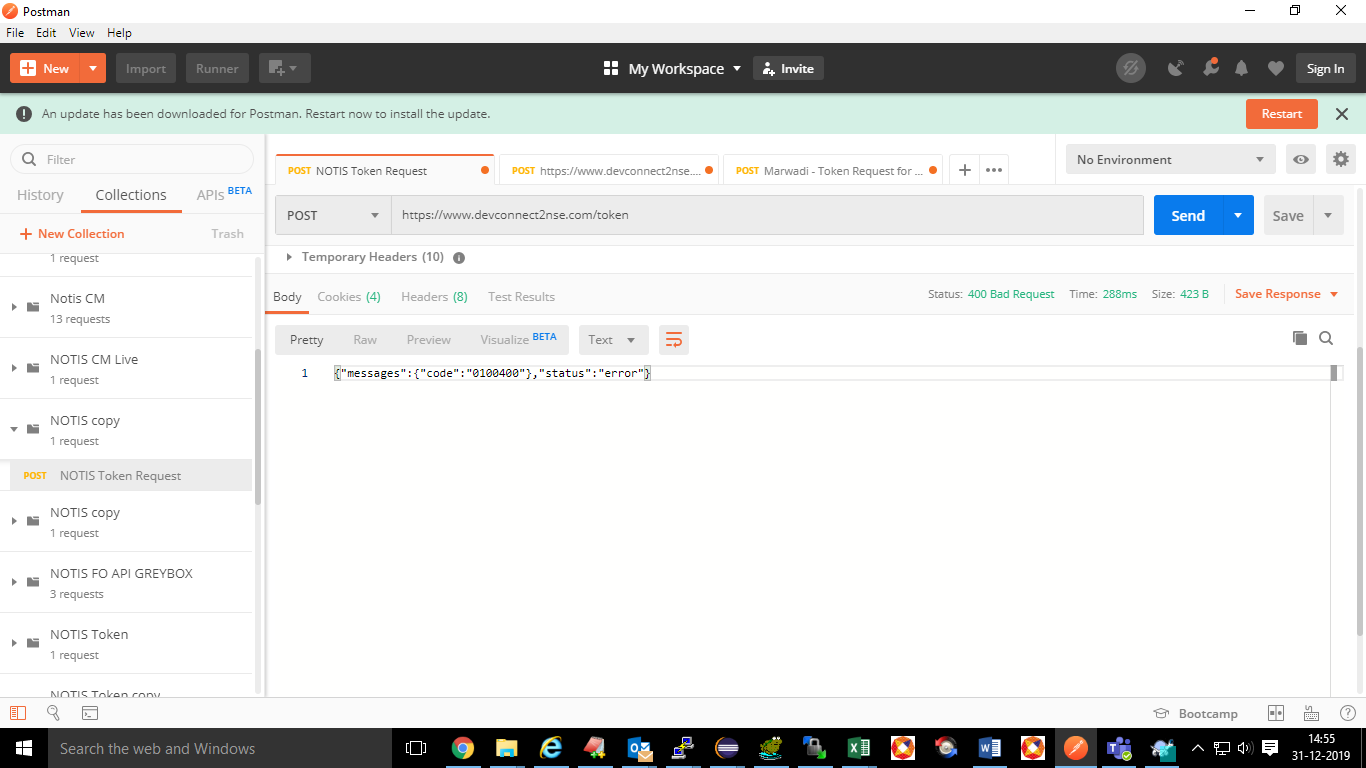
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| **Version** | **Date** | **Description** |
| 1.0 | 31st Dec 2019 | Troubleshooting guidelines |

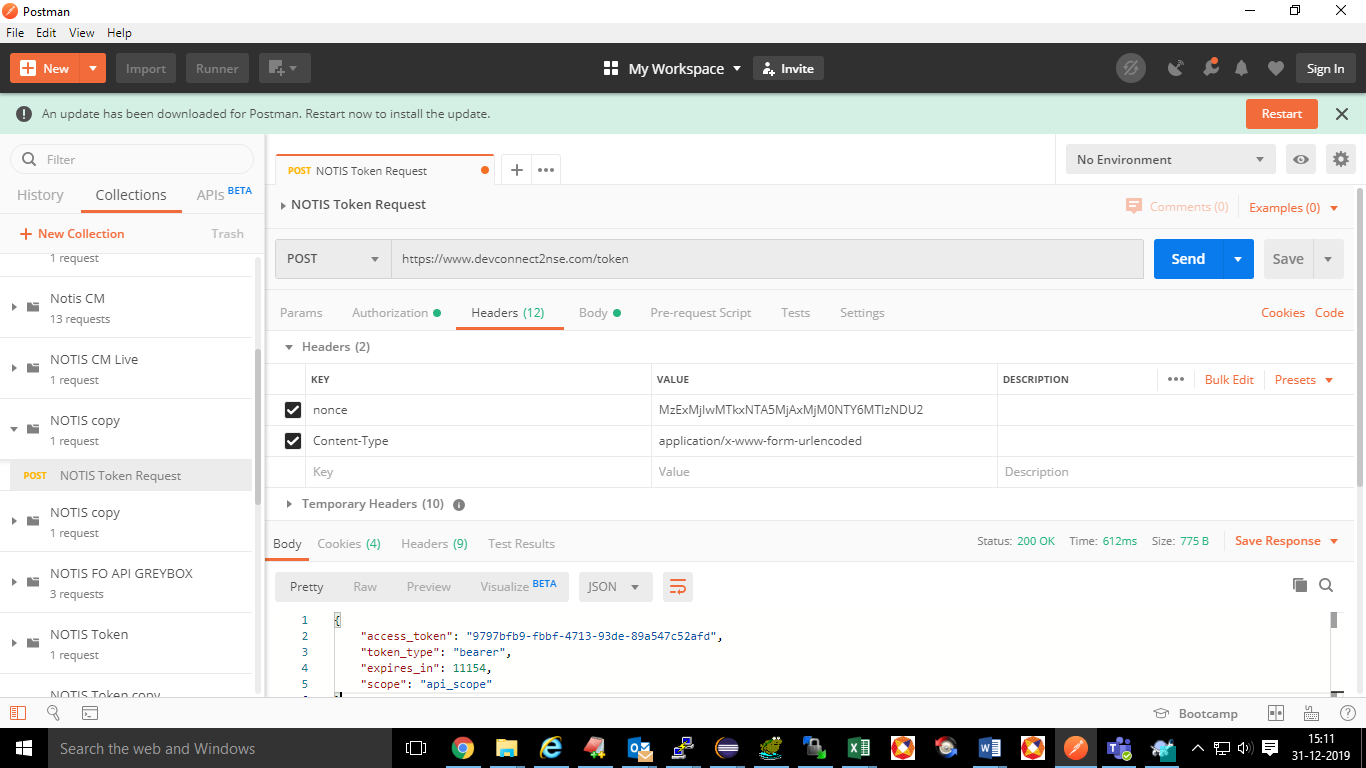
# Token/Trade Inquiry API Request

* **Error Code 400 (Bad Request)**



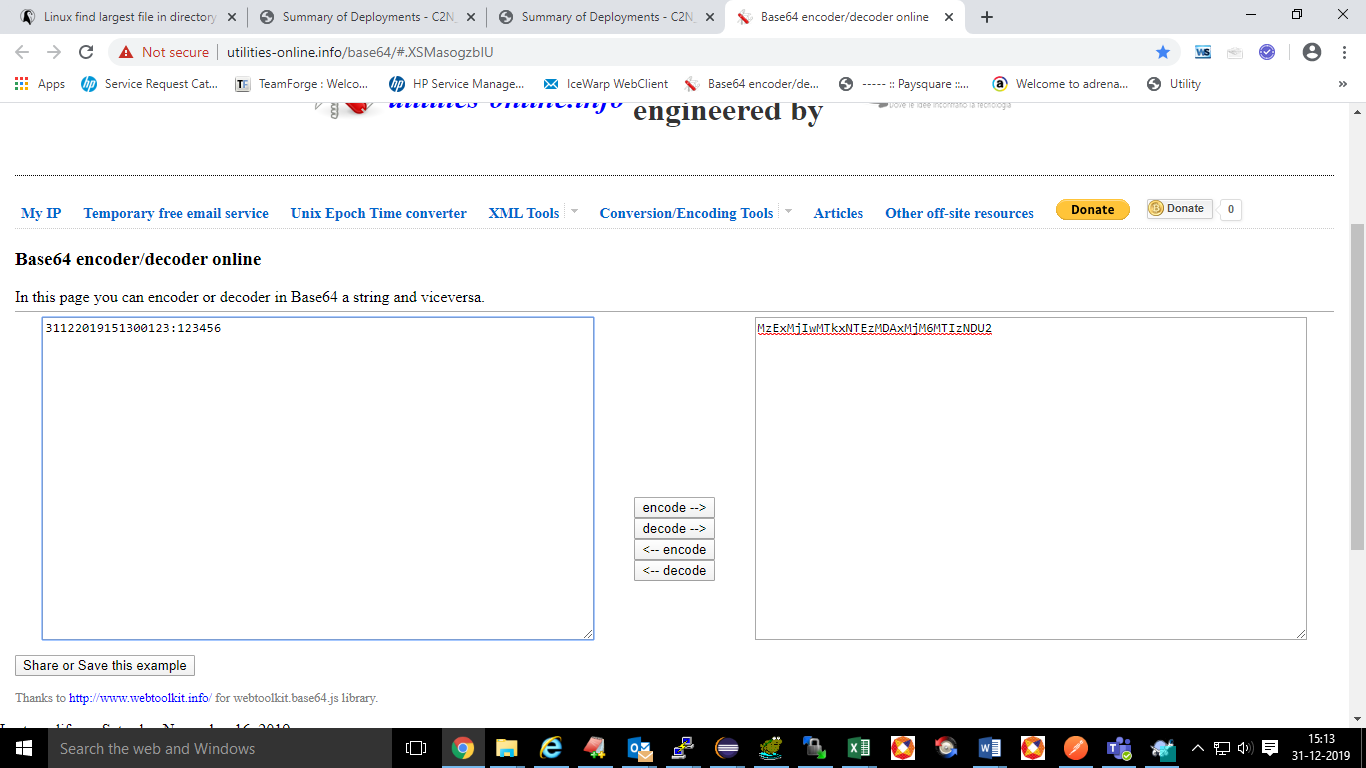
If you are receiving error code 400, kindly perform the below troubleshooting steps:

1. Set the Header Values as below:



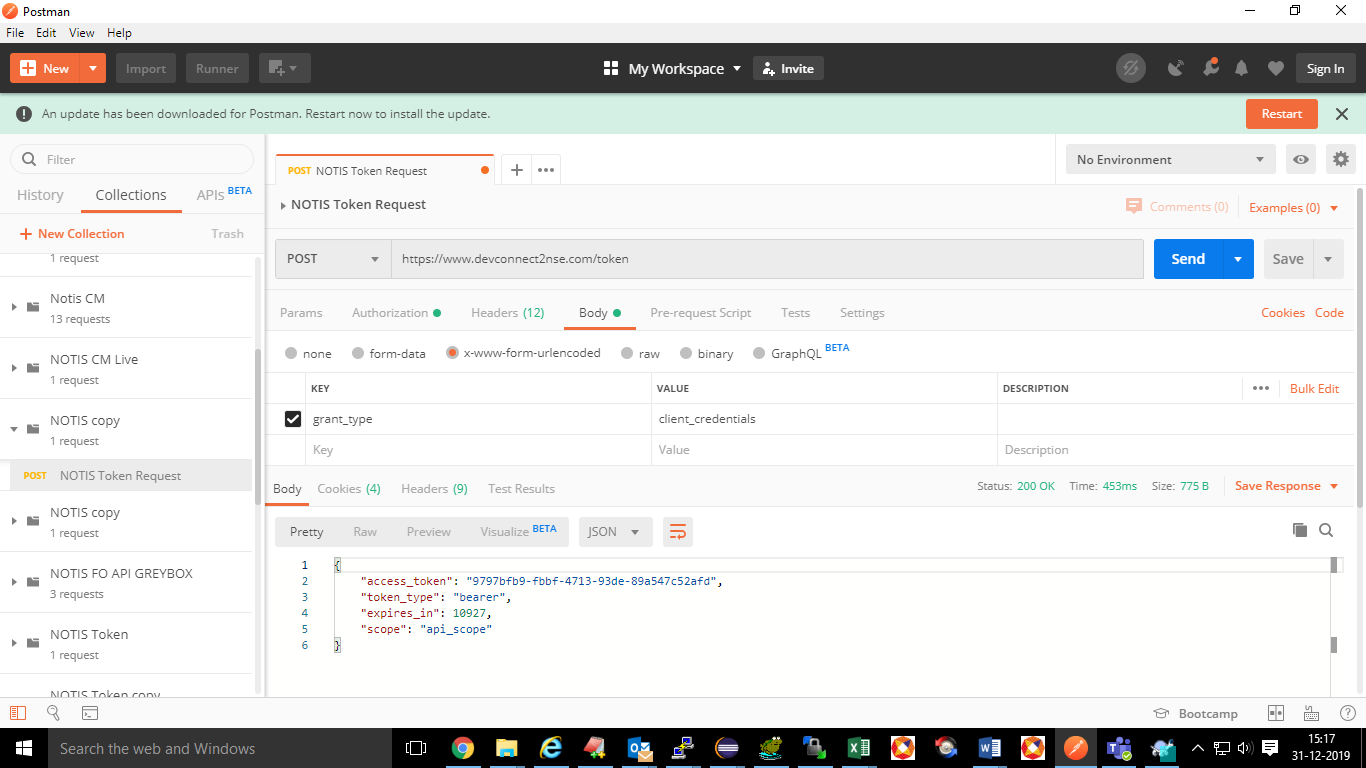
Ensure ‘Nonce’ value is set correctly by encoding the value in the format “ddMMyyyyHHmmssSSS:<6 digit random number>”. Eg. 31122019151300123:123456

Encode the nonce using the URL <http://www.utilities-online.info/base64/#.XSMasogzbIU>

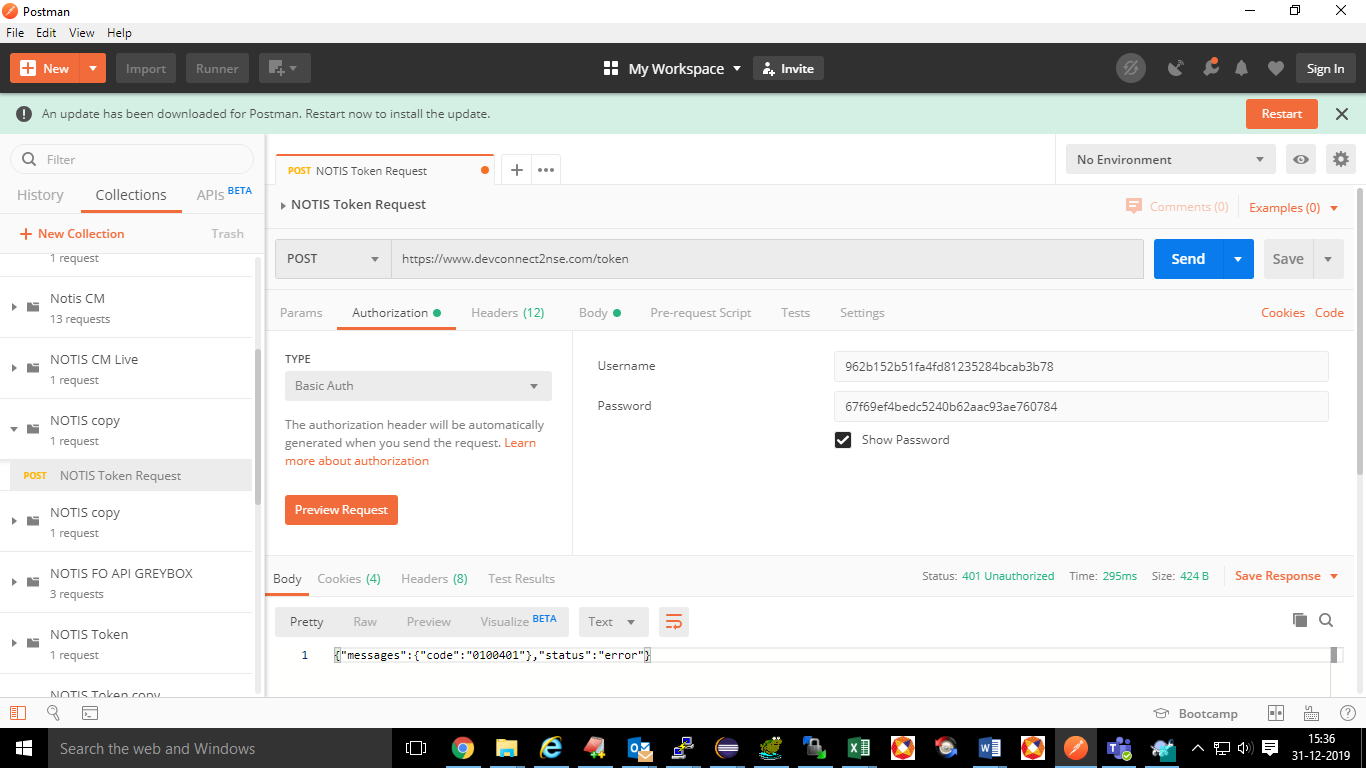


Ensure the “Content-Type” is set as “application/x-www-form-urlencoded” as detailed in the screenshot.

1. Ensure the Body details are set as below:



* **Error Code 401 (Unauthorized)**

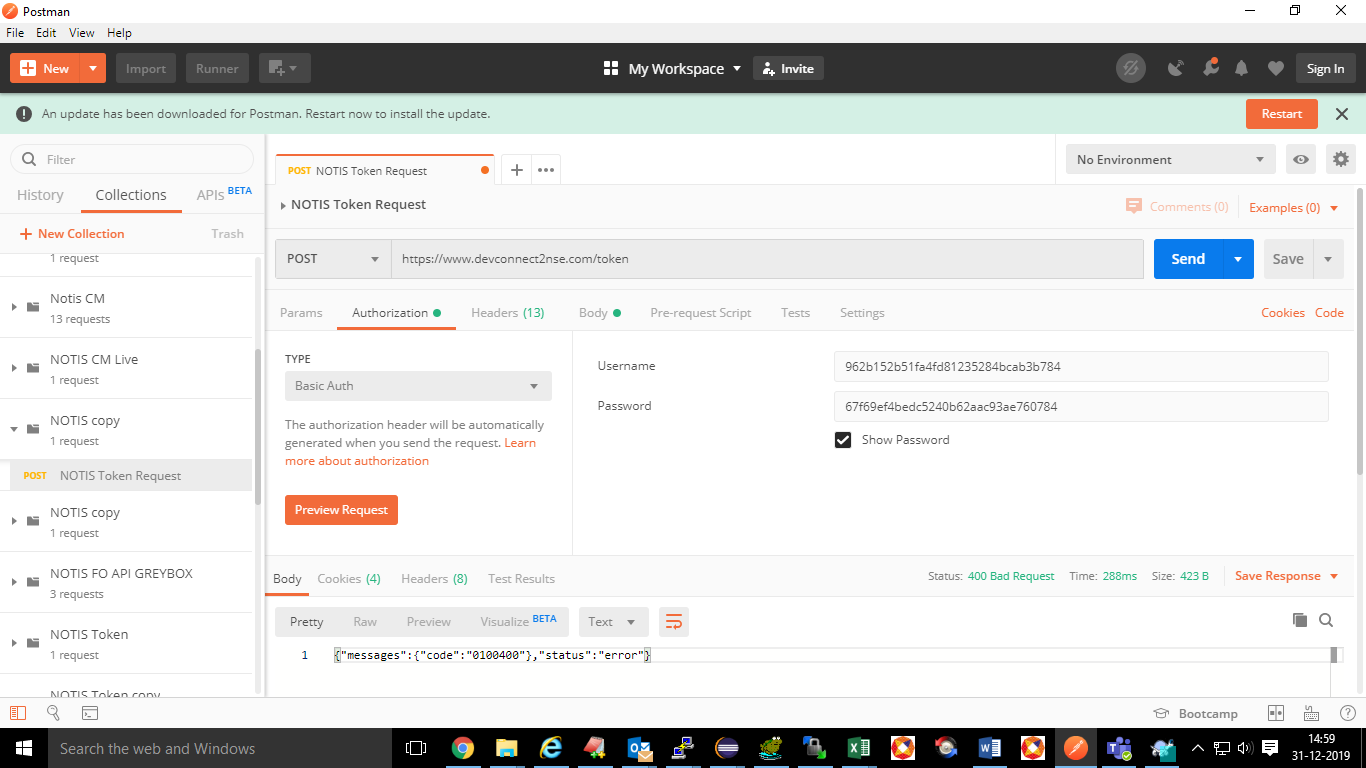


If you receive error code 401, kindly perform the below troubleshooting steps:

1. Ensure you are setting the Consumer Key/Secret Values correctly.

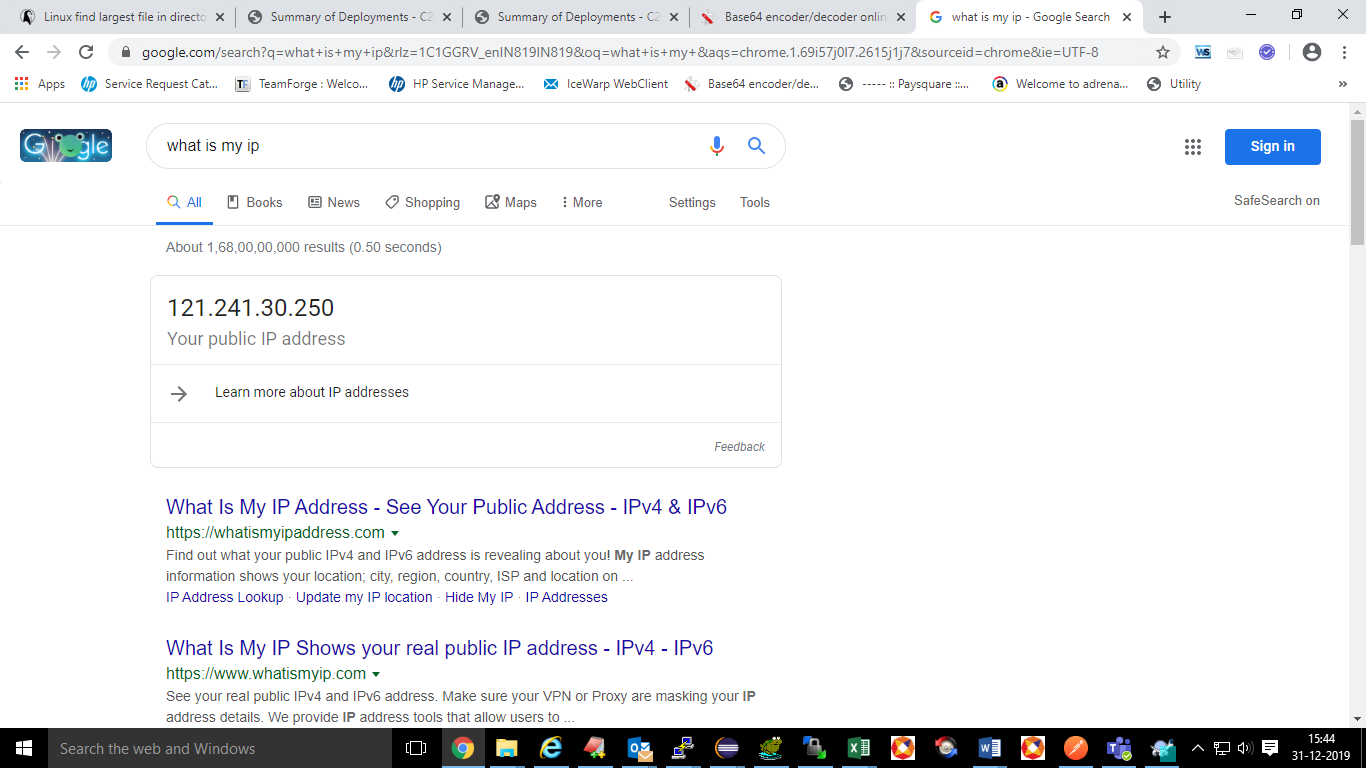
Set Username as Consumer Key.

Set Password as Consumer Secret.

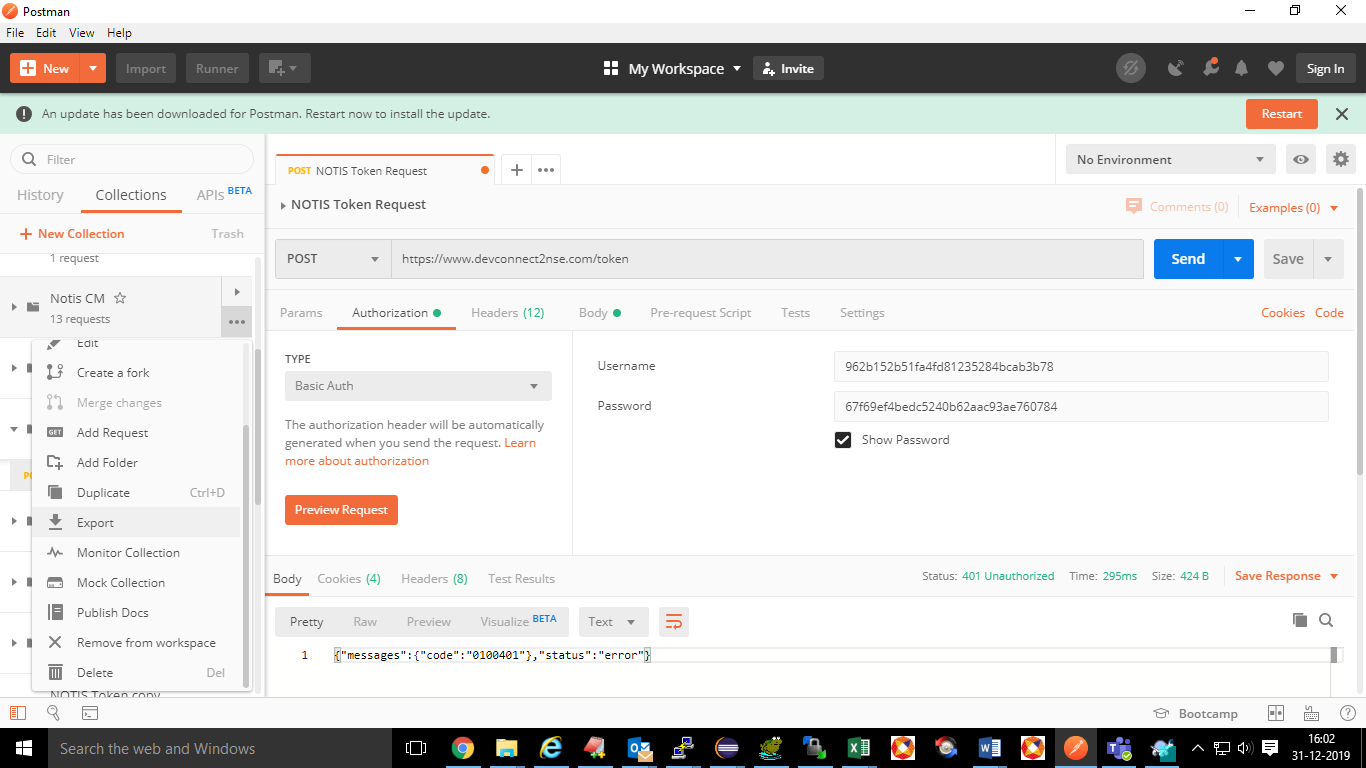


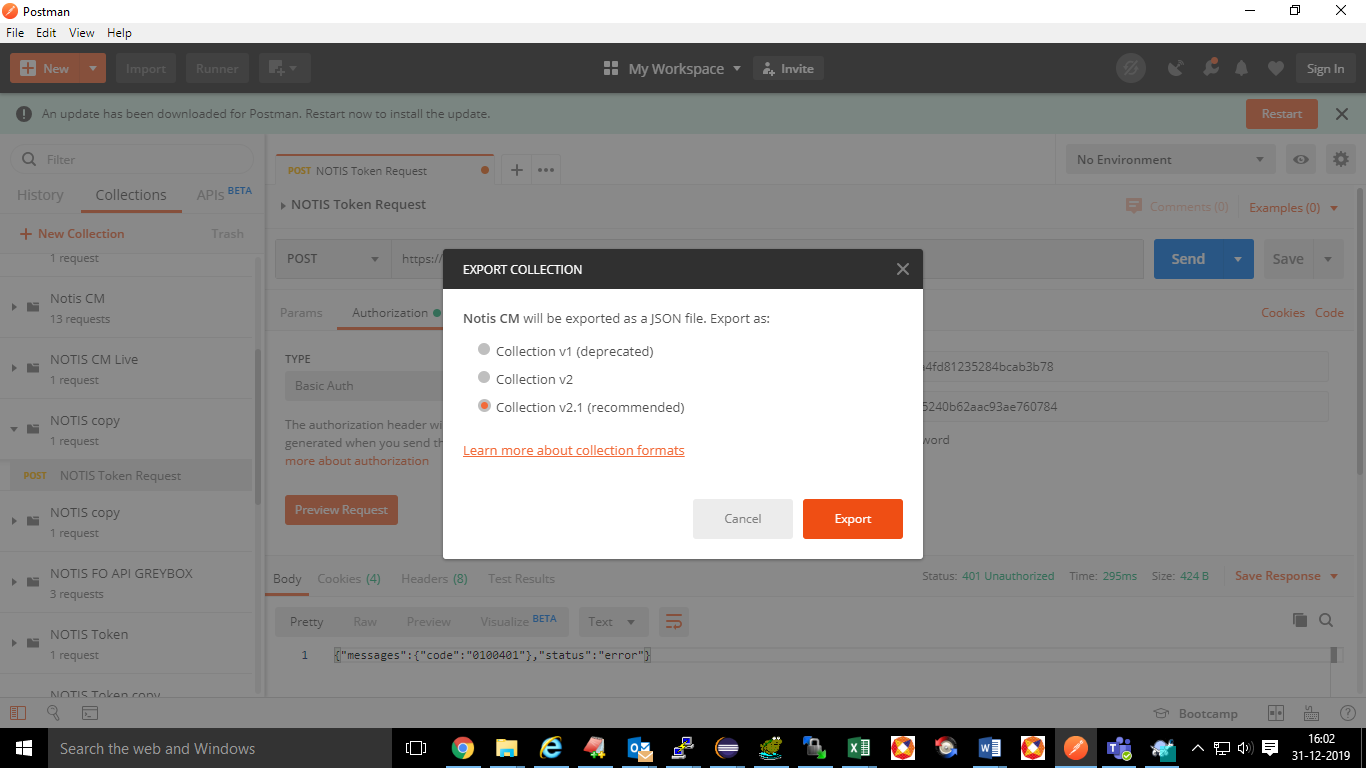
1. Verify your public IP as the IP address that you have provided for whitelisting and that you are trying to access the API from that IP address.

You can check your public IP address by typing “What is my IP” on google. This should be the IP address that you have provided for whitelisting.



1. Confirm whether there are any firewall or proxy on your end that could be causing the issue.
2. If you are still facing the issue after verifying the above steps, kindly export your request from POSTMAN using the Export functionality and send it to us so that we may analyse the issue.
   1. Go to Collections -> Select the Collection you wish to export -> Click on Export -> Collection v2.1 -> Export





* **Error Code 500**

If you receive error code 500 with the message “**Incorrect result size: expected 1, actual 2**”, kindly send a mail to [msm@nse.co.in](mailto:msm@nse.co.in) with your member code.

As a reminder, the token is valid for approximately 12000 seconds when generated. A new token should only be generated after the current token is expired to avoid this issue.

If it is any other error message, kindly take a screenshot and send it to [msm@nse.co.in](mailto:msm@nse.co.in) with member code details so that the issue can be analysed.

* **Error Code 241**

If you receive error code 241, kindly send a mail to [msm@nse.co.in](mailto:msm@nse.co.in) with a screenshot and member code details for analysis.

* **Error Code 503**

This error code denotes that the server is unreachable. If you receive error code 503, kindly send a mail to [msm@nse.co.in](mailto:msm@nse.co.in) with a screenshot and member code details for analysis.

# Jiffy Time Conversion

The attached utility in Java can be used for Jiffy Time Conversion:

