FAQ for Online Trade Inquiry Service

Version 1.0

Aug 2019



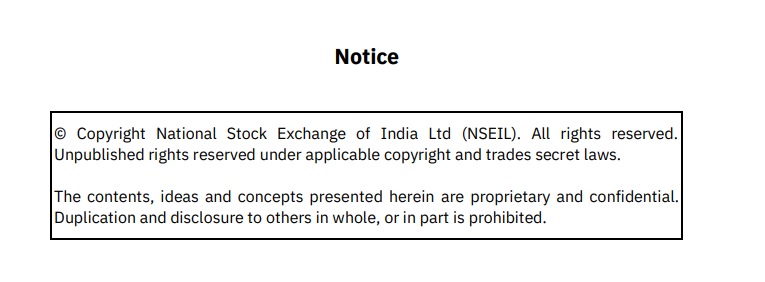


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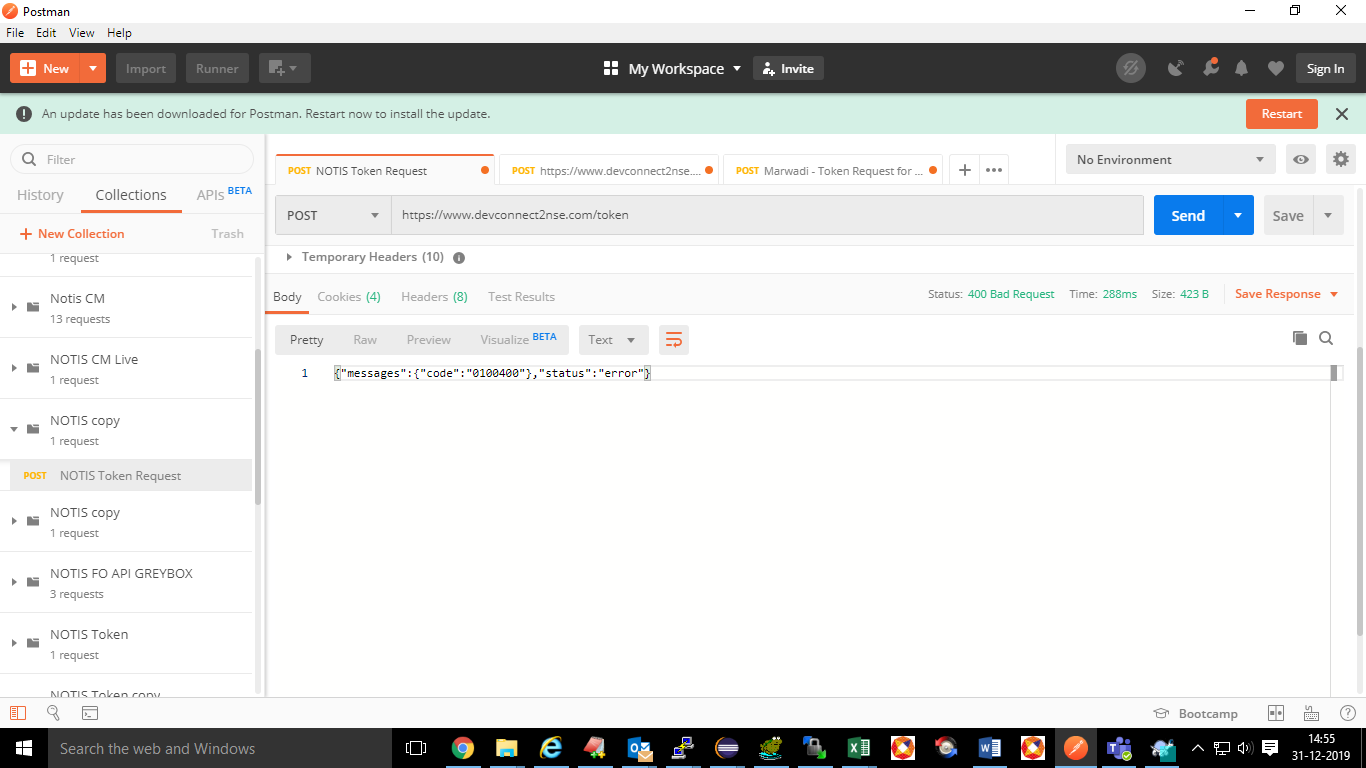
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| **Version** | **Date** | **Description** |
| 1.0 | 08th Aug 2022 | Draft version |

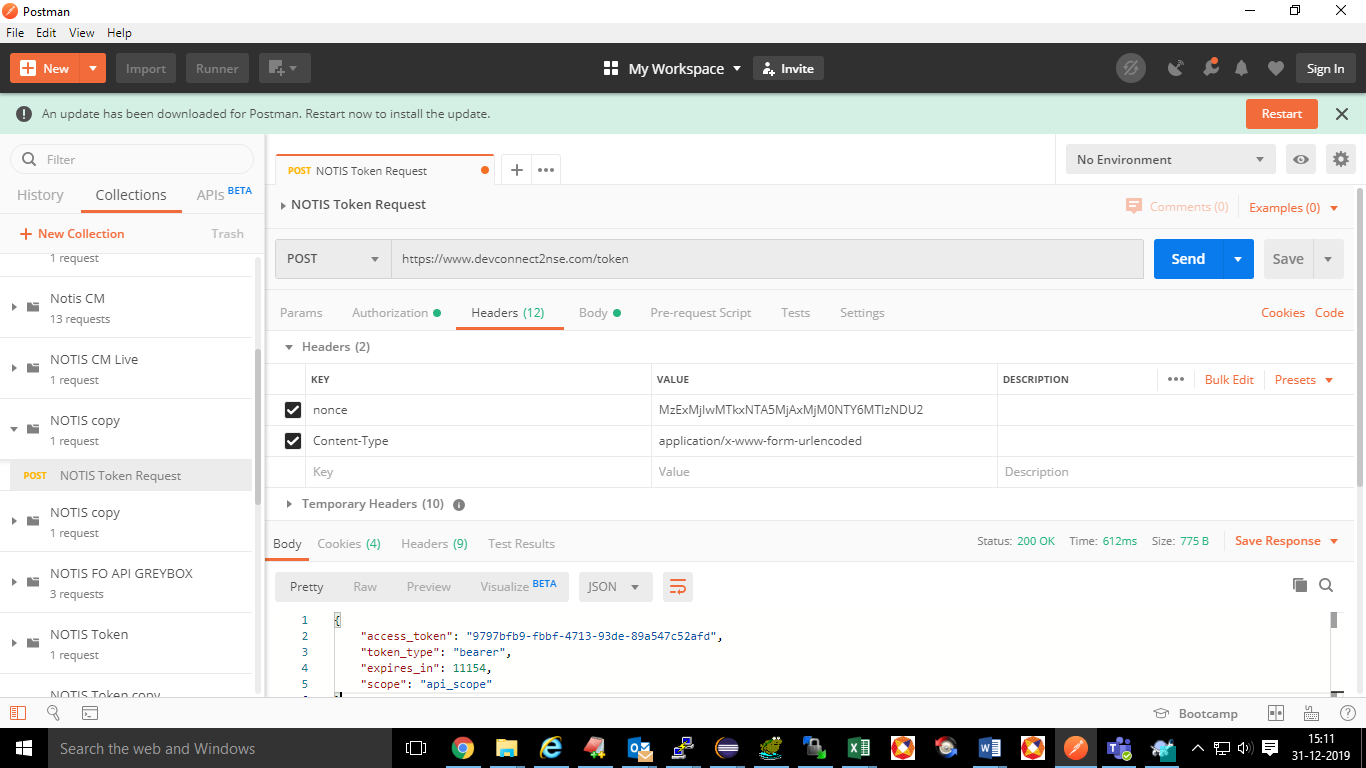
# Token/Trade Inquiry API Request

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



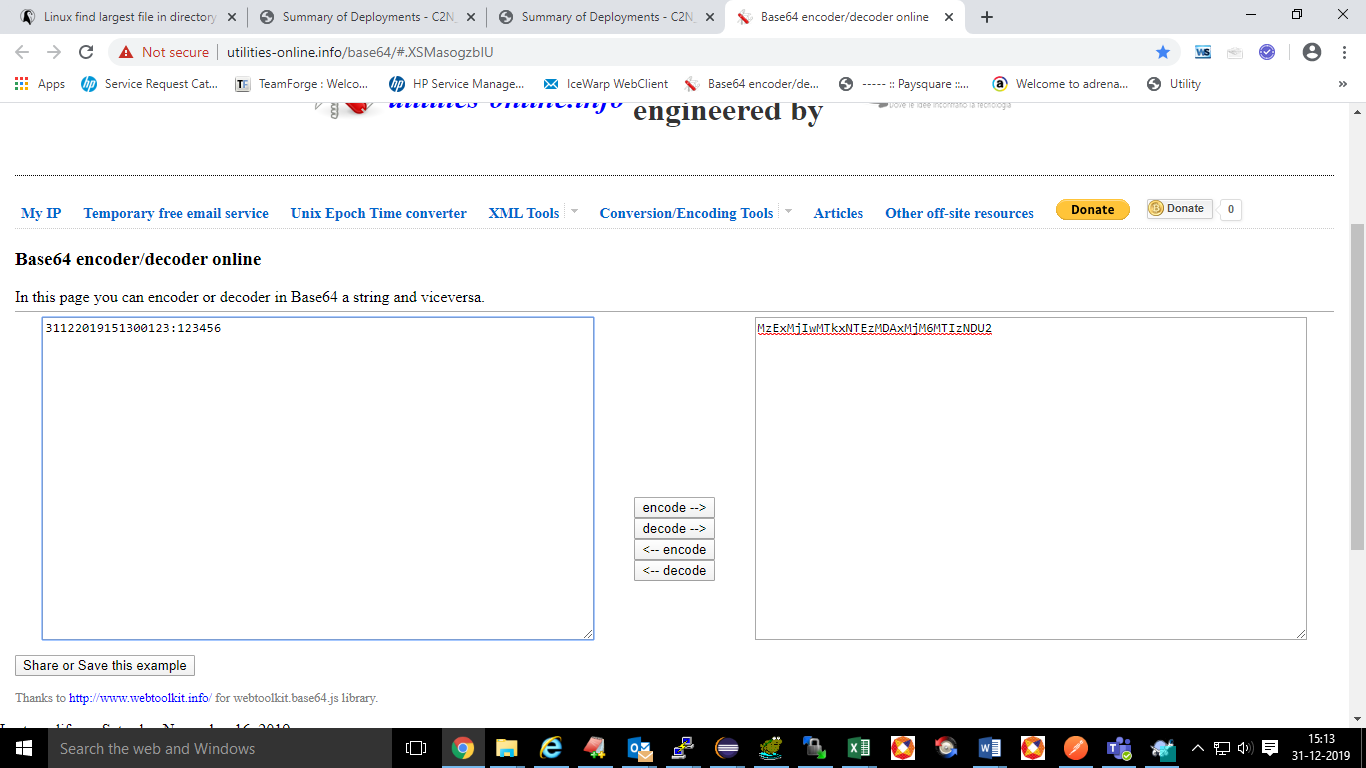
If you are receiving error code 400, kindly perform the below troubleshooting steps:

1. Set the Header Values as below:



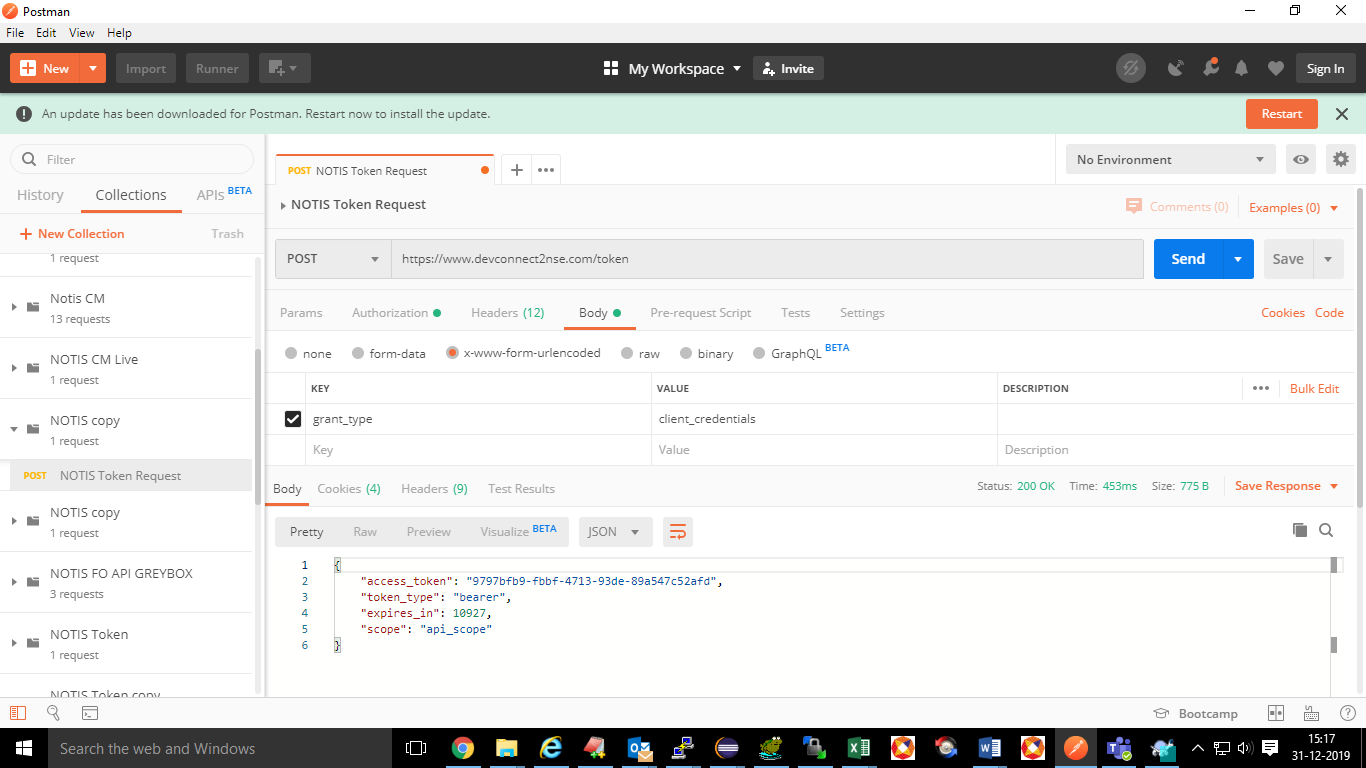
Ensure ‘Nonce’ value is set correctly by encoding the value in the format “ddMMyyyyHHmmssSSS:<6 digit random number>”. Eg. 31122019151300123:123456

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

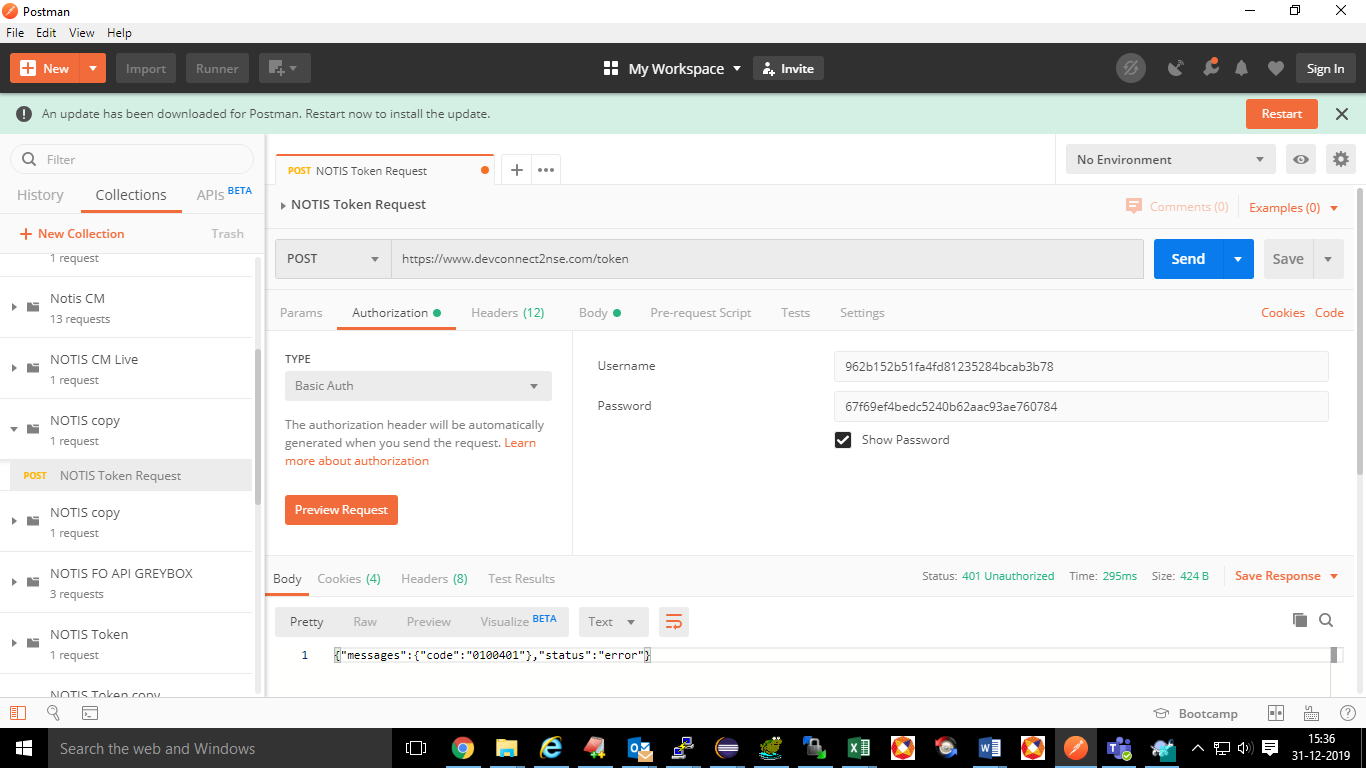


Ensure the “Content-Type” is set as “application/x-www-form-urlencoded” as detailed in the screenshot.

1. Ensure the Body details are set as below:



* **Error Code 401 (Unauthorized)**

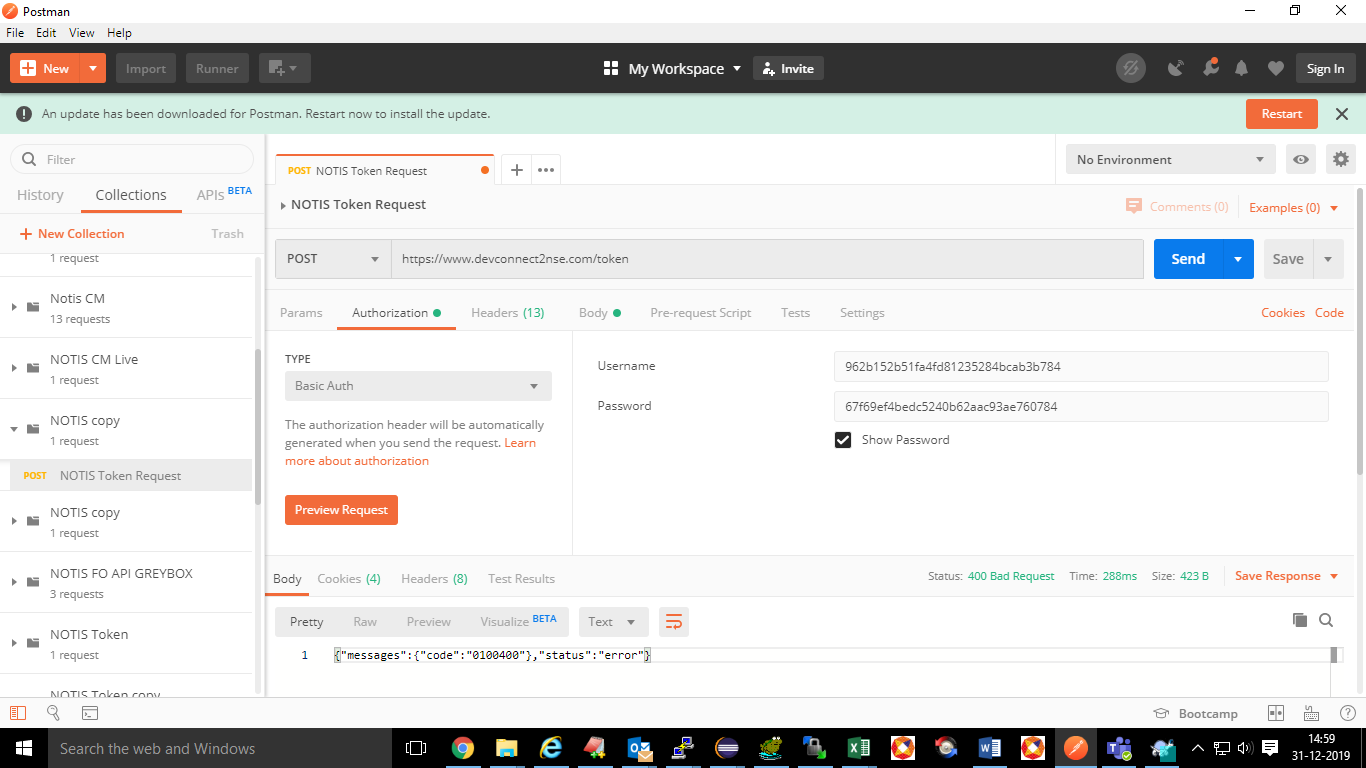


If you receive error code 401, kindly perform the below troubleshooting steps:

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

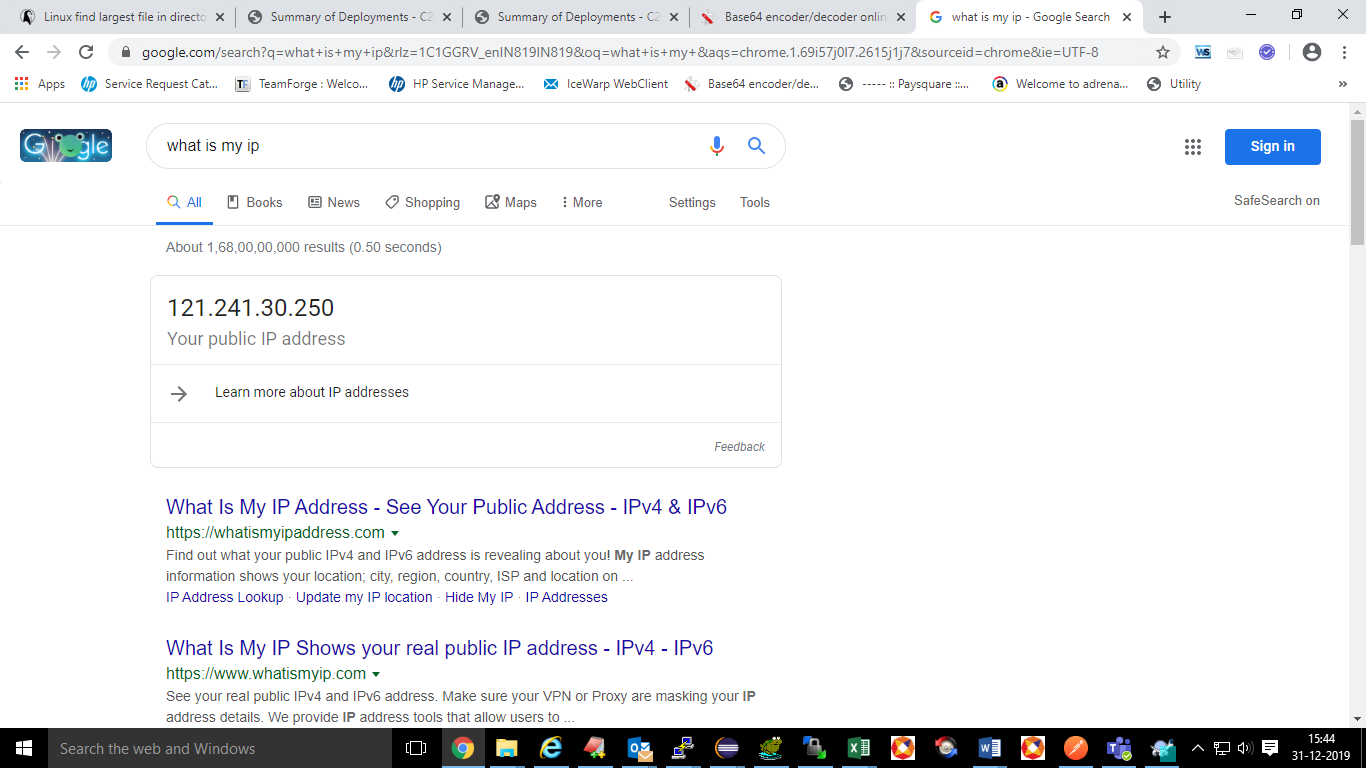
Set Username as Consumer Key.

Set Password as Consumer Secret.

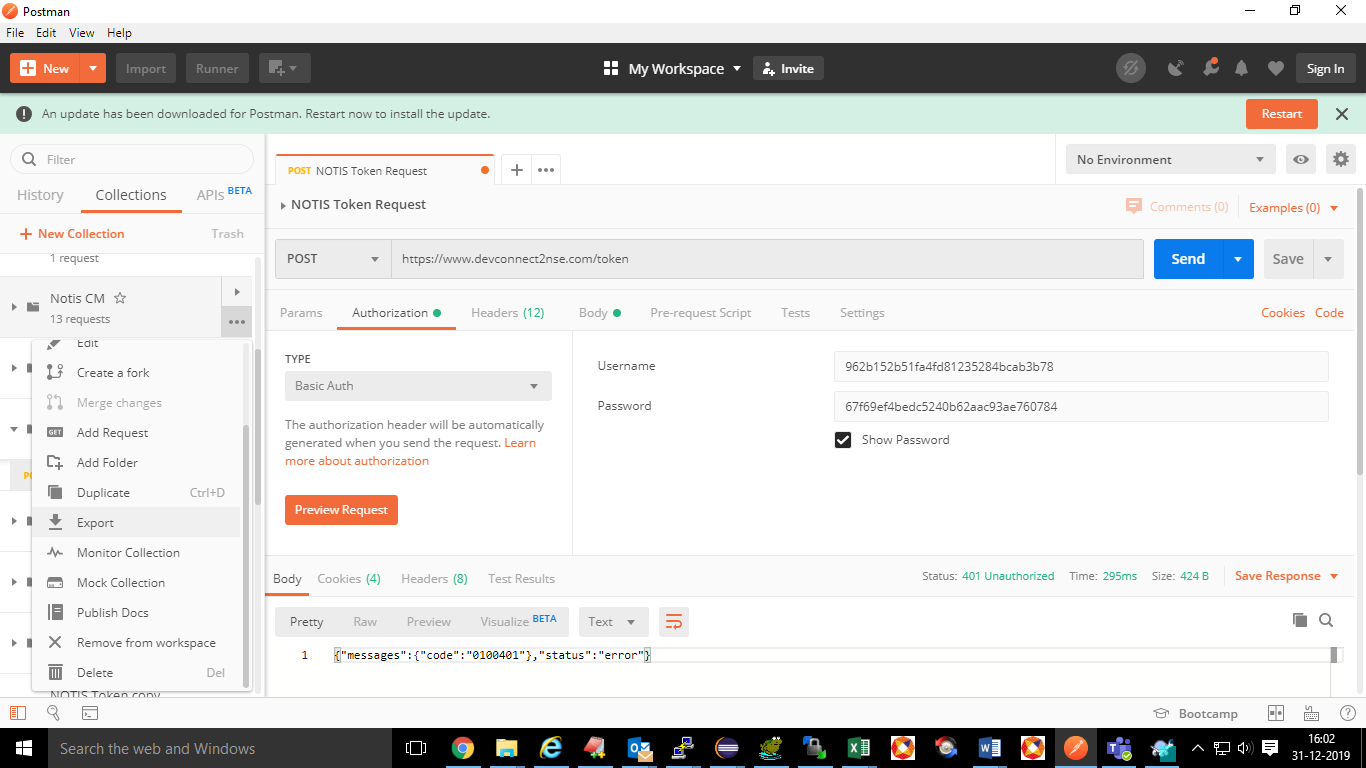


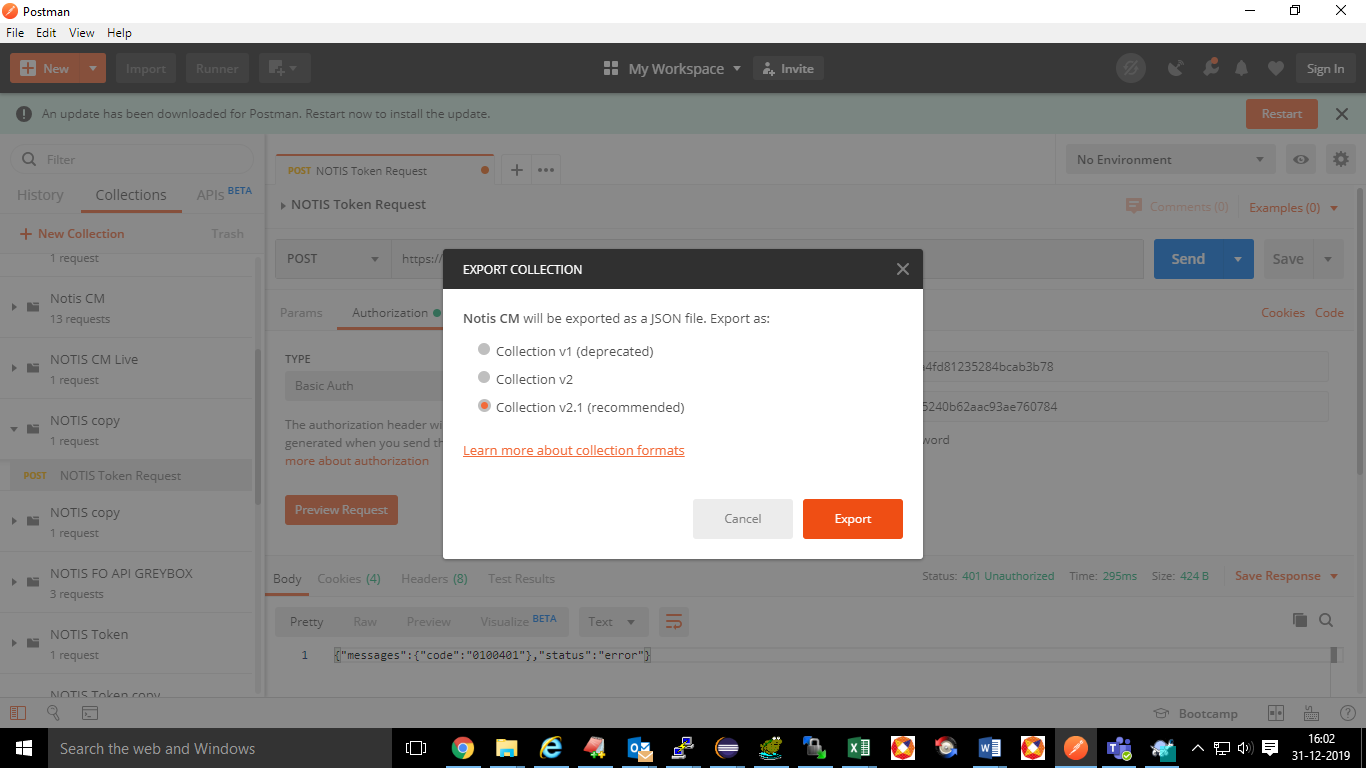
1. Verify your public IP as the IP address that you have provided for whitelisting and that you are trying to access the API from that IP address.

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 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.

* **Error Code 500**

This error is generally observed when two tokens are generated for the same consumer key/secret. As the token generated is common for the member code/credentials, members while connecting via NOTIS API, need to ensure that when connecting for multiple segments for NOTIS, the token is to be requested only once and shared for the number of instances or segments being run at member end. The token once generated is valid for 9 hours or 32400 seconds, and members need to regenerate the token only after current token has expired to continue to request the trade/actions data.

* **Error Code 500 with the message “Incorrect result size: expected 1, actual 2”**

This issue could arise in case multiple requests are sent by member for token creation.

Please note that the Exchange has rolled out an enhancement for convenience of members

w.e.f EOD of May 31, 2021 which allows member to retry after 2 seconds for creation of fresh

token after facing such an error. Members need not send any separate communication to the

Exchange for reset of the existing duplicate token created.

# Jiffy Time Conversion

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

