

FTR Center Frequently Asked Questions

Below is a list of frequently asked questions related to the FTR Center. If you have a question that has not been covered below, please consult the [FTR Center User Guide](#) or contact the FTR Center Support team at ftcentersupport@pjm.com.

1. Is the new Token authentication required for the eFTR API as well?
 - a. Yes FTR Center will require use of the new token authentication.
2. When is FTR Center expected to go live?
 - a. FTR Center parallel operations will be in July.
3. XML and CSV buttons on display are those buttons just for downloading the data?
 - a. That is correct they are to be used for Downloading only, this is for downloading the data displayed on screen. It replaces the "Get Report" functionality.
4. For every request do we need a new token every time?
 - a. A new token is not required every time. Tokens are good for 8 hours but 30 minutes of inactivity will make the token inactive, then one would need to request a new token. More information can be found on the [Enhanced Security Updates Timeline](#) document.
5. Can you please confirm that there will be no change to functionality or business rules from eFTR, just security controls?
 - a. The file formats should not be changing. You can refer to the details of the External Specification Guide located on the [FTR Center page](#) to follow specific guidelines for formatting.
 - i. Will any file formats change?
 1. Queries should function the same as they do in eFTR with the noted exception of the new authentication steps that will need to be applied.
 - ii. Will there be any additional data elements created, beside credentials?
 1. You can find more details around this, any noticeable changes and a link to the Authentication process in our Quick Start Guide also located at the link provided.
6. Will changes be made to: <http://www.pjm.com/markets-and-operations/fttr.aspx>
 - a. No changes anticipated.
7. Why is my credit calculated in the sandbox environment different from my production environment?
 - a. The FTR training environment data is not kept in sync with production data due to resources and that the main intention of train is for submitting bids.
8. Regarding the XML file submittal, will there be any changes how the file being submitted to eFTR vs the new FTR Center?

- a. Core functionality has not changed. Please review the FTR-Center quick start guide for information related to xml submission(s) page 3-5.
9. How can I be added to the EFTRUSERS@listserv.pjm.com mailing list
Users can navigate to the [PJM Communications](#) web page, select Email Lists, login to MyPJM if not already, choose PJM Tools and check the box to subscribe to eFTR/FTRCenter.
10. How long will eFTR be active after FTR Center Implementation?
 - a. Minimum of 90 day parallel operations period.
11. Do parallel production operations indicate availability of FTR Center and eFTR?
 - a. This statement is correct.
12. What is the link to FTR Center Sandbox?
 - a. <https://ftrcentertrain.pjm.com/>
13. Am I going to be able to enter a bid in the 2016 auction in training/sandbox environment?
 - a. Public – Messages screen within FTR Center will show available auctions.
14. What is this SSO? I found some information and FAQ's on PJM's site, but nothing explains exactly what it is. Will this enable me to switch between subaccounts in eFTR which currently have unique login credentials?
 - a. SSO stands for single sign on. It's a feature of security systems that allows a user to log in once and use the same authentication session to interact with different applications in the suite without re-authenticating. It does not mean that the user can switch between sub-accounts in the same application as it's tied to a single authenticated session (username/password combination) for the user. Additional information can be found using the links below.
 - i. <http://www.pjm.com/~media/committees-groups/committees/mic/20150708/20150708-item-10-pjm-tools-security.ashx>
 - ii. <http://www.pjm.com/~media/committees-groups/subcommittees/drs/20160114/20160114-item-03-sso-highlights.ashx>
15. When the token authentication will be required for PJM-CLI?
 - a. The new token authentication is NOT required for FTR API submissions until FTR Center goes into production.