

## Purpose

This document provides common errors in FTR Center and possible causes and solutions for these errors to aid Market Participants in resolving problems with their transactions.

## Pnode Not Effective for Market and Period

### Error

<Text>Source [Pnode Name] is not effective for Market [Market Name] Period [Period Type]</Text><sup>1</sup>

### Possible Causes

- 1. The pnode name submitted in the XML does not have the correct spacing.**

This error can occur when spacing in the pnode name, especially where the pnode name contains more than one whitespace between characters, is not preserved.

To resolve this error, check the pnode name, including spacing between characters, against the Valid Source/Sink lists for the specific market and period you are submitting into. Valid Source/Sink lists can be found under the appropriate auction section (Long-term, Annual or Monthly) of the FTR page on PJM.com.

FTR Center displays pnode names without extra spacing. If a pnode with more than one space between its characters is copied out of FTR Center and pasted into an XML for submission, this error will occur.

- 2. The pnode name submitted in the XML is not biddable.**

This error can occur when the desired pnode is not biddable in the auction you are submitting into.

To resolve this error, check the pnode name against the Valid Source/Sink lists for the specific market and period you are submitting into. Valid Source/Sink lists can be found under the appropriate auction section (Long-term, Annual or Monthly) of the FTR page on PJM.com.

In the monthly auctions, some pnodes are biddable in the prompt-month that are not biddable in the non-prompt month. Check the prompt or non-prompt month Valid Source/Sink file depending on the period of your desired bids.

## Request to Sell MW Greater than Available

### Error

<Text>Request to sell [Quoted MW] [Class Type] MW is greater than [Available MW] MW available to sell on path source: [Source Pnode Name] sink: [Sink Pnode Name]</Text><sup>1</sup>

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<sup>1</sup> Note: Values in square brackets are variables and will differ based on your specific FTR Center inputs.

## Possible Causes

### 1. The same sell transaction was submitted multiple times.

This error can occur when the first sell transaction successfully processed, reducing the available MW of the path. Without the operator realizing the first transaction completely successfully, a second attempt of the same bids is submitted and fails due to the sale of MWs already accounted for in the first transaction.

To resolve this error, check the FTR Center Quotes section, FTR Quotes tab to see existing quotes in the market and their overlap with the transaction that had an error.

### 2. The expected MWs in the portfolio are not accurate.

This error can occur when the MW expected for the path are not accurate due to individual portfolio tracking methods.

To resolve this error, check the FTR Center Position section and select a date within the effective period of the path being sold. Filter the data in the grid appropriately based on your bid to see all FTR MWs available to be sold. Keep in mind this view does not reflect any existing, uncleared quotes into the market. See Item 1 of this section for viewing existing quotes in the market.

## Internal Error

### Error

<Text>Internal error</Text>

## Possible Causes

### 1. Market name submitted in the XML is incorrect.

This error can occur when the market name is misspelled or incorrectly capitalized, as this field is case sensitive.

To resolve this error, check that spelling and capitalization matches the market name as listed in the auction calendar under the Auction User Information section on the FTR page on PJM.com.

### 2. A transaction is already processing for the participant name's corporate family.

This error can occur when FTR Center is already processing a transaction for the same corporate family when a new transaction is submitted. FTR Center is restricted to processing one transaction per corporate family at a time. This means that a transaction submitted under a different but affiliated participant name will be rejected with Internal Error if another transaction under that corporate family is already processing.

Affiliated accounts can be viewed in FTR Center under the Quotes section, Bid Limits tab.

To resolve this error, wait for the affiliated account's transaction to complete and resubmit your transaction.

### 3. Other system conditions

If the above two causes are not the reason for the error, rarely, other system conditions may be the cause of an Internal Error response. In these situations, it is best to reach out to [Client Management](#) or [FTR Group](#).

## Other Issues

If the issue you are experiencing in FTR Center is credit requirement related, please contact [HSIM Support](#). If the issue you are experiencing is not listed above, contact [FTR Group](#). Please make sure the following information is included in the email:

1. An explanation of the issue you encountered
2. The account short name experiencing the issue
3. The date and time the issue occurred
4. The XML file submitted (if applicable)
5. The transaction ID (if applicable)