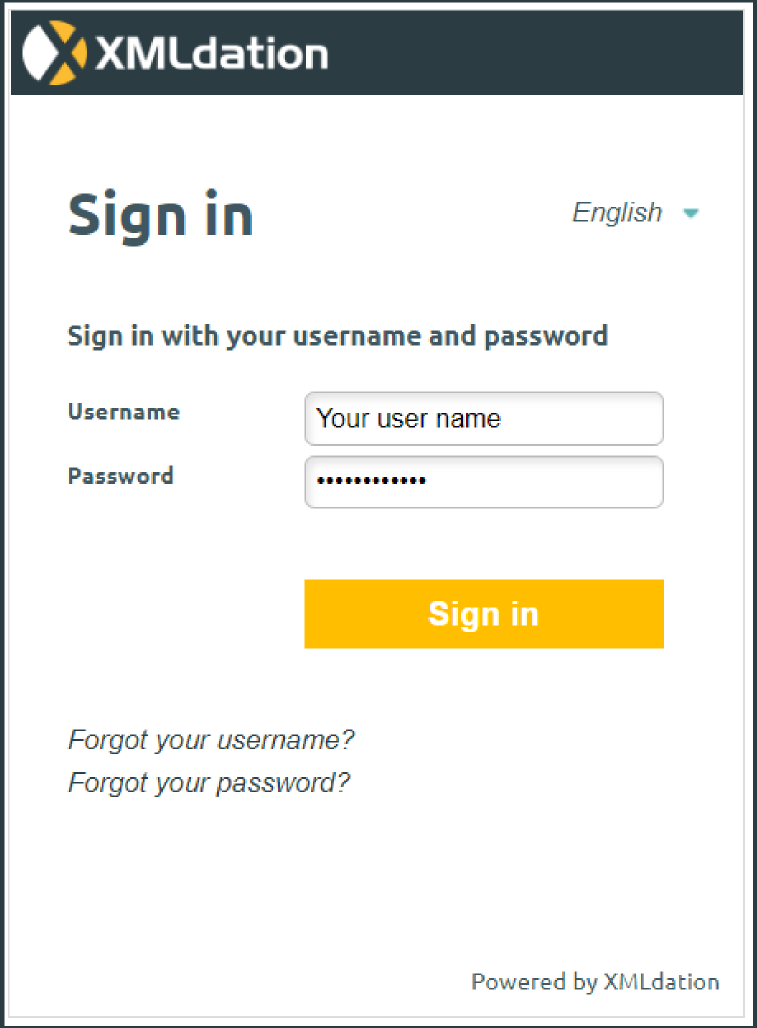
XMLdation Service User and Adminstrator Guide

2020

Content

Signing in


XMLdation
Sign in
English
Sign in with your username and password
Username
Your user name
Password
Sign in
Forgot your username?
Forgot your password?
Powered by XMLdation

Signing in

On first sign in

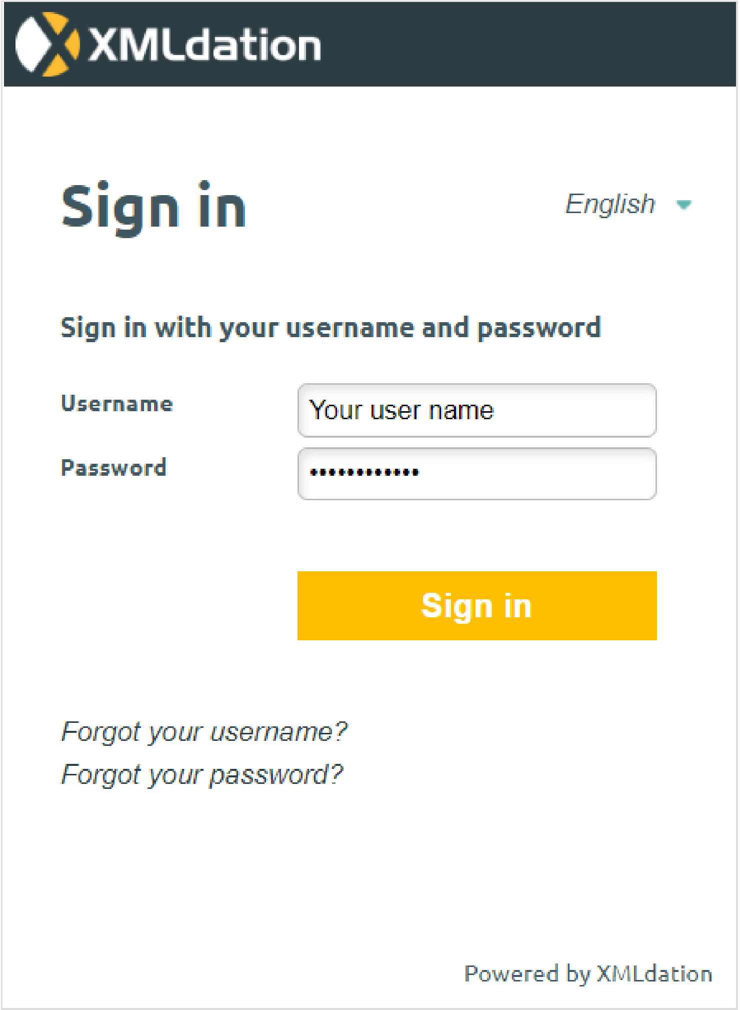
- Enter your user name and password
- You may be asked to enter a security code. You will receive the code by email. Enter this code
- You may be asked to review your details. When ready, select Continue
- Accept the Terms of Use
- Change your password
- You are ready to start working !

Signing in again

- Enter your user name and password

From time to time, you will be asked to update your password

From time to time, you may be asked to enter a security code. You will receive the code by email.



Signing in FAQ

Where do I get my username or password?
Contact support or your administrator

I have been prompted to enter a security code but I have not received it
1. Check the spam or junk folder in your email
2. Try again - click to ‘resend code’
3. Contact support or your administrator

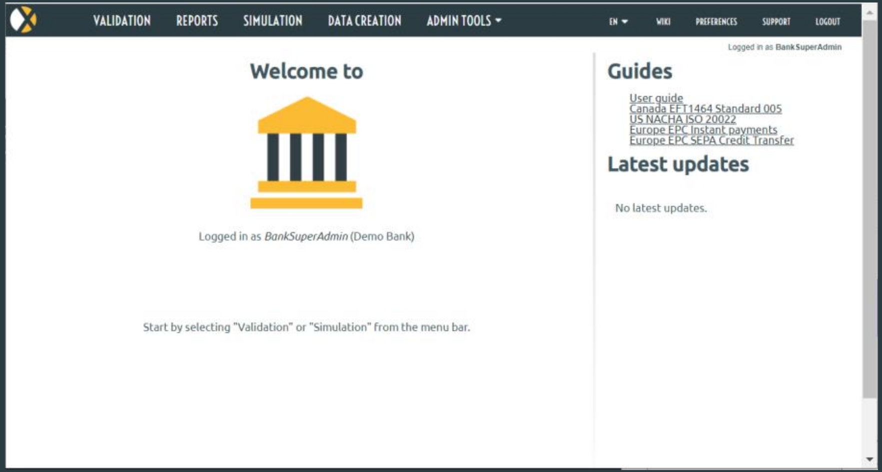
I can’t remember my password
Go to the sign in page. Click on “Forgot your password”. Enter your username. Your password will be sent to your email.

I want to change my password
Go to the Preferences page in the upper right corner while logged in or select ‘Forgot my password’ on the sign in page.

I can’t remember my username
Go to the sign in page. Click on “Forgot your username”. Enter your email address. Your username will be sent to your email.

I can’t sign in because I keep getting an ‘invalid captcha’ error
1. If you are not sure of your password, click on “Forgot my password” to get a new password
2. Some captchas are difficult to read. You can keep retrying and might find one that works for you.
3. Contact support or your administrator

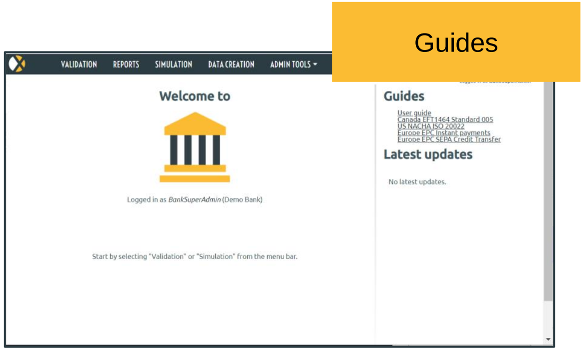
Viewing guides and sample files



Viewing guides and sample files

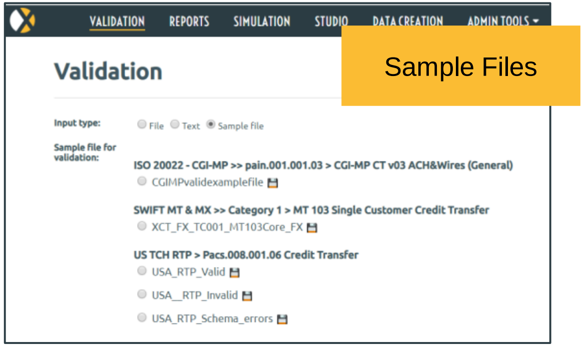
Guides

- Guides available in your Service are on the **Landing Page**
- Go to Landing Page by clicking on the icon on left hand of the navigation bar
- Guides are listed in the top right hand of the page

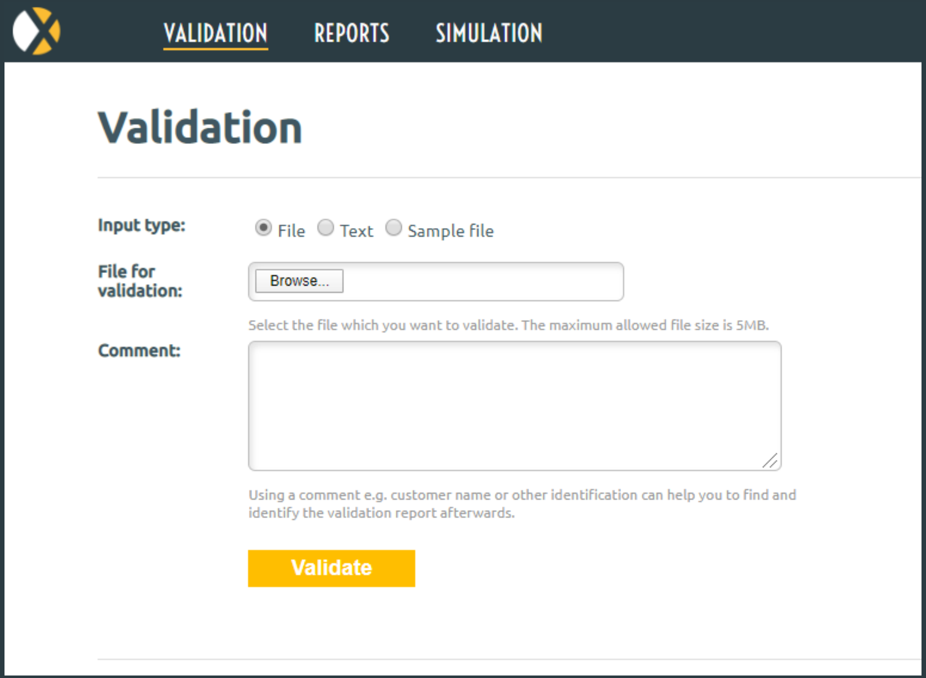


Sample Files

- Sample Files available in your Service can be viewed from the **Validation Page**
- Go to Validation Page by clicking on Validation on the navigation bar
- To view sample files, click on the "Sample File" option next to "Input Type"



Validating files



Validating files

1 **Click on VALIDATION on the Navigation Bar**

2 **Select a file for validation from your local file system**

- Click on the Browse button
- Select the file
- Click Validate

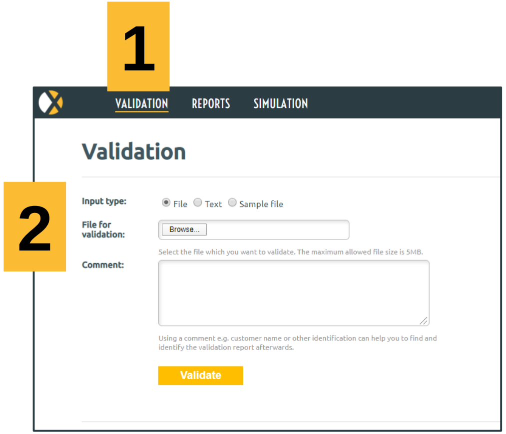
The file formats available in your Service are listed

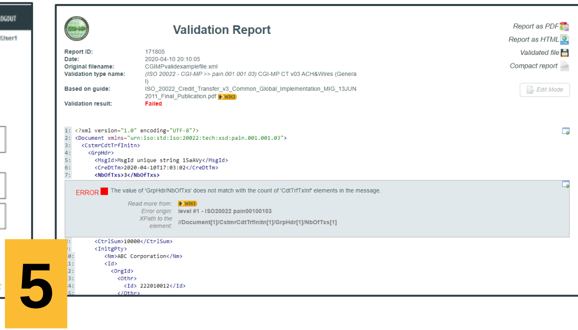
3 **Select the validation type for your file (the file format)**

The Validation starts

4 **View the summary results of the validation**

5 **Click on 'See Report' to view details**

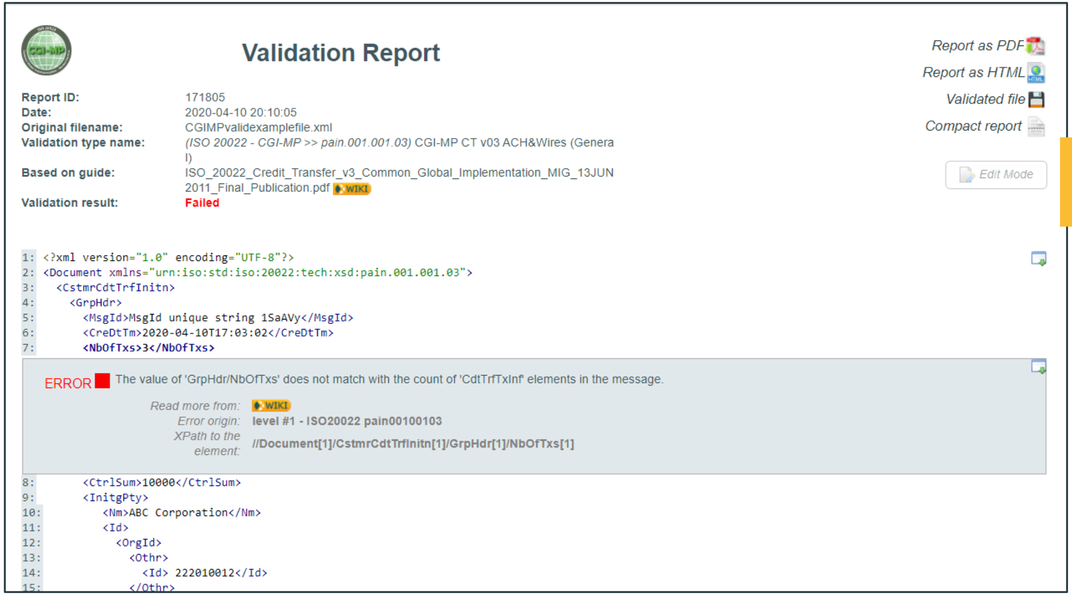




Editing validation reports to correct errors

1 **Select “Edit Mode”**

Edit values in the file, and revalidate



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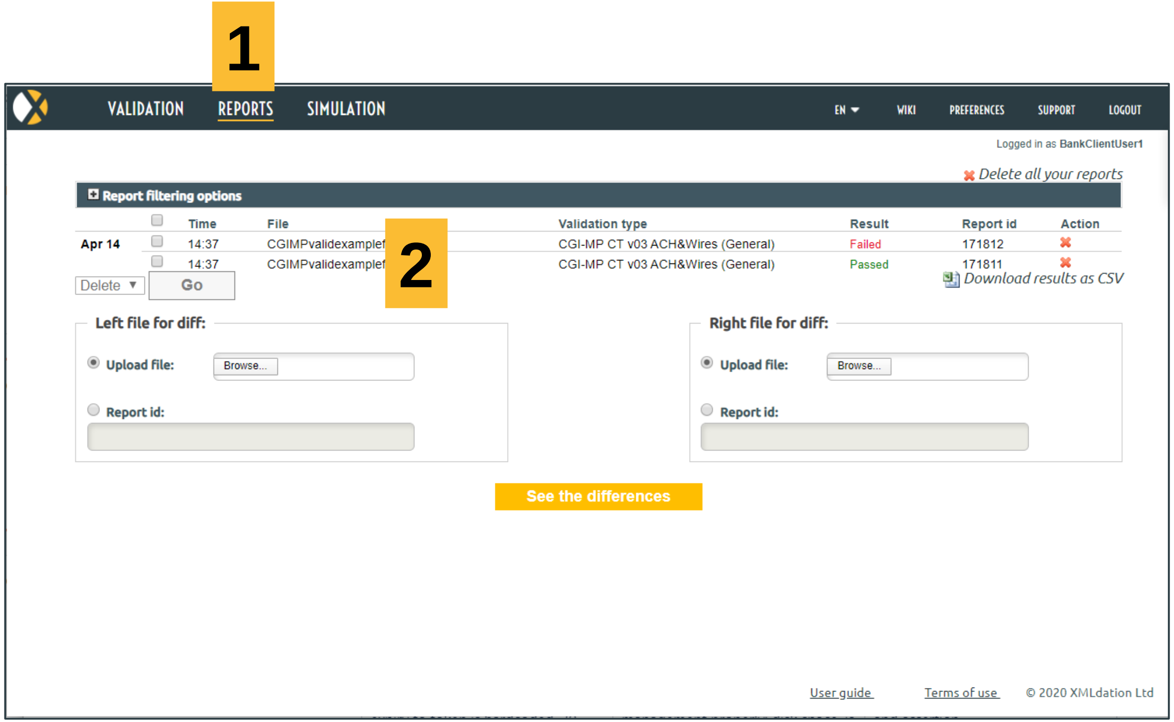
Viewing historical validation reports

1 **Click on REPORTS on the navigation bar**
The screen lists Validation Reports for validations previously run by the user.

2 **To view a report, click on the report line**

If no reports are listed, your environment might be configured to delete reports automatically on user logout.



Comparing files

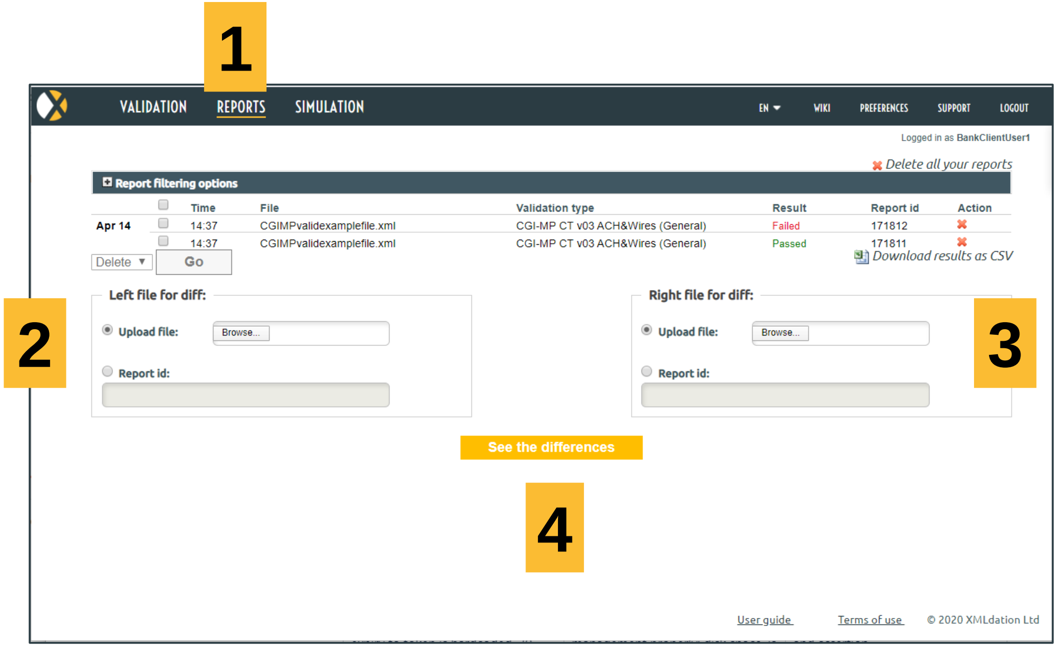
1 **Click on REPORTS on the navigation bar**
The option to compare two files is at the end of the Reports screen

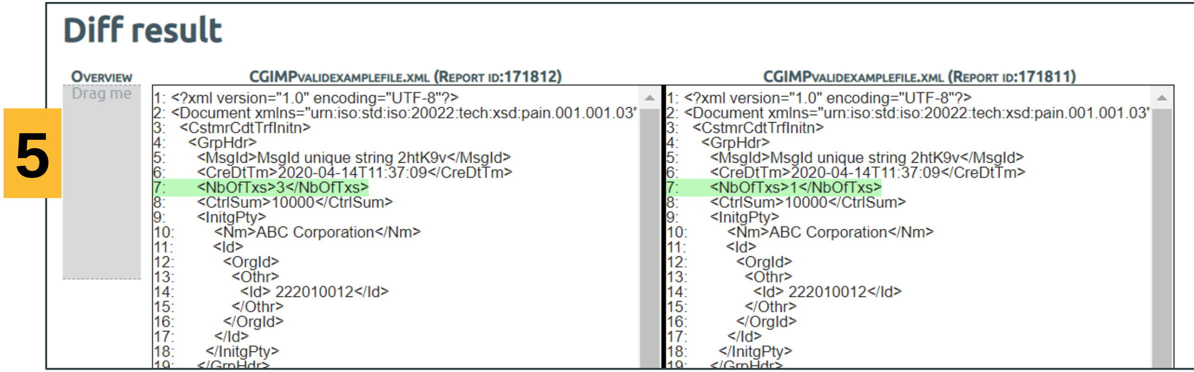
2 **Browse to upload the first file**
Or enter the Report id of one of the listed reports
Or hover over a Report Id and click Left

3 **Browse to upload the second file**
Or enter the Report id of one of the listed reports
Or hover over a Report Id and click Right

4 **Click “See the differences”**

5 **View the differences**





Validating files FAQ

What do Error, Notice and Info mean?
Error: must be fixed to avoid file or payment failures
Notice: recommendation
Info: additional information

What is a schema error?
An error in the file structure. For example, for an XML file, the tags may be wrong. If a schema error is detected, the business rules are not checked.

What is a business rule error?
An error in the content within the fields in the file.

What are the Wiki links?
Links to more information about the error of the file specification.

What if I don’t understand the error
Contact support or your administrator.

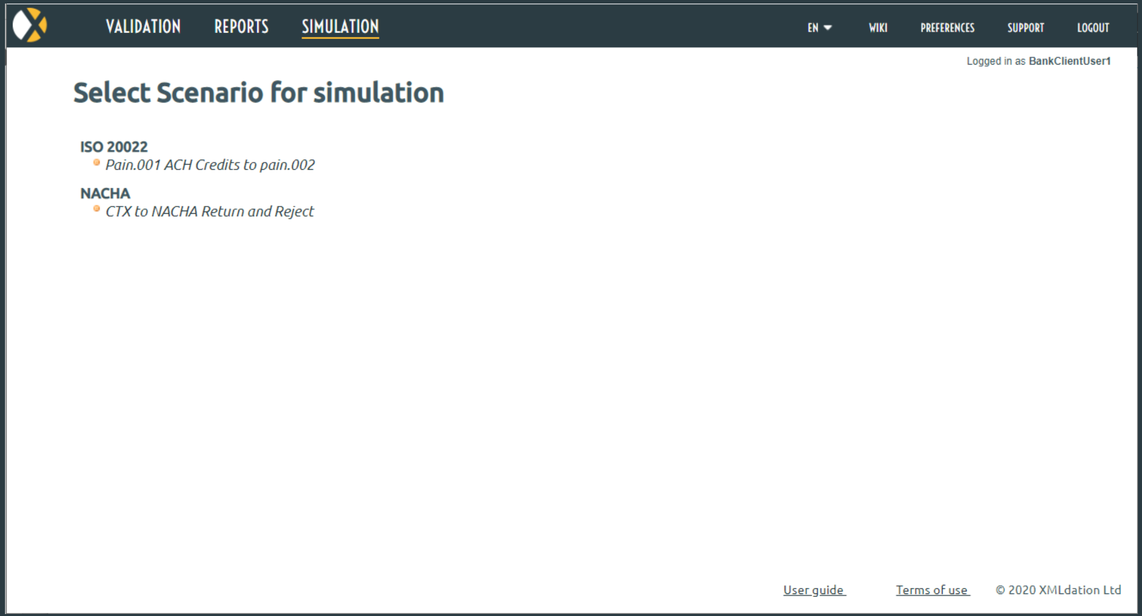
Can I use copy and paste to validate file content?
Yes. Select Input Type ‘text’ on the Validation Page, paste file contents into the test area, and validate.

Can I send the report to someone?
Yes. You can email a PDF version. To get the PDF, click on “Report as PDF” in the top right of the report.

Can I download an edited file?
Yes. Click on “Validated file” in the top right of the report.

Why are there no Validation reports listed on the Reports screen?
Your system may be configured to delete Validation reports automatically on logout.

Simulating response files



Simulating response files

1 **Clck on SIMULATION on the Navigation Bar**

2 **Select a scenario for simulation**

3 **Select an input file for the simulation from your local file system**

- Click on the Browse button
- Select the file
- Click Upload

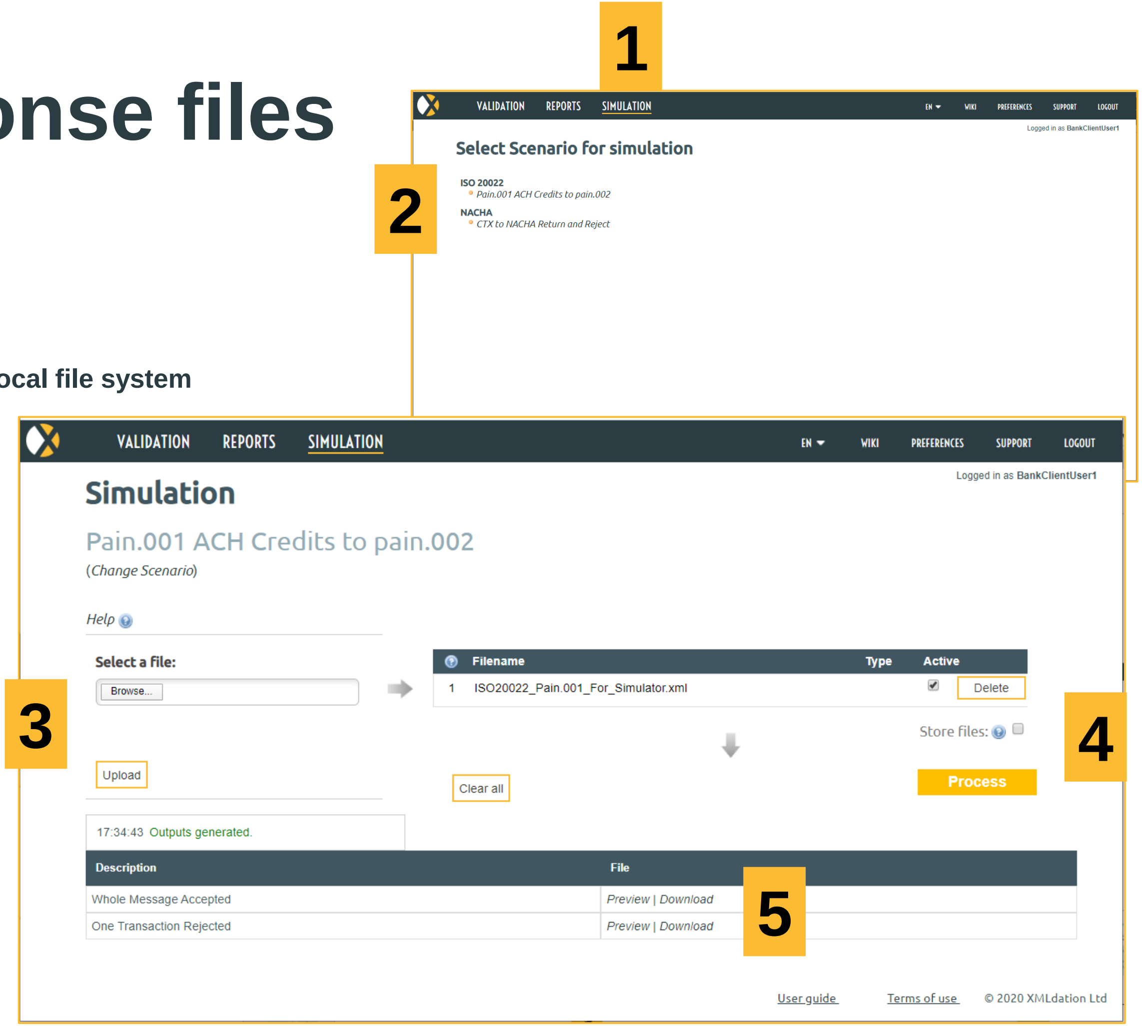
4 **Process the uploaded file**

The simulated response files are listed

5 **View the simulated response files**

Click Preview/Open or Download

Use Preview/Open to view the simulated file in your browser. Use 'Download' to download the file to your local file system.



Simulating response files FAQ

I don’t see SIMULATION on my navigation bar
The Simulator may not be configured in your environment. Contact support or you Administrator if you think you should have access to the Simulator.

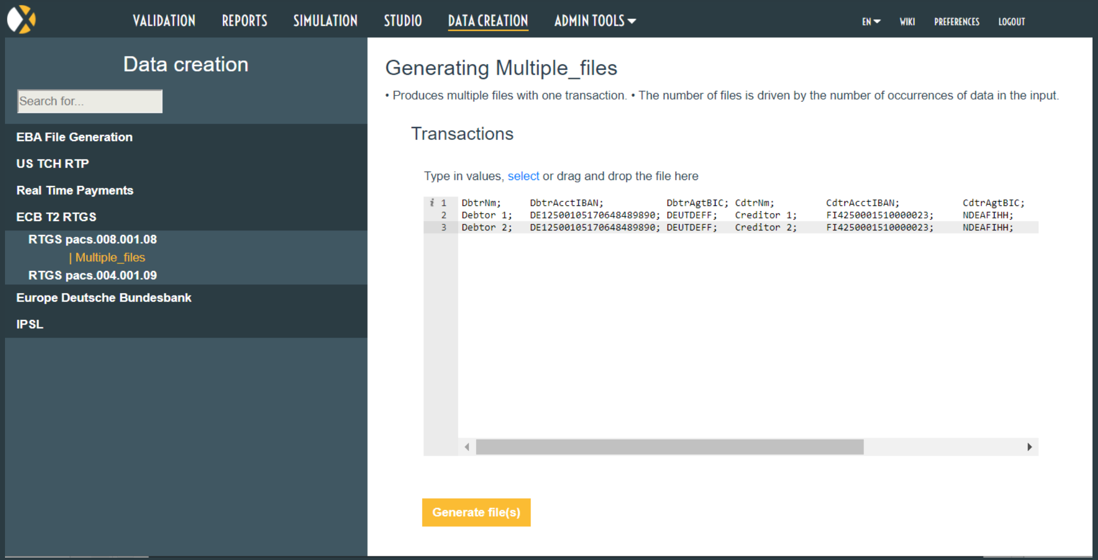
What is the purpose of the Simulator
The Simulator provides examples of bank response files so that you can review the content of the response files, and check that your system can read (parse) these files. For example, it will simulate a few examples of pain.002 payment status report files that you might expect to receive from the bank in response to a credit transfer pain.001 file.

The input file I uploaded to the simulator did not pass validation. What should I do?
The uploaded file is invalid for this simulator. Go to the Validation page, validate against the file format for the input file, and correct file. Then try the simulator again with the corrected file.

Does the simulator response files include data from my uploaded input file?
Yes. The simulator populates the response files with data from your uploaded input file.

The simulator shows a response file with a transaction error even though my input file did not contain an invalid transaction. Why is this?
This response file is included to help with your testing. You can expect to be notified of failed transactions at some stage, and your systems should be able to read files that indicate failed transactions.

Creating files



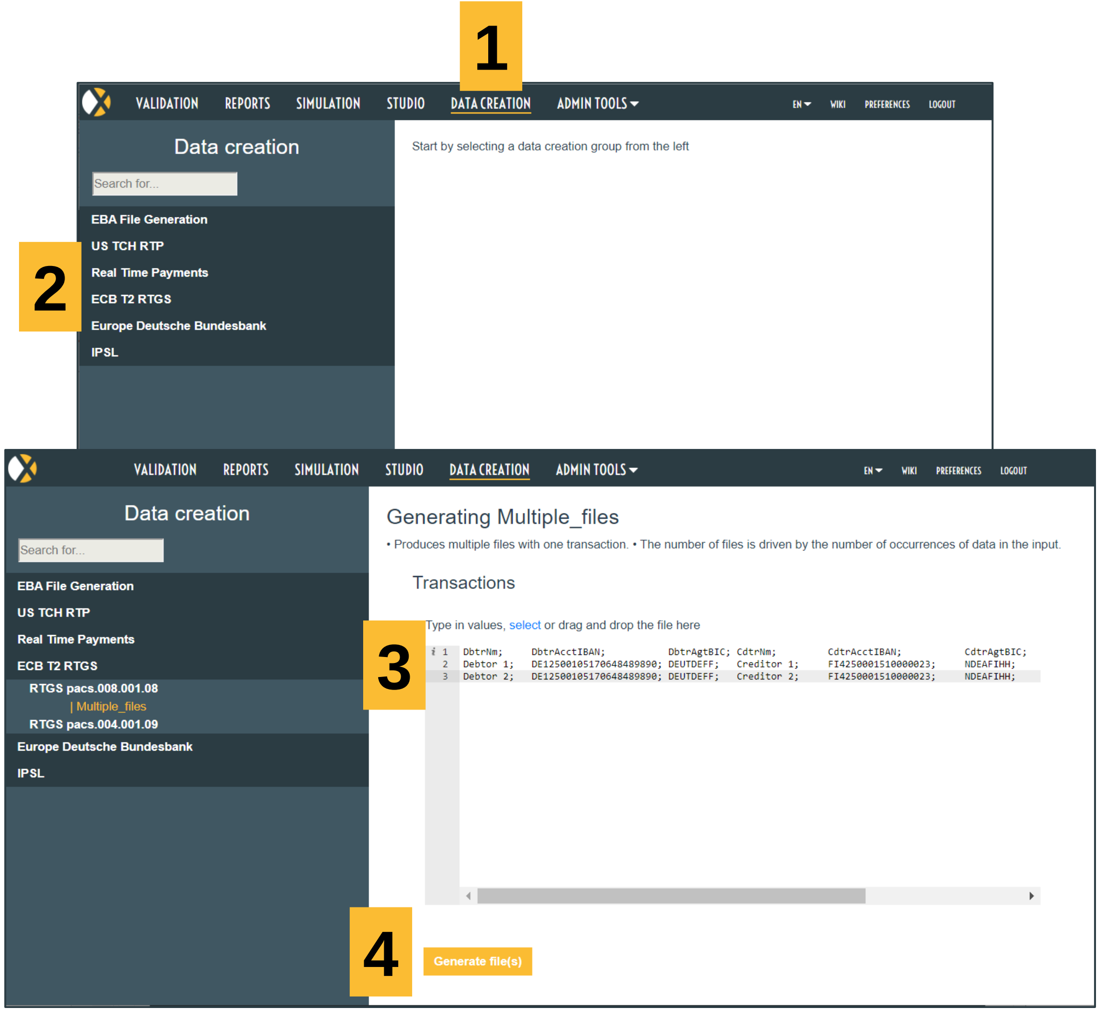
Creating files

1 **Click on DATA CREATION on the navigation bar**

2 **Select a Data creation project from the lefthand list**

3 **Enter data**
Type in data, copy and paste data, or provide a file containing data. Files can be selected from your local file system, or dragged and dropped onto the page

4 **Click “Generate Files”**
A zip of the created files is downloaded to your local machine



Creating files FAQ

I don’t see DATA CREATION on my navigation bar
The Data Creator may not be configured in your environment. Contact support or you Administrator if you think you should have access to the Data Creator.

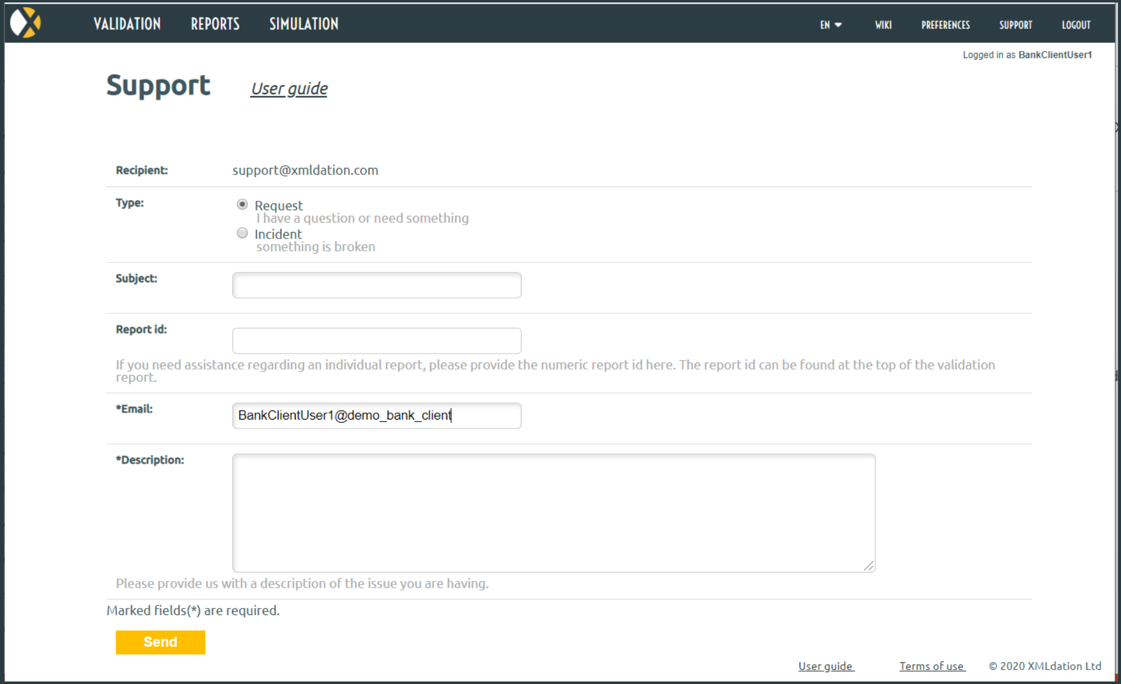
What is the purpose of the Data Creator
The Data Creator is used to create correctly formatted files based on data provided by the user.

For example, the user can enter information for a number of transactions and generate an ISO 20022 pain.001 credit transfer. The dates and identifier fields such as EndToEndId are generated in the background.

The Data Creator can be configured to create files that are invalid according to business rules.

Why is the Page called Data Creation rather than File Creation
Different terminology is in use for different formats. For example, file is commonly used for flat file formats, message is commonly used for ISO 20022 XML format and request is commonly used for JSON format. The term Data was chosen because it applies for all of these formats.

Requesting Support



Support

Submit a support request using the Support Page

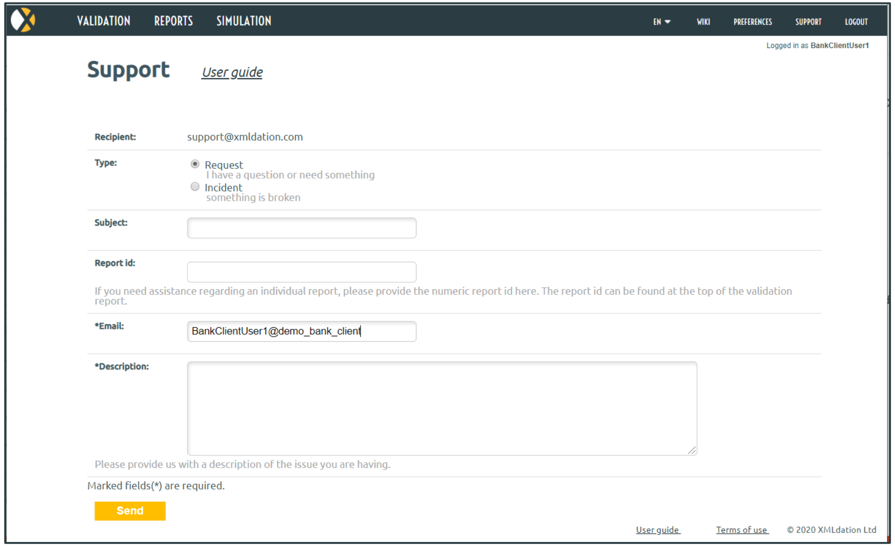
- Go to Support page by clicking on SUPPORT on the navigation bar
- Fill out the Form and Submit

Submit a support request via email

- Send your support request to support@xmldation.com

Contact your administrator

- Contact the administrator who notified you about your xmldation account



Support FAQ

What browsers are supported

Chrome

Firefox

Edge

Safari

Internet Explorer 11 (only this version)

I am having problems signing in

Check out the Signing in FAQ in this guide.

Contact support or your administrator.

Administration – managing users

A user must have Admin rights to access Administration functions

Viewing and editing users

1 **Click on ADMIN TOOLS -> Users on the navigation bar**
The page will show the list of active and expired users

2 **Three ways to find a user**

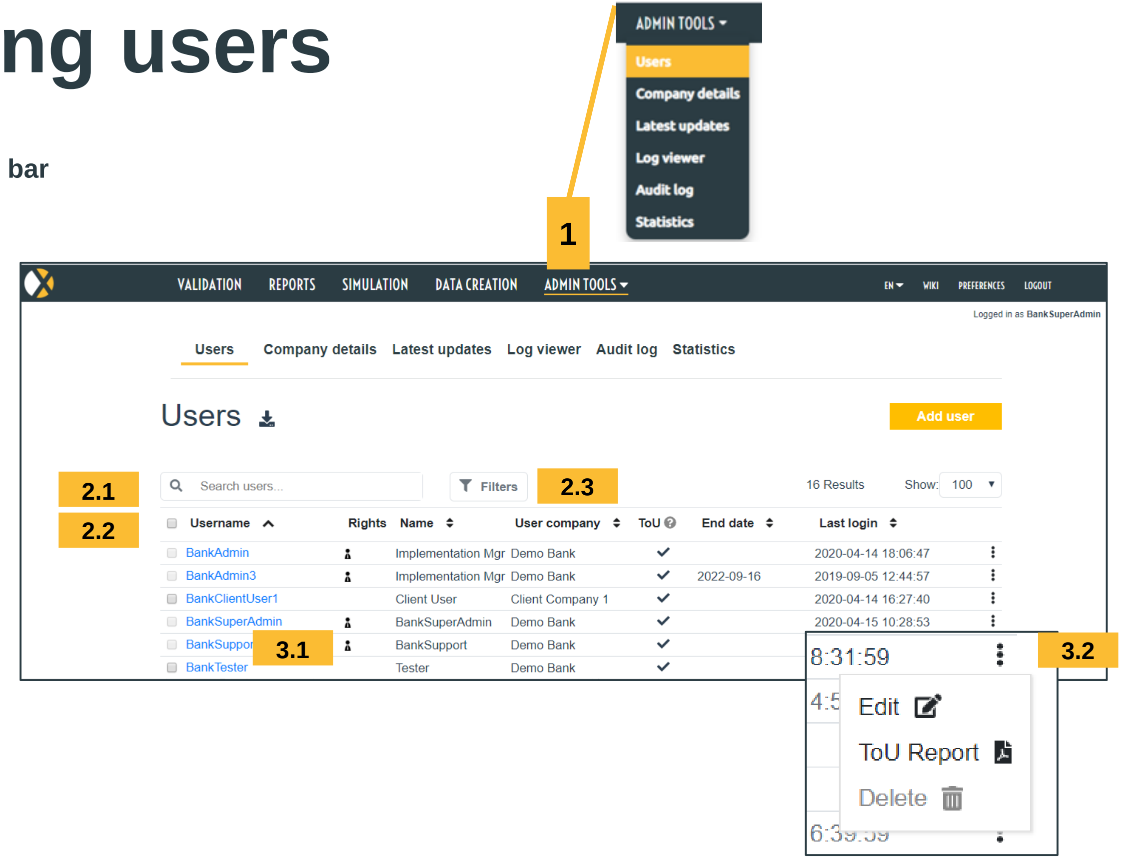
2.1 Type a username, or part of a username, in the search box. The list automatically updates to show users whose username matches your text

2.2 Sort the users by clicking on column headings. You can sort by Username, Name, User company, End date and Last Login

2.3 Filter the list. You can filter based on Username, Name, Company name, Email, User rights, and User status

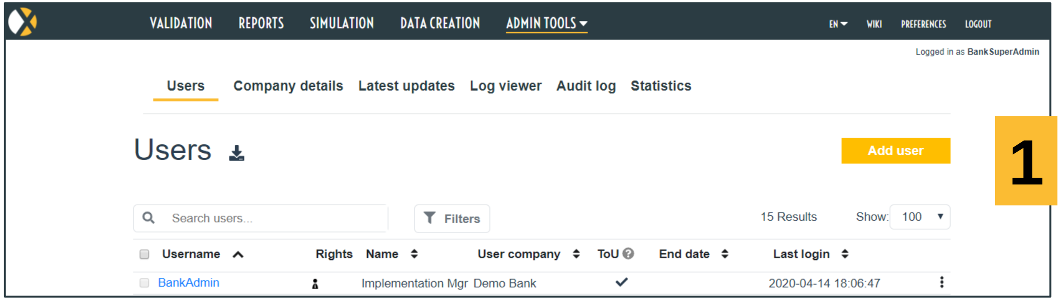
3 **Two ways to view or edit user details**
3.1 Click on the Username

3.2 Click on ⋮ with the left mouse button and select Edit



Adding a user

1 **Click on Add User**



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2 **Enter user details on the Create new user page**
You must enter Email, Username, and password for the user.

You can generate a password by clicking the icon

Configure settings for the user if needed. Reference “Useful settings” in this guide

2

3 **Click Save at the end of the Page**
Scroll to the end of the Page to find the Save button

3

4 **Email user credentials to user**
Click on the link “You can now send email to user”
A template email opens. You can edit the email text.
Client Send.

4

Useful settings when adding a user

Field	Comment
User type	By default, users are set up as floating or Guest users. These user accounts automatically expire after a period of time. The period of time can be defined by your organization. Floating and Guest users cannot be assigned Admin rights. Users can also be set up as Named or Subscriber users. If you intend to assign Admin rights to the user, you must add them as a Named or Subscriber user. You cannot assign Admin rights to a user when a user is being added.
Timezone	Set the timezone according to user location.
Personal support email	You can assign an email address for this user’s support. If the field is left blank, the default support email chosen by your organization is used.
User validation type permissions, if available	You can choose the Validation Types to publish to the user. If the option is not available, all Validation Types configured for your organization are automatically published.
User simulation scenario permissions, if available	You can choose the Simulation Scenarios to publish to the user. If the option is not available, all Simulation Scenarios configured for your organization are automatically published.

Useful user settings that can be edited

Field	Comment
Password	Users sometimes request an administrator to reset their password. On the User page, click on the icon to generate a new password. Save the new password and resend the user credentials to the user by clicking the Email to User button. The recommended process is to request the user to use the ‘Forgot my Password’ option on their Sign In page.
Account end date	If a user’s account has expired, you can edit the account end date to be a future date. This will reopen the account.
User validation type permissions, if available	You can select additional Validation Types to publish to a user. If the option is not available, all Validation Types configured for your organization are automatically published..
User simulation scenario permissions, if available	You can select additional Simulation Scenarios to publish to a user. If the option is not available, all Simulation Scenarios configured for your organization are automatically published.
User type / Admin rights	If you have the correct permissions, you may assign and remove Admin rights from Named and Subscriber users.

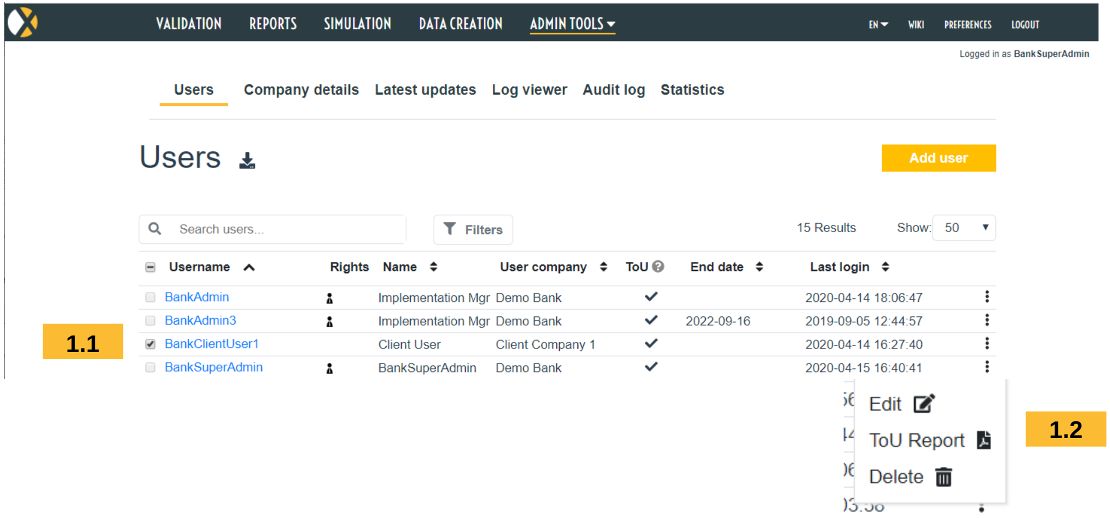
You can also resend user credentials to a user by clicking the “**Email to User**” button on the User Edit Page

Deleting a user

Two ways to delete a user

1.1 Select the tick box next to the user to be deleted. Scroll to the bottom of the form and click **Delete**. This method is useful if you want to delete multiple users.

1.2 Click on the ⋮ icon with the left mouse button and select Delete



I cannot place a tick in the box next to the user, and the delete option is greyed out. Why is that?

The user might be an Admin user. Admin users cannot be deleted. Their Admin rights must be removed before they can be deleted.

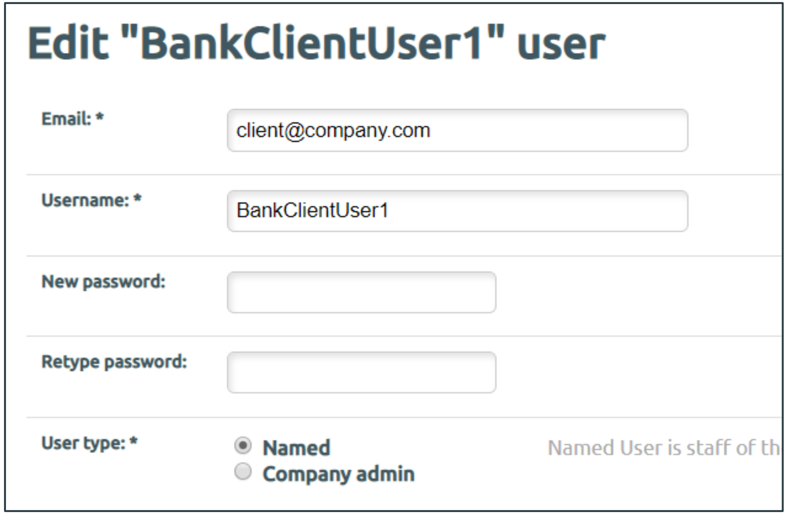
Assigning and removing admin rights for a user

1 **Find the user on the User list and go the Edit User page**
The page will show the list of active and expired users

2 **Find the User type field on the Edit User page**
If you have permissions to assign or remove admin rights, you will be presented with a list of User types and will have an option to select a new User type for the user.

If you do not have permissions to assign or remove Admin rights, only one value for User type will be shown.

3 **Change the User Type and Save**
If assigning Admin rights, select a User type with Admin rights
If removing Admin rights, select Named or Subscriber User type



If you need to assign or remove admin rights for a user and you don’t have permission, contact Support to request the change to the user’s rights.

User Management FAQ

A user account has expired. How do I reactivate it?
Go to the Edit User page. Enter an Account Expiry Date that is in the future, or make the Account Expiry Date field blank. Save you change.

A user has forgotten their user credentials, including password. What should I do?
Resend the user their client credentials.
1. Go to the User Edit page
2. Check that the user's email address there is correct
3. Click the "Email to user" button at the bottom of the page. Username will be sent, but not the password
4. Ask the user to get a new password by clicking the "Forgot my password" link on the Sign in page

One of the users has forgotten their password. What should I do?
We recommend that you ask them to use the "Forgot my password" link on the Sign in page. However, you can also reset the password for them. See section "Useful user settings that can be edited".

I want to review all users in the system. Can I download the full list of users?
Yes. There is a download icon on the Users page. Use this to download a CSV of all users.

How can I check the list of Validation Types and Simulator Scenarios that a user sees
You can view the list on the User Edit page.

I can't find a user in the User list
1. Try using the Filter option
2. Check if the user has been deleted. You can view the list of deleted users by selecting the Advanced option "Show deleted users only" in the Filter area

I want to delete a user but I can't select it, and the Delete option is greyed out
The user may have Admin rights. You cannot delete Admin users. You must first remove their Admin rights. See section "Assigning and removing admin rights for a user"

User Management FAQ 2

The default expiry time for Floating and Guest user accounts is too short. What should I do?
Ask your organization to change the default expiry time.

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I don’t want to create users manually. Can I set the system up to create users automatically?
Yes. It is possible to share a registration code with users, and the user creation happens automatically when they submit the code. Your organization can request XMLdation to put this feature in place if required. It is a paid-for feature.

What is ToU
ToU stands for Terms of Use. All users of the Service must accept the Terms of Use before they can use the Service.

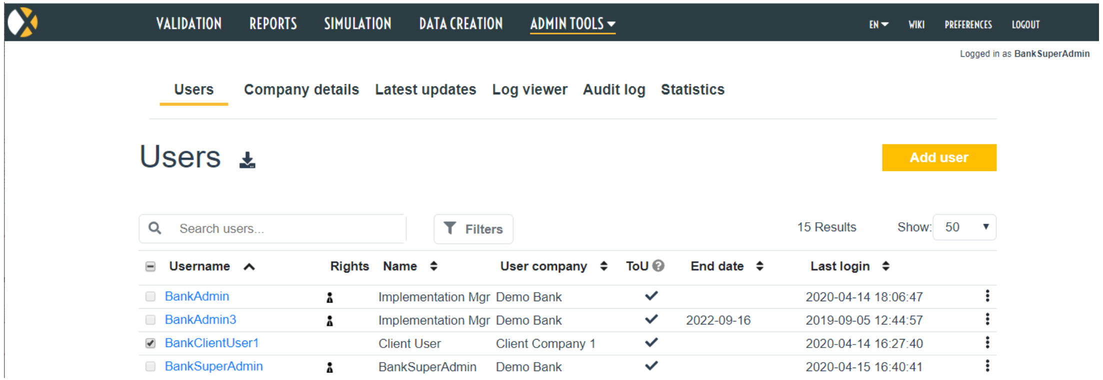
Administration – tracking user activity

A user must have Admin rights to access Administration functions

Tracking User Activity – Users Page

Check if a user who has received credentials has logged in

1. Go to the user list (ADMIN TOOLS -> Users)
2. Find the user
3. Check the Last login column. If the user has logged in, there will be a value in this column. If they have not logged in yet, the entry in this column will be blank.



Check when a user last logged in

Check the value in the Last login column in the Users page

Tracking User Activity – Statistics Page

Check the number of validations and simulations that a user has performed in a given period

1. Go to Statistics (ADMIN TOOLS -> Statistics)
2. Select a date range
3. Select the username

Number of validations and simulations performed are shown

Tracking User Activity – Audit Log Page

Check what validations and simulations a user has run

1. Go to the Audit log (ADMIN TOOLS -> Audit log)

2. Use the browser find function to find the entries relating to this use in the log

For validations, the Status field indicates whether the file passed or failed validation.

For simulations, the Status field indicates whether the file uploaded to the simulator was valid and the simulator successfully generated the response files.

Audit log

Timestamp	Username	Event	Action	Resource	Status
2020-04-14 15:42:04	BankClientUser1	Simulation	Generate	CTX to NACHA Return and Reject	
2020-04-14 15:41:37	BankClientUser1	Simulation	View	Whole Message Accepted	
2020-04-14 15:41:29	BankClientUser1	Simulation	Generate	Pain.001 ACH Credits to pain.002	
2020-04-14 15:34:43	BankClientUser1	Simulation	Generate	Pain.001 ACH Credits to pain.002	
2020-04-14 12:37:33	BankClientUser1	Validation	Validate	ISO 20022 - CGI-MP >> pain.001.001.03 > CGI-MP CT v03 ACH&Wires (General)	
2020-04-14 12:37:17	BankClientUser1	Validation	Validate	ISO 20022 - CGI-MP >> pain.001.001.03 > CGI-MP CT v03 ACH&Wires (General)	
2020-04-10 18:10:05	BankClientUser1	Validation	Validate	ISO 20022 - CGI-MP >> pain.001.001.03 > CGI-MP CT v03 ACH&Wires (General)	
2020-04-10 18:09:36	BankClientUser1	Validation	Validate	ISO 20022 - CGI-MP >> pain.001.001.03 > CGI-MP CT v03 ACH&Wires (General)	
2020-04-10 18:02:52	BankClientUser1	Validation	Validate	NACHA > ACH PPD	
2020-04-02 14:31:56	BankClientUser1	Simulation	View	One Transaction Rejected	
2020-04-02 14:31:41	BankClientUser1	Simulation	View	Whole Message Accepted	

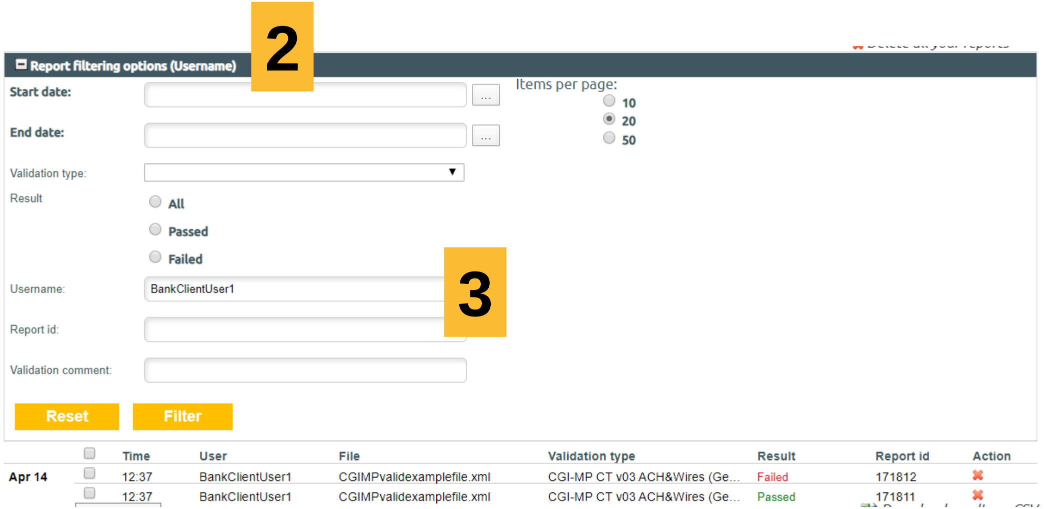
Tracking User Activity – Reports Page

Check if a user who has received credentials has logged in

1. Go to the REPORTS page
2. Select the Report filtering option
3. Enter the Username. You can use * as a wildcard in this field.
4. Click Filter.

The validation reports that were generated as a result of the users validations are listed.

Note: Your environment may be configured to delete all user validation reports on user logout. In this case the Reports listing will be empty.



Administration – company configuration

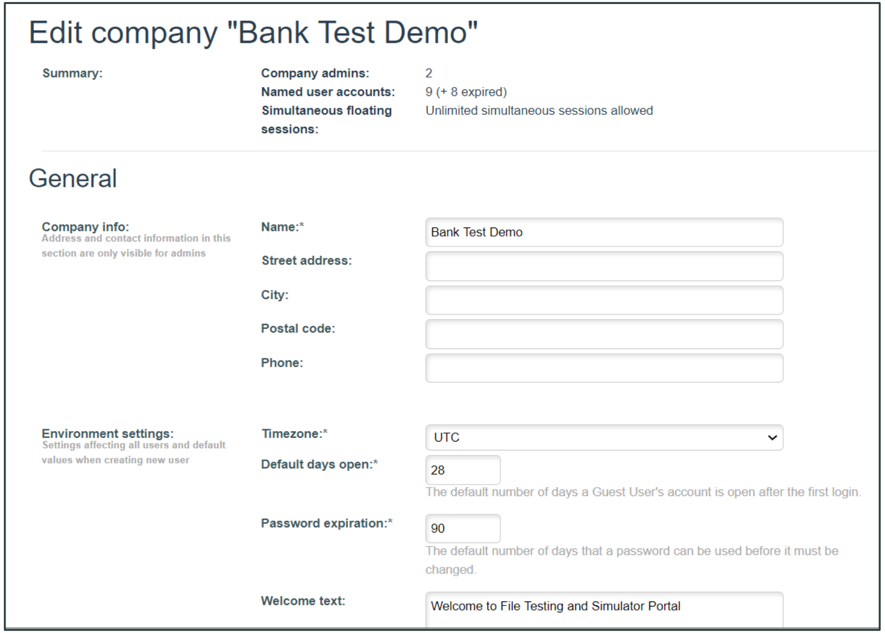
Changing company details
Setting up automated notifications
Uploading user guides
Publishing latest updates

Changing company details

You can edit company information such as Name, and settings such as timezone and number of days to leave floating/guest user accounts open.

1 Go to Company Details (ADMIN TOOLS -> Company Details).

2 Change the company information or settings and click **Save**



I don't see Company Details under ADMIN TOOLS

You may not have rights to view Company Details. Contact support or your Administrator if you need access.

I don't see a Save button on Company Details page

You may not have rights to save changes to Company Details. Contact support or your Administrator if you need access.

Setting up notifications for floating/Guest user account expires

Floating and Guest user accounts are set to automatically expire after a default period of time, usually 90 days from first login. However some users may need their account extended.

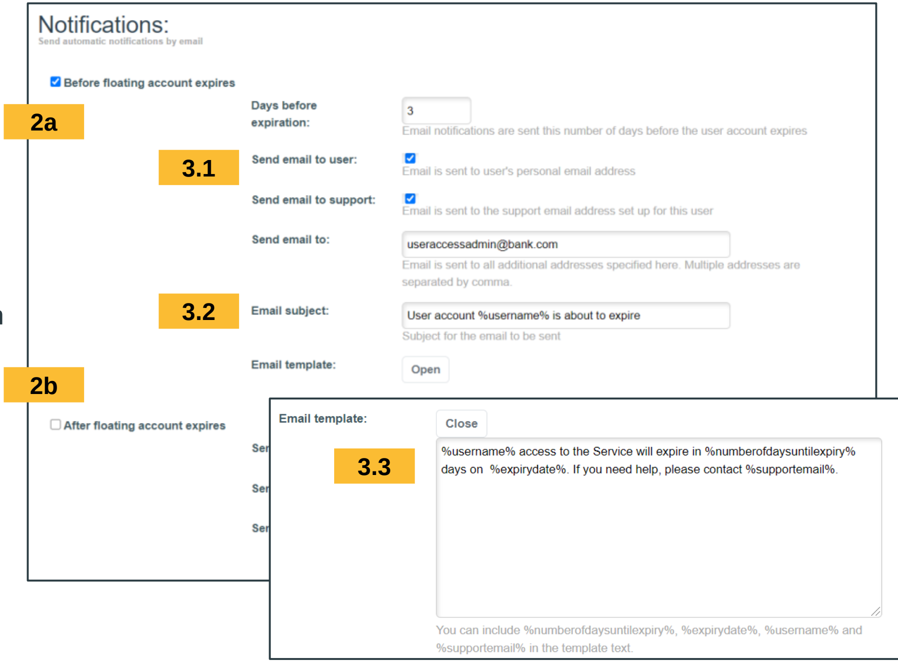
You can configure the system to automatically email notifications when an account is about to expire, or has expired.

1 Go to Company Details (ADMIN TOOLS -> Company Details). Scroll down to the Notifications section.

2a You can trigger notifications a number of days before a user account expires.

2b You can trigger notifications when a user account expires.

3.1 You can choose who receives the email notifications
3.2 You can define an email subject
3.3 You can define a template for the email body



I don't see a Notifications section on my Company Details page

You may not have rights to view and alter Notifications. Contact support or your Administrator if you need access to configure Notifications.

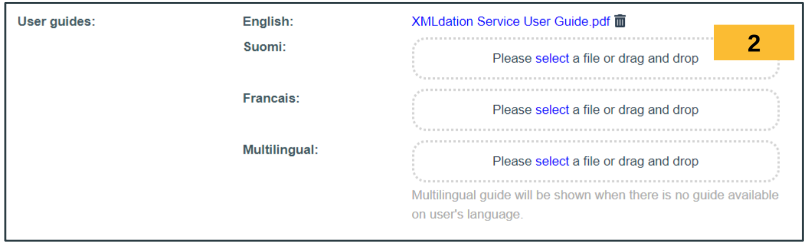
Uploading User Guides

User Guides can be uploaded to the Service. You can upload a guide for any language supported in your Service. Logged in users will be shown the guide for their selected language.

1 Go to Company Details (ADMIN TOOLS -> Company Details). Scroll down to the User Guide section.

2. Drag and drop, or browse to select, a Guide in pdf format.

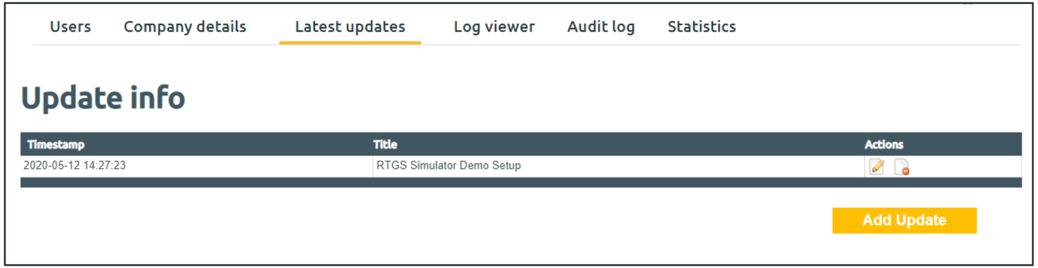
A link to the User Guide will be shown on the Service Landing page, on the bottom right hand or each Service page, and on the Support page.



I don’t see a User Guide section on my Company Details page
You may not have rights to upload User Guides. Contact support or your Administrator if you need access to upload or delete User Guides.

Publishing Latest Updates

You can publish **Latest Updates** to users of the Service. You can use these to inform users of changes in the Service, for example, if support for a new file type has been added.



1 Go to Latest updates (ADMIN TOOLS -> Latest updates

2. Select “Add Update” and add details about your update

Latest Updates are displayed in the top righthand of the Landing page.

I don’t see a Latest updates under the ADMIN TOOLs menu
You may not have rights to publish Latest updates. Contact support or your Administrator if you need access to this feature.

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