Customer Service Notice

Dear ADS Customer,

The ADS Replacement project has been approved to implement by the Quality Review Board, however there are still too many customers that have not yet confirmed connectivity. As a result, the ISO has decided to reschedule the implementation of the ADS Replacement project to Tuesday, October 13, 2020. We would like to stress that it is MANDATORY that all organizations ensure that they have tested all three URL's below. The consequence of not doing the test is that your organization may not be able to connect to ADS, current and new, when we cut over.

We thank you for your testing efforts done thus far. We have analyzed tests this past week, and have reviewed the open CIDI tickets. Some users reported that they received the message "Session could not be established" when they tested the URL's **https://adsws.prod.caiso.com**, or **https://adsws.prod.caiso.com:447**. We have determined that this message is actually a positive response to the connectivity test. After the connection was made, our web servers were automatically forwarding you to this page as they were configured for API traffic, but the application is not yet open, causing the "Session could not be established" message.   We will reach out if we see any issues otherwise. As such,
-        please consider the "Session could not be established" message for API calls OK.
-        You should not see this message on **https://ads.prod.caiso.com** which is our UI, however.

If you've tried to test and have still received an error which is not related to "Session could not be established," please submit a CIDI case or contact the Service Desk. We are working through these issues and commit to addressing them before the implementation date. Please provide your certificate name, the date you attempted the URL, and any useful errors which appear on the logs.

ADS Delphi Client:

- **https://adsws.prod.caiso.com:447** **(At cutover time, http://adssta.caiso.com will become a DNS ALIAS to this address, hence this address must be tested).**
    - **IP Address: 45.42.16.51, 45.42.22.51, port 447**

- o **Should see "You have successfully connected to the ADS system" but if you see "Session could not be established" this is OK as we are not forwarding to the app yet**

ADSWS API URL:

- **https://adsws.prod.caiso.com** (This is a new URL, and is an alternate UI to the Delphi Client)
    - o **IP Address: 45.42.16.51, 45.42.22.51, port 443**
    - o **Should see "You have successfully connected to the ADS system" but if you see "Session could not be established" this is OK as we are not forwarding to the app yet**

ADS UI (WebSDK) URL:

- **https://ads.prod.caiso.com** (This is a new URL, and we will be retiring the **https://adsws.prod.caiso.com:447** URL next year and asking API users to move to this address)
    - o **IP Address: 45.42.16.16, 45.42.22.16, port 443**
    - o **Should see "You have successfully connected to the ADS system"**

Per the previous instructions, we stressed the fact that the test be completed from the system where you plan to use ADS. If you test from home, you may not encounter a firewall issue, which you may encounter when you try to log in from work. Please ensure that you are testing from where ever you are going to use ADS. If you are not able to test from the system where your current ADS runs (due to security concerns or lack of a web browser) please check with your internal network or IT teams who may be able to test on your behalf.

For any issues, please log a CIDI case or reach out to the CAISO Service Desk (**ServiceDesk@caiso.com**).