You notice a dysfunction:

Check on the prodou@ne **(http://pro.douane.gouv.fr)** portal to see if an alert has been posted by clicking on "*météo des services*" in the bottom right hand corner of the home page.

If so, follow the special instructions.

No warning is posted on prodou@ne: **The problem seems to be between your system and the EDI window**

−   **Case no. 1**: **MAREVA acknowledgements/ the functional messages are properly received, but you also receive application errors (MAREVA or errors special to the applications).** Most of the error codes are normal and match transmission, content, signature (and so on) errors. Your application must process the errors. **This is not an anomaly (except for an internal error: in this case, contact Customs' User Help Line [SAU] and the EDI window service provider's help line).**

Check the codes and error messages against specifications and the behaviour of your application.

−   **Case no. 2**: **You receive the MAREVA acknowledgements but not the functional messages, or the contrary.** Two email addresses are used: either the send address (for the acknowledgements), or the addresses filed with Customs.

Check how the addresses are used and routed on your system.

Authorised email addresses	

If everything seems in order, contact Customs' User Help Line.

−   **Case no. 3**: **You don't receive any messages**

Run the following diagnostic tests:

Connect to the server sending the messages to MAREVA and run the following operations in order:

A Initiate command **ping** [IP address of router hosted at EDI service provider]: the command must respond. **This test only works for PASTEUR GUARANTEED links.**

IP address of router hosted at EDI service provider	

In the event of failure: contact your network access provider and the EDI window service provider (information at the end): **Case 4 applies to you**.

B try to get an **SMTP** connection [telnet on the IP address of the MAREVA server, on port **25**] (see further down): the server must answer.

IP address of the MAREVA server seen by your system	

In the event of failure: you have a problem involving machine access:

The possible causes are listed below:

− A security issue (may occur if you have changed any parameters): contact your network provider or the EDI window service provider

− The service or machine is momentarily down, not a usual occurrence (for maintenance purposes). When it does happen, it only lasts a few minutes. Any longer, and it is an actual breakdown. Call the EDI window service provider.

C Use any email customer tool connected to your server and try to send an email to the test box: diagnostic@edi.douane.finances.gouv.fr

You should receive an answer with an XML file (content) and an SIG file (signature). The answer is sent to the email address you put in the 'from field' of your message.

If the message leaves and you receive an answer: your system (application or network) is the cause of the dysfunction.

If the message leaves but does not receive an answer, the possible causes are listed below:

− Either your email system has a routing or mail delivery issue: check with your system team

or an incident has affected MAREVA and it cannot answer: check with the EDI window service provider.

If the message cannot leave: the server refuses to accept the message (**REJECT** message): this means that the email address does not have the authorisation to transmit: you have inadvertently altered the address.

Correct your address.

− **Case no. 4**: **The connection with Customs seems cut (first take all the above steps)**

The steps you need to take in order to check the connection will be different depending on the connection mode:

− **Pasteur light:** Check the Internet VPN support connection by accessing other Internet sites.

► If this does not work, contact your network provider and then the EDI window service provider

− **Pasteur guaranteed:** Normally the connection is more dependable. Use command **ping** to check the different pieces of network equipment. If this does not work, contact your network provider and then the EDI window service provider.

Other IP addresses to test on your network and at the EDI service provider's (with ping)

In any case, if the problem continues:

To request a switch to an emergency procedure, check that the application is working properly

Report the dysfunction to Customs User Help Line at:

+33 (0)1 30 75 65 29 (french speaking only)

To solve your network problems involving internal security
Report the dysfunction to your network access supplier / your internal network department

Network department information Network / Internet supplier information	

If the arrival of your connection seems to be cut at the EDI window service provider's, report the dysfunction to the EDI service provider's Help Desk, Prosodie.

Phone: # 0811 01 1234

email: **incident-pasteur@client.prosodie.com**

Provide the name of your company and the following information:

CUSTOMER CODE = **DIRECTION GENERALE DES DOUANES ET DROITS INDIRECTS**
PROJECT CODE = **DGDDI001**
CONNECTION MODE = **PASTEUR LIGHT (VPN)**
or
PASTEUR GUARANTEED (LS)