

PCS Support FAQs

Q) What is the Port Community System (PCS) Helpdesk or TOLL FREE number?

1-800-425-5554

Q) How do I get help on the PCS or report the defects during OAT?

You should call PCS helpdesk toll-free number or email to PCS support (pcssupport@crimsonlogic.co.in) if you need any help on PCS or need to report any defects during the OAT.

Q) How do we do the OAT for PCS?

Or

Q) How do we access the Trial/Testing server?

If you are an authorized PCS stakeholder, you should request for the test User ID and password from PCS support through your port in order to participate in the OAT. Along with the User ID and Password, PCS support would send you the details including the URL to access.

Q) What is staging server and the URL to access staging server?

Staging server is the test/trial server set for the user acceptance test and the URL for staging server web interface is

http://web81.asianconnect.com/ipacpsweb/c/portal/layout?p_l_id=1

Q) How do I test sending and receiving messages in staging server?

Users should have message handler or MHAccess client to test messaging in PCS. Please refer the PCS interfacing guideline for details.

Q) What is PCS production URL?

<https://www.indianportscommunitysystem.com>

Q) I'm getting 'User account currently frozen' error message when I try to login to PCS, what should I do?

OR

Q) My user account currently frozen. What am I supposed to do?

For account frozen/locked user, password will be automatically unfrozen after 1 day. You don't need to send any request for these.

Q) My user Id/username and password in Production Server is not working?

The User Id/password doesn't work or in other words, you can't login if your password is revoked or frozen. User password would be revoked if you enter wrong user ID/password for 3 times. Please see the following questions regarding resetting password and the points to keep in mind during login.

Q) How do I reset my password?

Users can't reset the password of their own. Password reset is done by the PCS administrator. You need to request for password reset in the 'Password Reset Form'. The steps to follow in get your password reset:

1. Print the password reset form, fill in the details and sign the form
2. Scan the signed form and email scanned copy to pcssupport@crimsonlogic.co.in

Q) What are the points to keep in mind when I enter my User Id and Password to logon to PCS?

OR

Q) Tips for login to PCS successfully?

Take care of the following when entering your user ID/password to logon to PCS:

1. Password is case sensitive
2. Password should be exactly 8 digits long and should not include spaces before and after.
3. Password would be frozen if you enter incorrect password for 3 times. So if you accidentally type the wrong password first time, close the full window, reopen the browser, access the URL and type correct user name and password

Q) We are not able to connect to MHub through MHAccess. What could be the problem?

You will have to ensure the profile is set properly giving the correct information to connect to the right messaging (MHUB) server, i.e. the details of the user id, Mailbox ID, server names etc. should be as per the installation guide and instructions provided in other setup documents.

If you are unable to connect to PCS MHub even after you have installed the MHX client according to the installation guide and the procedure sent by PCS Support, please check your workstation has rights to access outside world first.

To test this, please do the following:

1. Open the command prompt in the system where MHX client is installed and then run these commands to see whether you can access the PCS messaging servers.

nslookup tmhub.asianconnect.com → it should return the IP address of server
nslookup ffssn01.asianconnect.com → it should return the IP address of file server.

2. If the commands don't return the respective IP addresses, your proxy server would be blocking your access to the outside world. Try the above commands in your proxy server and open the port 4888 to send and receive files.
3. If the commands return the respective IP addresses, check the profile is being set up as per the instructions provided. Please contact PCS Support for further help.

Q) Berth Status not updated even after we sent the berth allocation message to PCS through Message Hub?

PCS would validate the Berth Allocation message against the XML schema published for berth allocation message if the message sent is in XML or it will translate the message to XML first if the message is in TXT and then validate against the schema before the message is inserted into the PCS database. If the validation or translation fails, the message won't get inserted in the PCS database and hence the status won't get updated. So you need to check the Berth Allocation message against its schema, make required changes to the message and resend to PCS.

Q) Voyage Registration for the IMO number is not received yet, why?

Once the voyage registration is submitted by Shipping Agent through PCS web, PCS sends the Voyage Registration message to the concerned port. The port allocates a VCN to the voyage and sends the VCN allocation message back to PCS.

PCS validates this message against the XML schema published for VCN allocation and updates the voyage registration record in the PCS database. If the validation fails, the VCN details won't get updated in PCS database. So the reason that you haven't received the VCN for your voyage registered could be either due to the delay in VCN allocation from the port or the validation failure of the VCN allocation received from Port.

Q) While downloading from PCS in respect of UN-Berthing messages the XSD is not tallying with the Data?

The possible reasons for this are:

1. The XSD you used to validate may not be the latest version
2. The XSD published could have some discrepancy.

Q) What is common reference number in the message?

Common reference number is the unique identifier or reference number PCS gives to any message submitted through PCS Web. This could be used to track the transaction easily.

Q) We are getting the vessel profile approved by other ports also. Why?

It is part of the Vessel profile approval process in PCS. Once a port approves a vessel profile the profile with the details of the port approved is broadcasted to all the ports so that they can update their database also.

Q) When we are uploading the message through MHX the details are not reflected in the website?

You should verify the message file against the schema. If the problem is in the file correct the same and resend to PCS. If the file is correct, need to consult with the PCS Support.

Q) We have been doing the testing for some time now and all of a sudden, we are unable to access the URL, why?

There could be some redeployment or instance refresh at times. During this time the application can't be accessible. You will have to check whether you can access the URL after some time. If the problem persists inform PCS Support

Q) How much time it takes to reset passwords?

PCS Supports takes the requests in FIFO basis. So the reset password request could take 2 to 3 hours.

Q) How to request for user ids in Production?

Production user ids can be requested in the format provided. The request can be emailed to pcssupport@crimsonlogic.co.in by authorized port personnel or IPA.