

**XRN5564 Gemini Sustain Plus Gemini  
Sustain Plus Market Trials – Frequently  
asked Questions (FAQs)**

# Generic Questions

**1. What are the support hours for Gemini Sustain plus Market Trials?**

- a. 9.00am – 5pm, Monday to Friday (excluding bank holidays and weekends)

**2. What is the Market Trials environment availability?**

- a. 24 hours, 7 days a week.

**3. When is the next Market Trials phase ?**

- a. 27<sup>th</sup> January 2025 until 14<sup>th</sup> February 2025

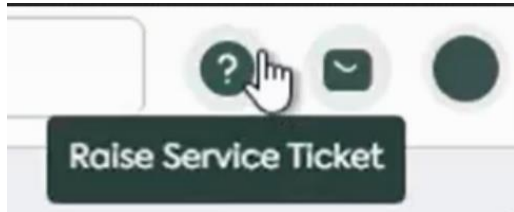
# Online screens

## 1. What credentials do I need to use to log into the Gemini online screens?

- a. Your work email ID and password, ensure you have received and invite from us and followed the onboarding process first.

## 2. What do I do if I have an issue?

- a. Please raise a ticket via the help button in the Gemini User Interface:



If you are unable to access this please raise a ticket via our Service Desk form here: XXXXX  
Have you looked at the training

## 3. What screens are available during Market Trials ?

- a. All screens we have developed and tested will be available for Market Trials however only a certain process will be supported with data and batch jobs.

## 4. What training will be available ?

- a. The Gemini sustain plus programme will provide access to our Learning Management System (LMS) for all Market Trials participant that has registered for Market Trials, if you haven't registered and wish to have access please use this form to sign up:  
<https://forms.office.com/e/mmdrJx4JJz>

## 5. What is the processes for placing an EU Nomination during MT ?

- a. Fill in template found on our dedicated web page here: [Gemini Sustain Plus \(xoserve.com\)](https://www.xoserve.com) and send to [geminengagement@correla.com](mailto:geminengagement@correla.com). The Team will respond if there is any questions or amendment required to your submission. You must submit the template by 4pm on D-1 of the day you wish to place your EU nomination or renomination.

# APIs

## 1. Where can I find API supporting documentation ?

- a. All API supporting documentation can be found on our dedicated web page under “API support Documents” [Gemini Sustain Plus \(xoserve.com\)](https://www.xoserve.com/gemini-sustain-plus).

## 2. I am getting a invalid subscription key error?

- a. Ensure that you are using the subscription key provided in the API spreadsheet we originally sent you in line with the credentials, if continue to have an error message please raise a ticket via our Service Desk form here: [ServiceNow \(service-now.com\)](https://www.servicenow.com)

## 3. What do I do if I have an issue?

- a. please raise a ticket via our Service Desk form here: [ServiceNow \(service-now.com\)](https://www.servicenow.com)

## 4. What is the process to access the Login API in Market Trials?

- a. You must send your API request to the URL <https://test.geminiplus.co.uk/api-login>

The following content needs to be included in the 'body' :

```
application/x-www-form-urlencoded grant_type:client_credentials
client_id:{{client_id}} client_secret:{{client-pass}} resource:7e6600cc-1039-4161-94da-aa29a5687416
```

Key requirements:

you must provide your 'client\_credentials' as the 'grant\_type'

you must provide 'client\_id' and 'client\_secret'

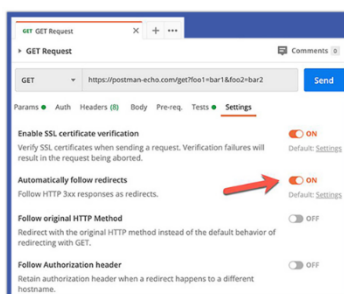
you must enable the redirect if you are not able to access the above URL directly

your details must be provided in the 'body' and not in the 'header'

## 5. What do I do if I get an HTTP 308 error message when I try and connect to Market Trials APIs?

- a. When connecting to the Market Trials APIs the login process requires redirection to be enabled on the API client (to allow connection to Microsoft EntraID) – if this is not enabled then you will receive an HTTP 308 error message.

If you are using Postman, this can be enabled by going to the settings of the request and toggling on the “Automatically follow redirects” option as per the screenshot below. For other API platforms please refer to the product documentation on enabling redirects.



**6. Will there be mechanism to test out API user password changes? Will there be a way to set an account to a state that will require a password change?**

We are looking at how this process will change going forwards – the authentication method is moving from Basic to OAuth2 so there will be additional factors to consider in handling this process – but the credential change interval is moving to 12 months, so this will be a less frequent requirement than the current solution.

**7. Will any existing API request and response schemas be changes in the new API or will current calls continue to work?**

You will need to change the way that you connect to Gemini APIs, connectivity will be internet based, RESTful and will use a new method of authentication (OAuth2 and JWT).

Once you connect and authenticate to the new APIs – the actual API structure and functionality remain the same – so you can continue to use XML based queries or you can move to JSON based queries as both methods will be supported.

**8. Are credential emails being submitted different to the ones where an examples was shown on the last focus group and testing of log in details**

Yes – API credentials will consist of Client ID, Client Secret, Subscription ID, and resource – these will be used to get a JWT needed to access each of the new APIs.

The credentials that were demonstrated previously, were for the online screens rather than API access (online screens use individuals email address and password).

**9. Do anticipate any development being necessary to use existing API accounts in Sustain Plus?**

Yes, there will be new credentials, new URL and you will need to use JWT for authentication – however once connected and authenticated the actual API schema will be the same and you can choose between using XML or JSON based schema.