



Peppol

The future is open

Identifying and removing inactive SMPs

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PEPPOL is owned by OpenPeppol AISBL

Agenda

- Problem statement
- Information sources
- Identifying an SMP as being inactive
- Making contact
- Removing the SMP



Problem statement

- Service Desk receives requests like “I want to register an End User but I can’t”
 - Many different possible reasons
 - One of the reasons is: it’s locked by an SMP gone out of service
 - For whatever reason
- eDEC created a guideline on how to deal with this scenario
- Basic steps
 - Identify information sources
 - Identify if an SMP is inactive
 - Try to contact the SMP provider
 - Try to contact the End Users
 - Removing an SMP from the Peppol Network



Information sources

- SML contains a full list of participants
 - Each participant has exactly one owning SMP
 - Identified by SMP ID and an SMP URL
 - Operated by the EC team (formerly known as CEF)
- OO is can retrieve snapshots of the participant list upon request
- Problem: owner of an SMP is not easy to identify
 - E.g. SMP ID “TEST1” and the domain “smp.peppol.at”
 - Only the SMP Endpoint query is signed
 - No other way to get to the Peppol certificate (containing the seat ID)
- Peppol member list contains the “Seat ID” (e.g. POP000306)
- Business Cards in the Directory may help to identify affected End Users

Identifying an SMP as inactive

- Three major use cases
 1. A Service Provider cancels its OpenPeppol membership
 - A cleanup SHOULD be performed but you never know
 2. The Peppol SMP certificate expired
 - OpenPeppol knows which certificates haven't been renewed
 - Signed responses with expired certificates
 3. The Peppol SMP is not reachable over the Internet
 - Identify by regularly checking the availability of the SMP (verifying the SLAs)
 - Getting informed by members via the Service Desk

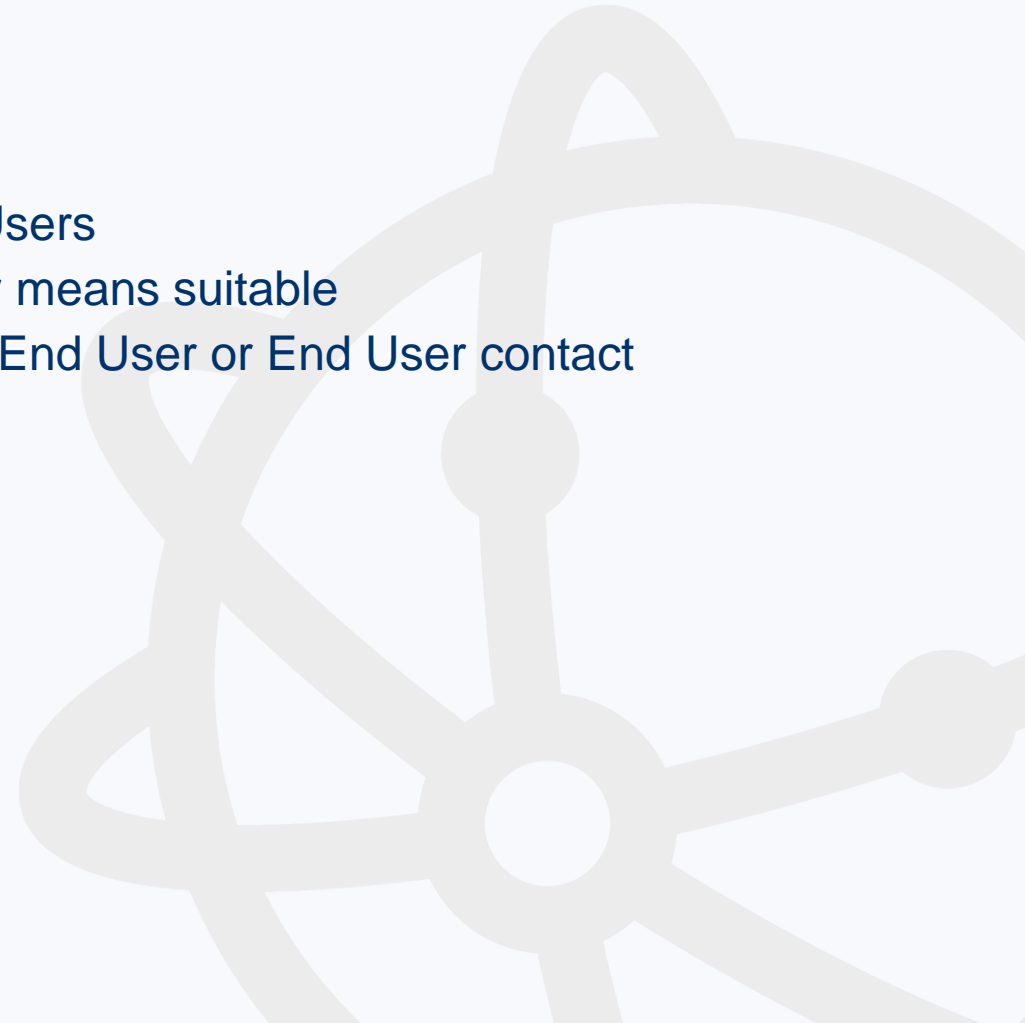


Contacting the SMP Service Provider

- OO to identify the owner of the SMP
 - If we can't identify it (e.g. because it is empty) it will be scheduled for removal
- OO contacts the SP by email
 - Using the email address from the agreements
 - Giving the SP one week to respond (by at least acknowledging the problem)
- If the SP does not respond in time
 - OO contacts the SP by email again
 - Waiting one more week for the SP to respond
- If the SP still does not respond in time
 - Try contacting by phone (if possible)
- If no positive contact can be made, the SMP will be scheduled for removal

Contacting the End Users

- Behind every Participant ID is (at least one) End User
- In an SMP was determined for removal
 - all remaining participant IDs should be resolved to End Users
 - the End Users should be contacted by OO with whatever means suitable
 - In some cases, it might not be possible to determine the End User or End User contact information
 - Very unfortunate situation



Removing of an SMP

- OpenPeppol OO should send an email to CEF Support
 - Asking for the deletion of the SMP entry, incl. all related Service Groups
 - Eventually there is a way for OpenPeppol to do it themselves – alignment needed
- Each SMP removal should be agreed upon by both eDEC CMB and OO
- Each SMP removal should be persistently logged
 - Including the conversations, related SMP data, participant data etc.





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