FAQ ON XBRL PHASE III BASED DATA SUBMISSION SYSTEM
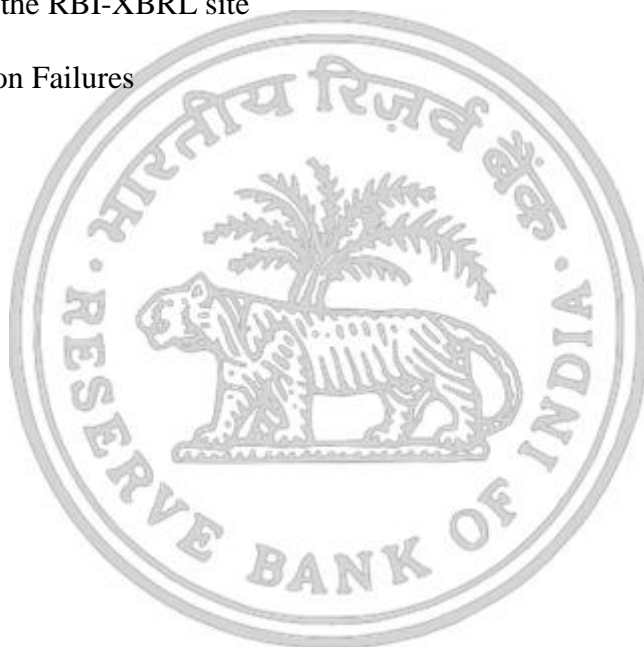
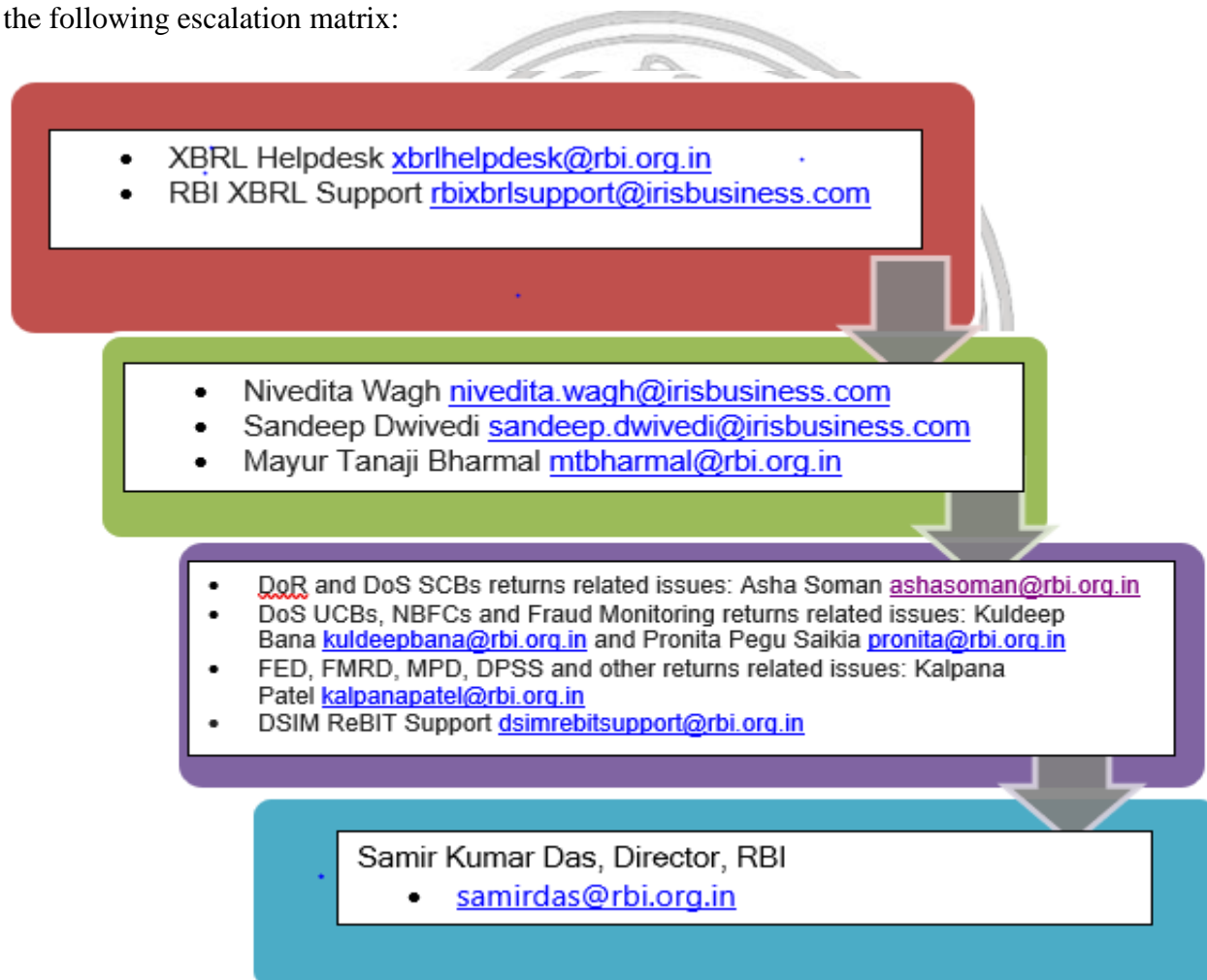# CONTENTS

1. Escalation Matrix

The Online Issue Tracker has been developed and the access to this has been made available to the RBI-XBRL site. You are requested to make use of this to upload the issues you face for timely action.

In case the issue you are facing is out of scope of this FAQ document, Please raise the Issue on Issue Tracker available on portal.

Raise a new Issue for every new query, does not use same Issue ID or extend the communication regarding other issues on same Issue ID.

If user are not able to raise the Issue on Issue tracker please contact the XBRL helpdesk at
xbrlhelpdesk@rbi.org.in or rbixbrlsupport@irisbusiness.com
Telephonically at 0712-2806717 and 022-67301083

In case the issues remain unresolved for more than 24 hours, then please contact the concerned as per the following escalation matrix:

- XBRL Helpdesk xbrlhelpdesk@rbi.org.in
- RBI XBRL Support rbixbrlsupport@irisbusiness.com

- Nivedita Wagh nivedita.wagh@irisbusiness.com
- Sandeep Dwivedi sandeep.dwivedi@irisbusiness.com
- Mayur Tanaji Bharmal mtbharmal@rbi.org.in

- DoR and DoS SCBs returns related issues: Asha Soman ashasoman@rbi.org.in
- DoS UCBs, NBFCs and Fraud Monitoring returns related issues: Kuldeep Bana kuldeepbana@rbi.org.in and Pronita Pegu Saikia pronita@rbi.org.in
- FED, FMRD, MPD, DPSS and other returns related issues: Kalpana Patel kalpanapatel@rbi.org.in
- DSIM ReBIT Support dsimrebitsupport@rbi.org.in

Samir Kumar Das, Director, RBI
- samirdas@rbi.org.in

2. Downloading Installer

1. The installer templates (in an executable file format) can be downloaded by registered users from the

RBI website.

2. The RBI website provides a Microsoft installer file for each template which contains fixedtemplate worksheets for each of the reports.

3. User can download these files from the RBI website. If you face problems accessing the RBIwebsite, please contact xbrlhelpdesk@rbi.org.in or rbixbrlsupport@irisbusiness.com.

4. Please download the Department-wise RBI iFile installer (DPSS / MPD / FMRD) from RBI Portal.

5. On installation, all returns belonging to a department will be available.

2.1 Installation

Prerequisites

Minimum Hardware requirements:

- 2 GB free space on C:\ drive
- GB RAM c. Intel Core 2 Duo Processor or other equivalent processor

Operating System requirements:

- Supported OS versions - Windows XP / Windows Vista / Windows 7 / Windows 8.1 / Windows 10
- Server Versions: Windows 2003 / Windows 2008 / Windows 2012

Software Requirements

- Microsoft Office Excel 2007 / 2010 / 2013 / 2016.

- Microsoft .NET Framework 3.5 Service Pack 1: This can be downloaded from https://www.microsoft.com/en-us/download/details.aspx?id=22

- Microsoft Visual Studio® Tools For Office® Runtime (VSTOR)
- For Microsoft®Excel®2007/2010/2013, VisualStudio®Runtime3.0:
- This can be downloaded from: http://www.microsoft.com/download/en/details.aspx?id=23656

- Programmable Interoperable Assemblies for Microsoft Excel 2007 or Microsoft Excel 2010 Microsoft Office 2007
- Primary Interoperable Assemblies can be downloaded from
- http://www.microsoft.com/en-in/download/details.aspx?id=18346

- Microsoft Office 2010 Primary Interoperable Assemblies can be downloaded from http://www.microsoft.com/en-in/download/details.aspx?id=3508

- Full Administrator rights for the machine are required to install the iFile Client Tool

2.2 Configuring Microsoft Excel

1. **Add support for "Microsoft Visual Basic" and "Microsoft .NET" in Excel**

- In the Control Panel choose "Add or Remove Programs" (or "Programs and Features" in Windows Vista / Windows 7 / Windows 8.1 / Windows 10).

- Select Microsoft Office in the list and click on the Change button.

Figure 2.1: Modify Microsoft® Office
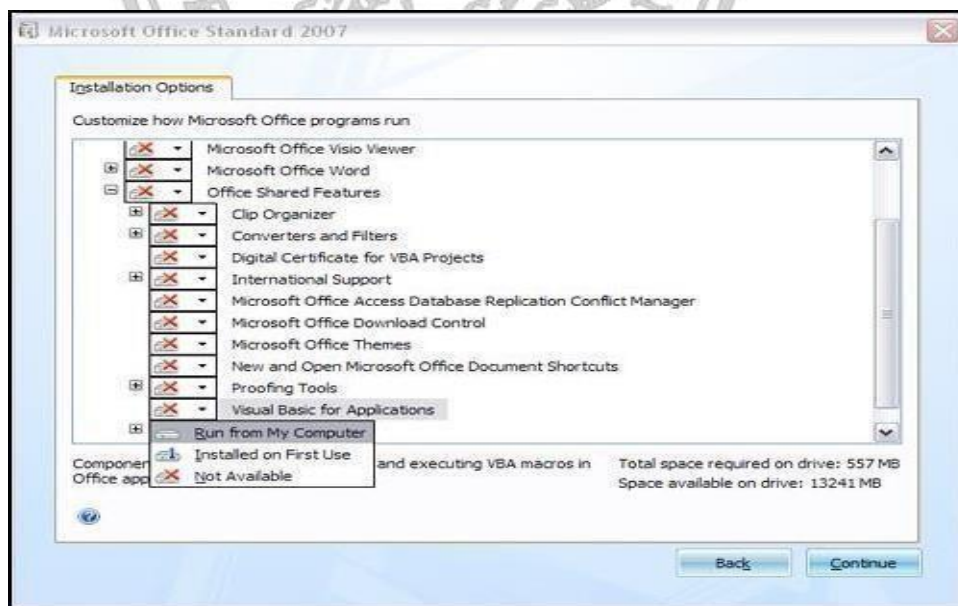
i. Choose "Add or Remove Features"

Figure 2.2.1: Add/Remove Microsoft® Office Features

ii. Select "Visual Basic for Applications" in the "Office Shared Features" list and set it to "Run from My Computer". Then click on the "Continue" button.
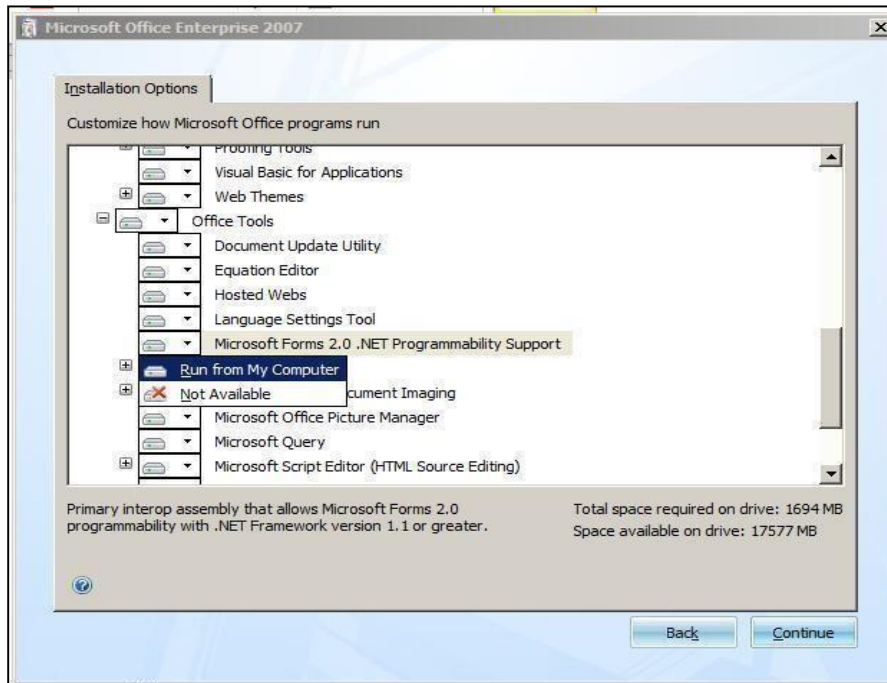
Figure 2.2.2: Add/Remove Microsoft® Office Features

iii.   Select "Microsoft Forms 2.0 .NET Programmability Support" in the "Office Tools" list and set it to "Run from My Computer". Then click on the "Continue" button. After pressing the "Continue" button, User will get the following message
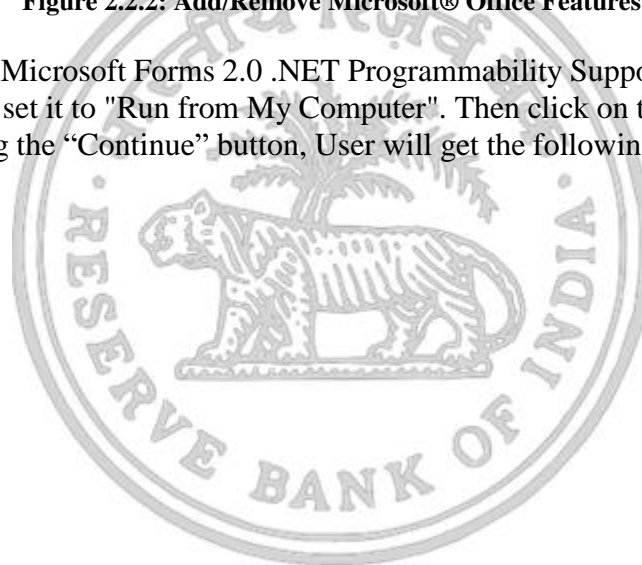
Figure 2.3: Microsoft® Office Successful configuration

2. **Provide "Programmatic Access" to Visual Basic Project**

    To enable "Trust Access to the VBA project object model":

    i.   Click on Menu option of Microsoft Excel application and after that click on "ExcelOptions".
         Figure 2.4: Microsoft® Office Menu
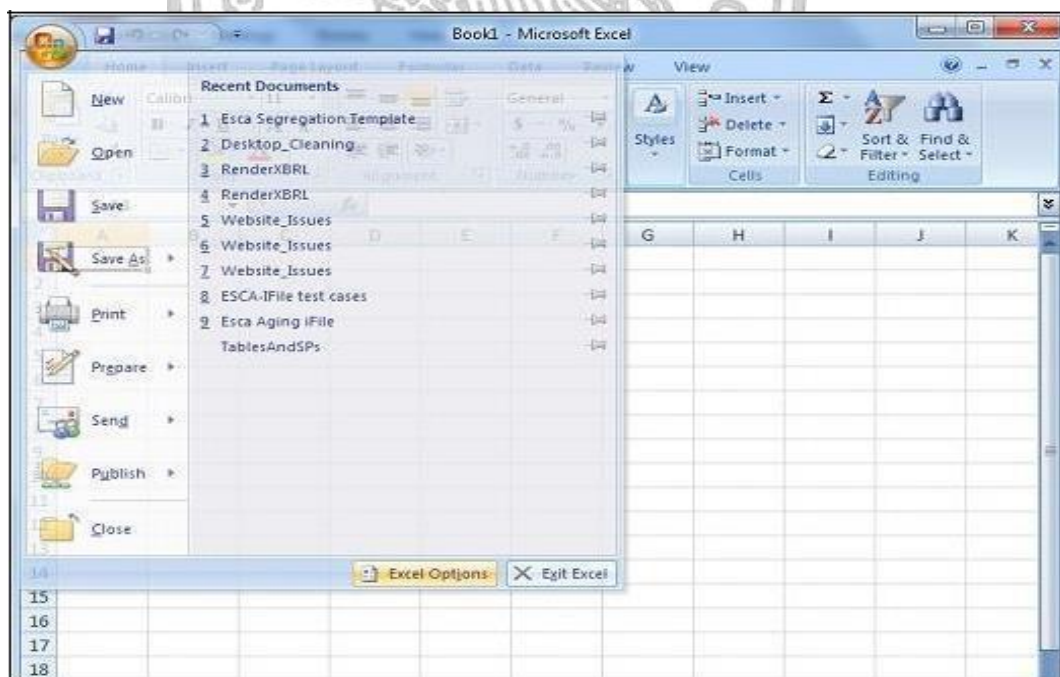
ii.   Click on "Excel Options" following screen will appear.
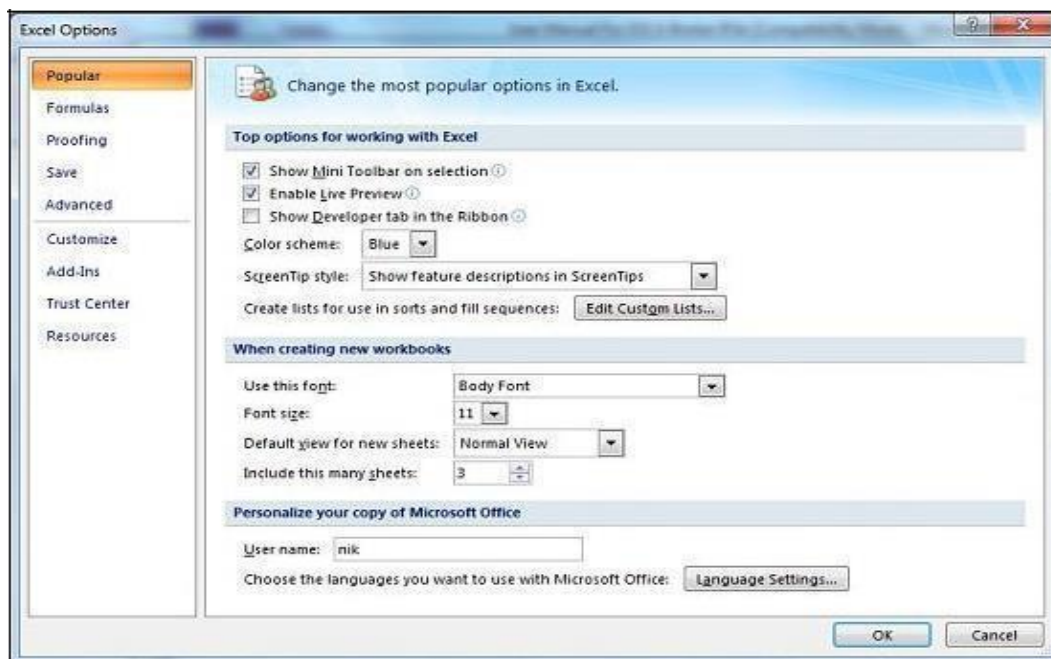
Figure 2.5: Microsoft® Office Excel® options

iii.   Click on Trust Center option, following screen will appear.

Figure 2.6: Microsoft® Office® Trust Center

iv. Click on Trust Center Settings, following screen will appear.
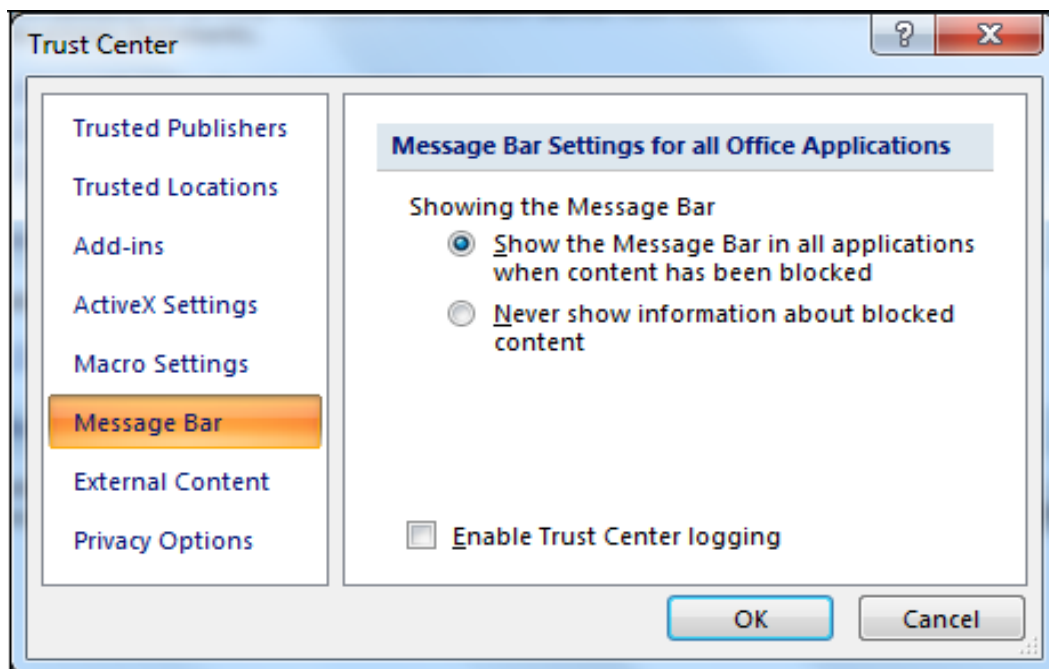
Figure 2.7: Microsoft® Office Trust Center Message Bar

v. Click on Macro Settings, following screen will appear.
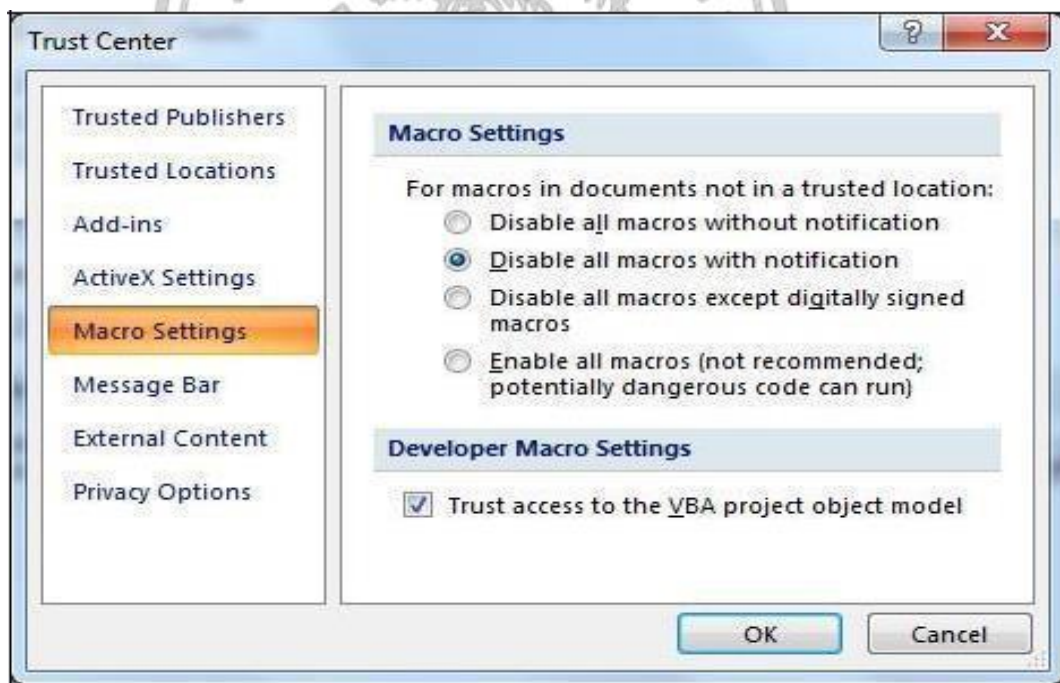
Figure 2.8: Microsoft® Office Trust Center Macro Settings

vi. And now the User can check or enable the "Trust access to VBA project object model". After the installation is over, open the iFile template file. The User should be able to see iFile Add-Ins in the menu

3. Generating Instance Document

3.1. Why do I get an 'Out of Memory Exception' while generating Instance?
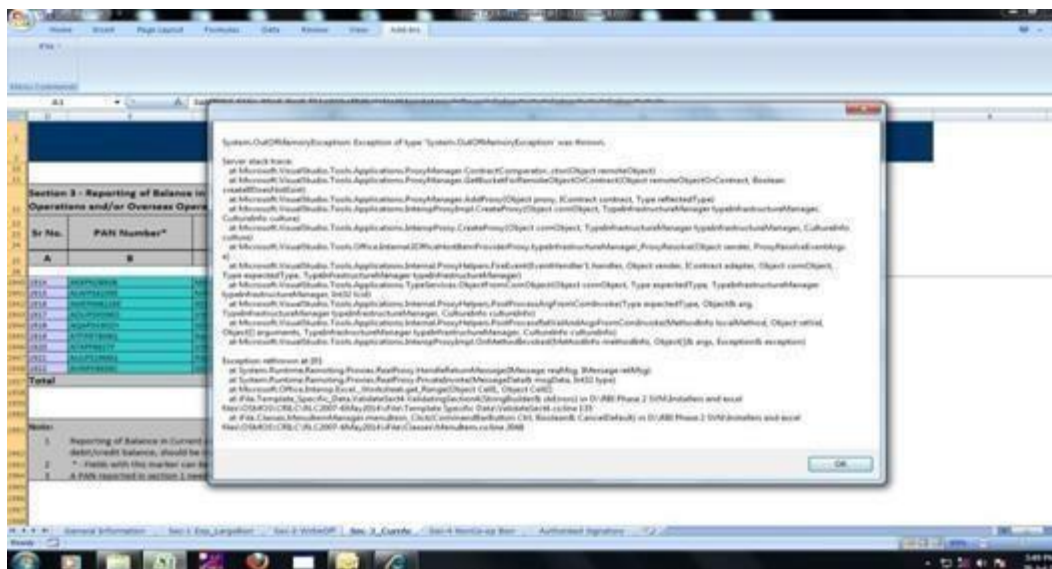
Solution:
1. This error occurs when there is large amount of data entered in excel sheet.
2. A minimum configuration of 64bit processor and 4GB RAM required to generate the instance for large amount of data.
3. User is advised to close all the other applications which are running on the system (for example, antivirus software running in background) and generate instance again.
4. In case the issue is unresolved, please get in touch with XBRL Helpdesk support team

3.2. Can the instance document be modified once it is generated?

Solution:
No. Once generated, an instance document cannot be modified. If the User wants to make changes to the generated instance document, the User should make appropriate changes in the Excel template and again generate the instance document.

3.3. Do I need to encrypt the instance document after generation?

Solution: No the encryption is not required. The generated instance can be directly updated on the XBRL portal.

4. Uploading the File on the RBI-XBRL site

4.1 **Why does the following error "Report Status not matched" appear, while uploading the file onsite?**
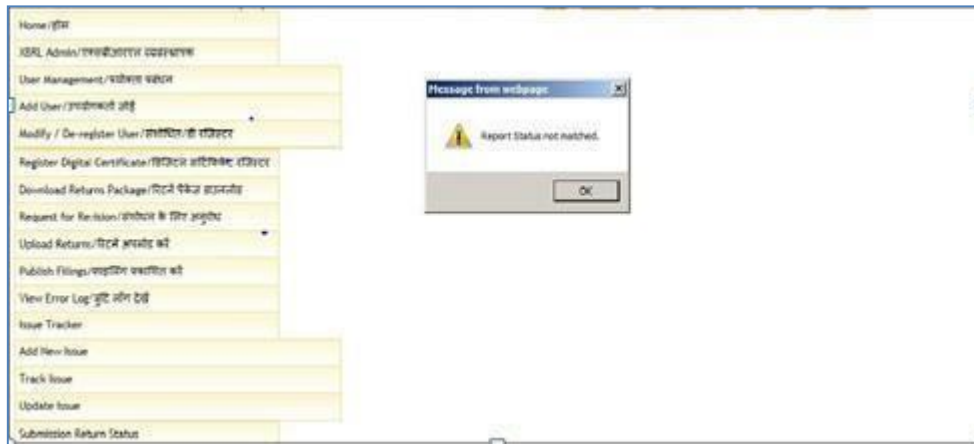
Solution:
- This error is faced when the Report status (Unaudited/Audited) selected in excel template is not the same as what has been selected onsite. Also, the User has to use Internet Explorer browser only and also requires to do "Compatibility View Settings" with the help of their I.T. dept.
- In case the error message „Report Status Not matched" still appears despite the selection of correct Audit status (Audited/Un-Audited) while uploading the .encs file, then, xml file can be uploaded for the time being.

4.2 **Your Bank is not authorized to submit revised filings for this reporting period. Please contact RBI Administrator.**

Solution: - Bank had already uploaded the return, Hence Bank need to contact to Concern Department to RBI.
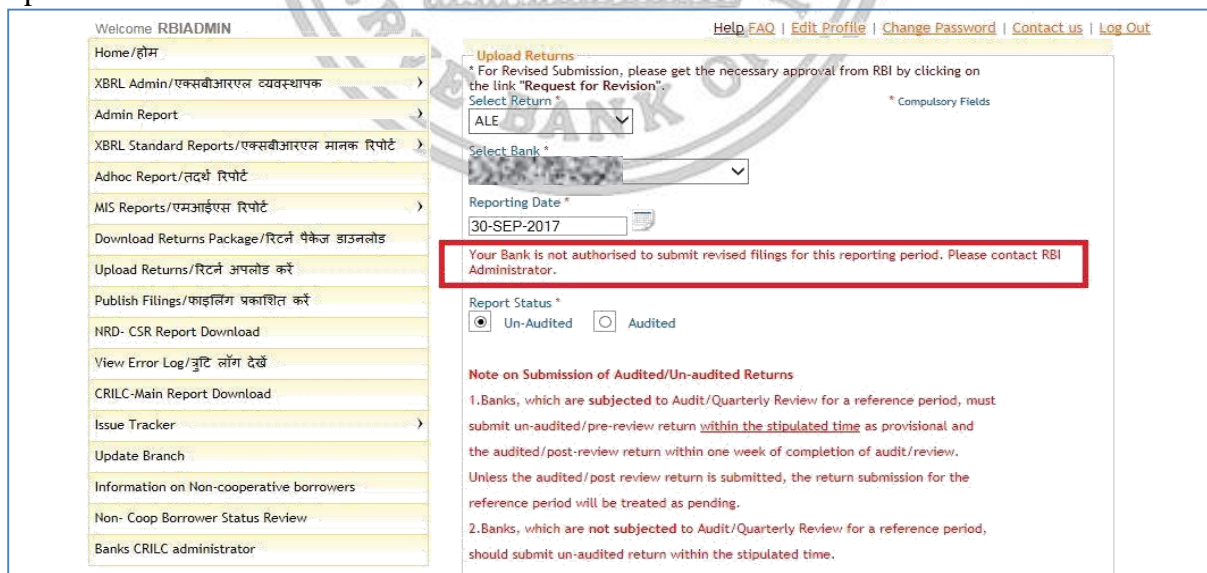
4.3 **Not able to see the Publish Data.**

Solution:-

- Bank need to check the status of Return if the Return is "Uploaded " State then "Publish Filling" will be blank.
- When status is "Completed" the Bank will be able to see the data.

4.4 Intimation Mails not received.

Solution: -
- Bank need to check the registered Mail Id(The person who uploads the Return on portal) as per given screenshot.
- If Id is correct then need to log issue on issue tracker otherwise Bank can change the ID Accordingly.

4.5 Why am I facing the error given below while uploading the file

Figure 4.2: Message from webpage Failed to upload
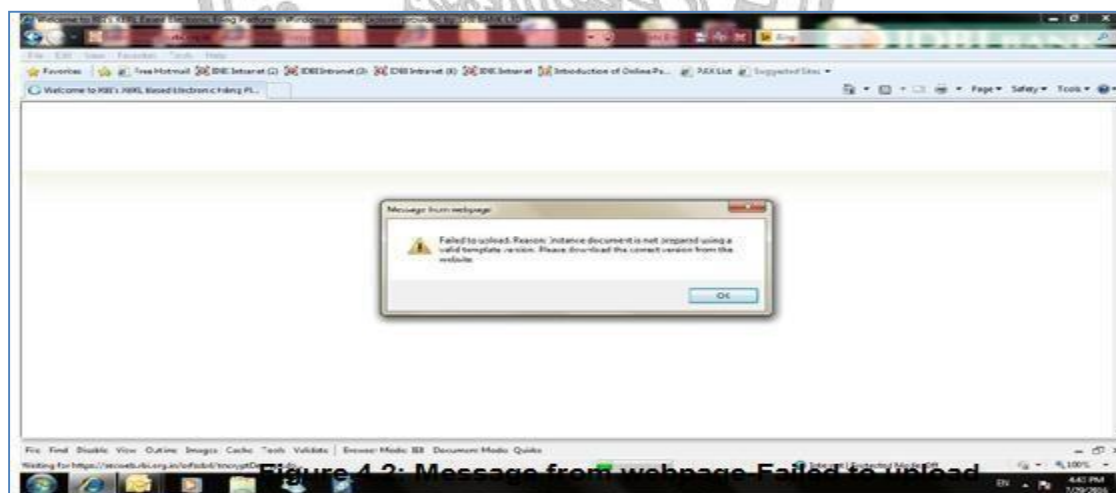
Solution: Please check the version in "Download Return Package" and verify it with the excel template" General Information sheet" Return Version. Also, do a "Compatibility View Settings" in browser (Tools=>Compatibility View Settings=> Add=>Close).

4.6 After requesting for revision through the XBRL site, a message "Mail could not be sent" is been displayed.

Solution: In such a scenario, please contact the respective RBI Department for approval

5. Checking for Validation Failures

5.1. Why am I unable to reader or information received in email attachment as shown below?

Solution: In such a scenario, please follow the steps given below:
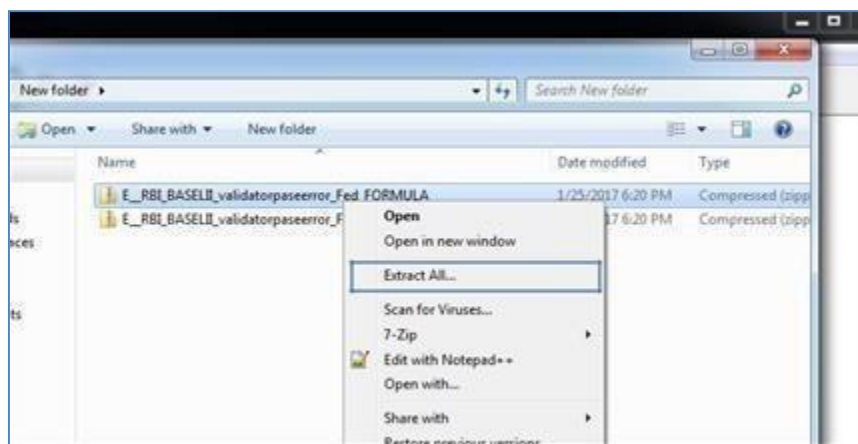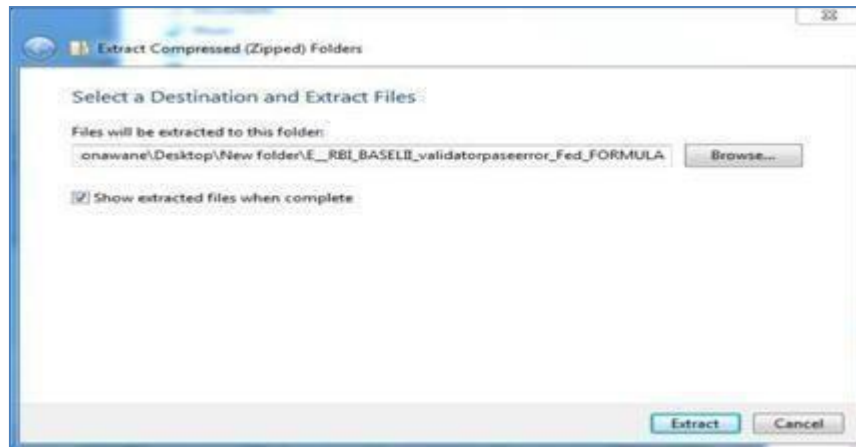
i.   Download the Attachment
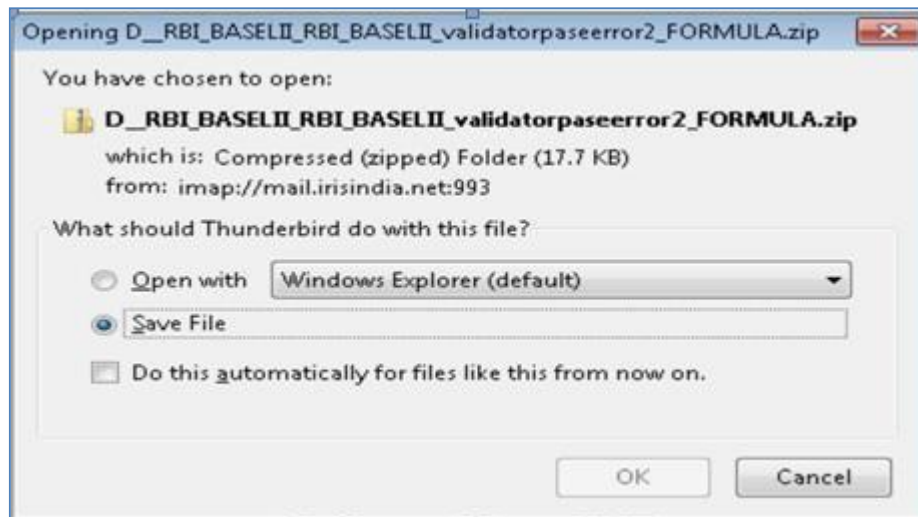
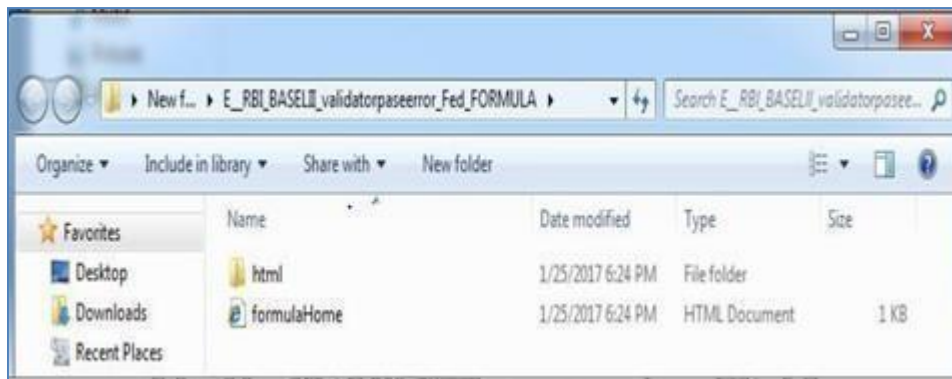ii.   Click OK Or save the attachment in some folder
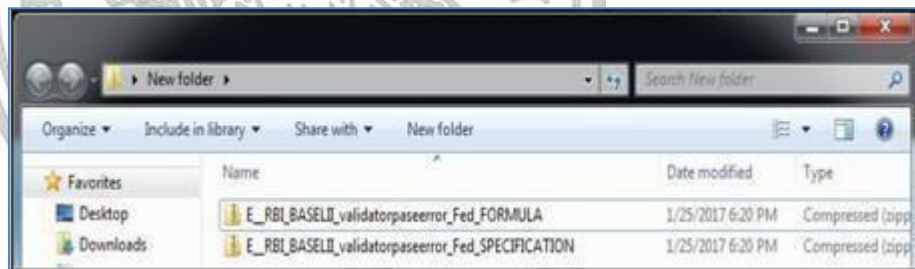
iii.   Extract the folders to unzip formula and specification file one by one.

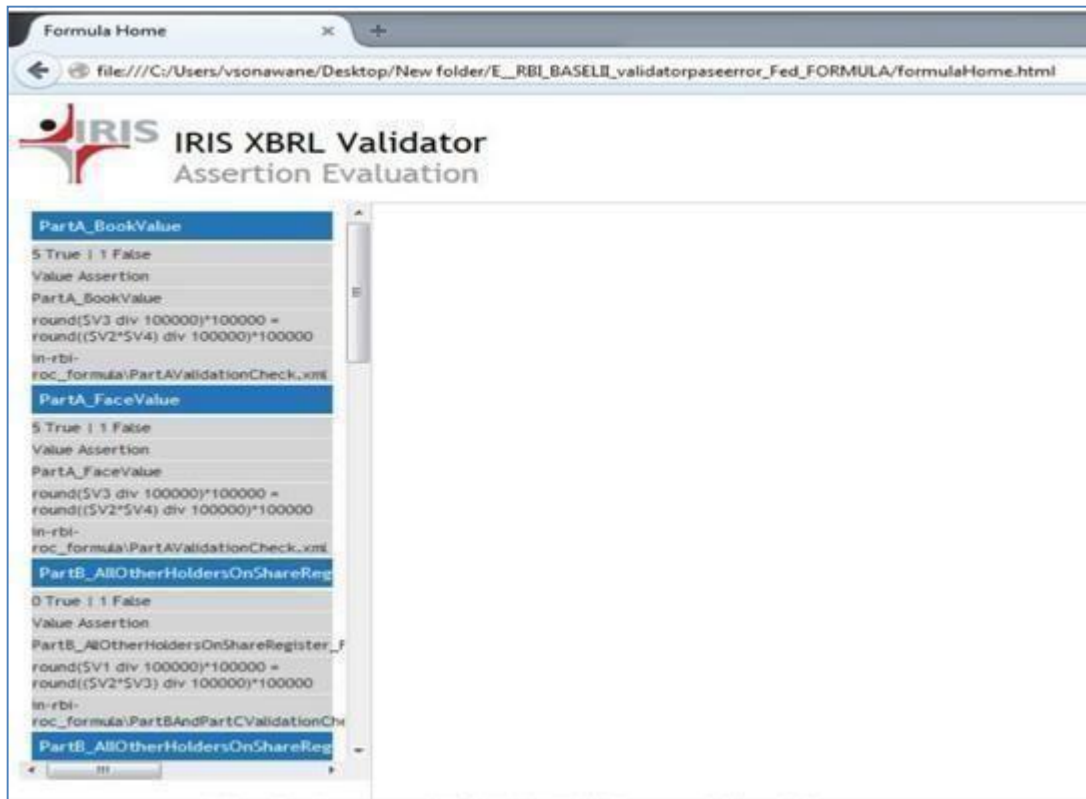iv.   When folder is extracted, user can see following html pages inside the folder.

v.   Open the HTML Document in your browser. Please note that this HTML Document can be best viewed in Mozilla Firefox (Version (51.0.1)) and Internet Explorer (IE 9 onwards).

vi.   If no error is present in Formula sheet, it will display blank html page with IRIS icon as shown below. It means that there is no error in formula.zip i.e. business validation rules.
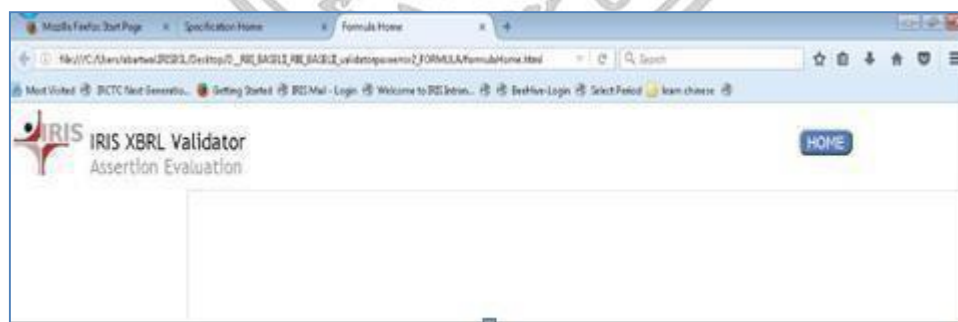
vii.   There can be single or multiple errors. If error is present, then it will be displayed as shown below.

viii.   Click on the Blue Tab which is the heading of each error.

In case of **multiple errors**, the screen will look as given below:

For e.g. 10 errors are seen present in the file. You can scroll them from the right hand side

5.2. How can I download the Error File for validation failed scenarios when I have not received the Validation Failure Emails?

Solution: Login to XBRL with Bank User login that is having rights to view Error log.
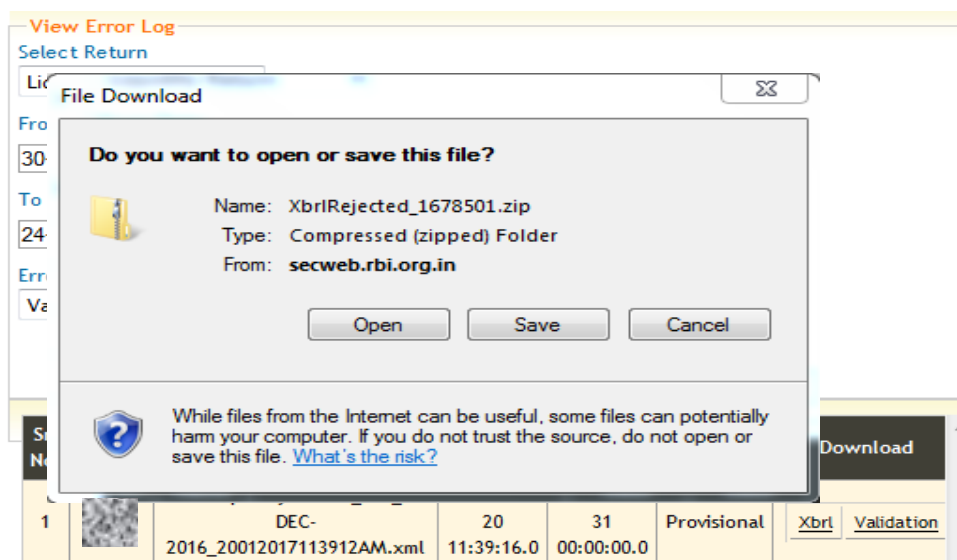
i.   Go to View Error Log screen on XBRL Main Menu.
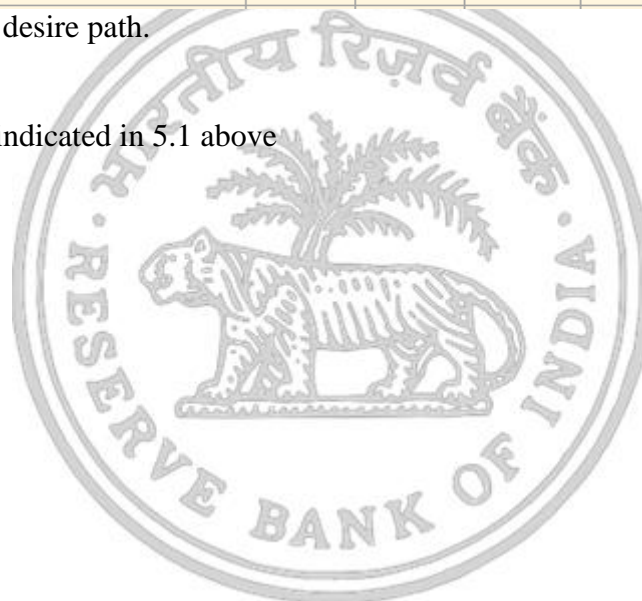

ii.   Following screen will be displayed and select the considered Return from dropdown

iii.   Select proper **From Date** and **To Date**

iv.   Select error type as Validation and click on Submit

v.   In the following winow that will appear, click on the XBRL link

vi.   Save the file at the desire path.

vii.   Then follow steps indicated in 5.1 above

6. General FAQs

1. **Can the instance document be modified once it is generated?**

   No. Once generated, an instance document cannot be modified. If the User wants to make changes to the generated instance document, the User should make appropriate changes in the Excel template and again generate the instance document.

2. **Do I need to fill all the information in the Excel template?**

   No. The User need not fill each and every field of the report.

3. **Whom do I contact if I am not able to install/use the iFile desktop tool properly?**

   If you have any queries related to installation and or use of the iFile desktop tool, you may contact xbrlhelpdesk@rbi.org.in - 0712-2806717
   rbixbrlsupport@irisbusiness.com - 022-67301083

4. **Can I copy data from external source in iFile Excel template?**

   Please check whether comments / format of cells in the iFile excel sheet are not getting deleted. Please do Paste Special with Values while copy pasting data.
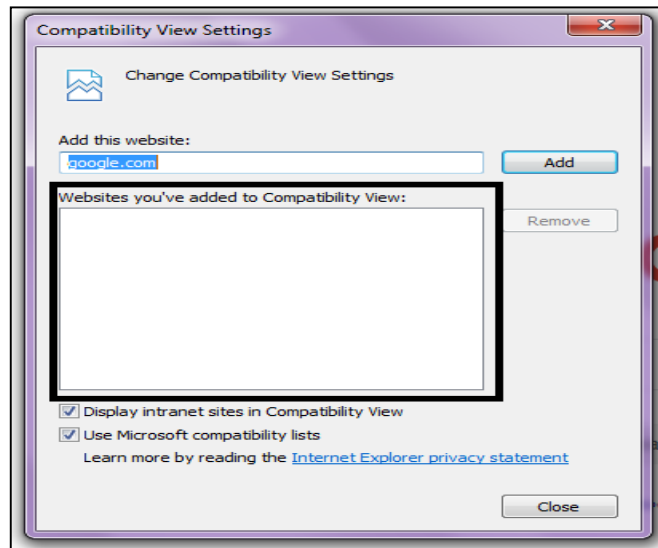
5. **What do I do if the Issue tracker is not functioning as expected?**

   Solution:
      i) Click on "Compatibility view settings" option in setting option of the browser.
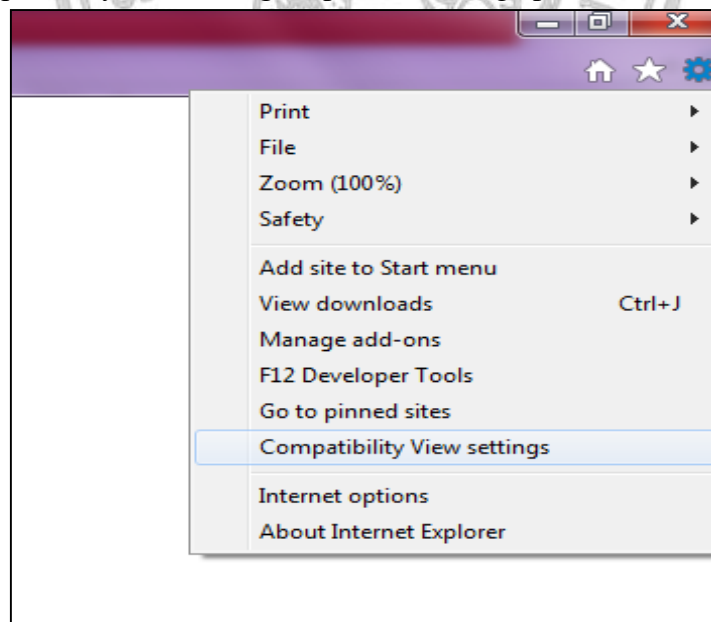
      ii) Ensure that the link of the site https://xbrl.rbi.org.in is not present in compatibility view box shown below:

iii) Reload the page. The Issue Tracker will be available to view properly.

6. How do I update my PAN / Group Id if not present in my master list?

Solution: Update PAN Module is available at "https://xbrl.rbi.org.in/orfsxbrl/". User will have to log intosite and add the PAN/Group Id details. The newly added PAN/Group Id will reflect in the drop-down list in some time interval.

7. How do I overcome the error message of "Technical error message occurred" while generating the instance document?

Solution: Please ensure that the folder of "RBI iFile" is not open in the system.

8. Why the message of "Not Connected to RBI Portal" does appear when we run the installer?
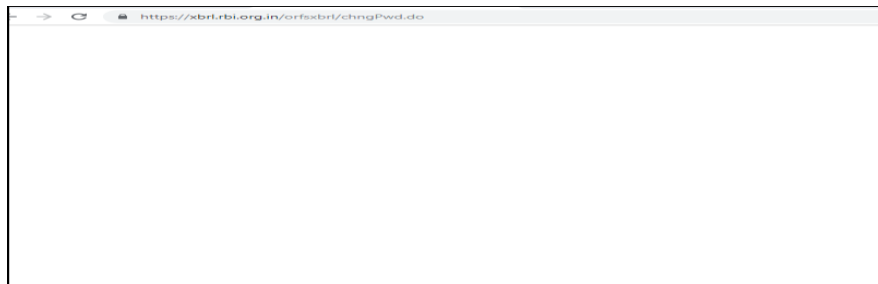
Solution:
    a) Ensure that the host system is connected to internet.
    b) If the system is connected to the internet but still the user is facing the issue the same issue. Please ensure that the firewall/anti-virus installed in the system is not blocking the iFile installer from connecting with the internet. This can be ensured by whitelisting the iFile in the firewall/anti-virus system.

9. Where do I find the taxonomy folder in the system after installing the RBI iFile tool?

Solution: The taxonomy folder can be obtained at the below mentioned path after installing the RBI iFile tool:"C:\RBI iFile\Validator Taxonomy\Taxonomy"

10. What to do if after clicking on "Submit" button, screen goes blank?
When user enters password and tries to click on "Submit" button, screen goes blank.

Solution: - First enable JavaScript in IE as per below steps and try changing password again.
1. Select the "**Tools**" menu.
2. Select "**Internet Options**"
3. Select the "**Security**" tab.
4. Click the "**CustomLevel**..."
5. Scroll down and change the "**Active Scripting**" setting.
6. Confirm the change.
7. Close "**Internet Options**"

JavaScript is now enabled.

11. If the error "Please provide correct reporting end date as per reporting frequency selected ("Quarterly")" comes, what shall we do?
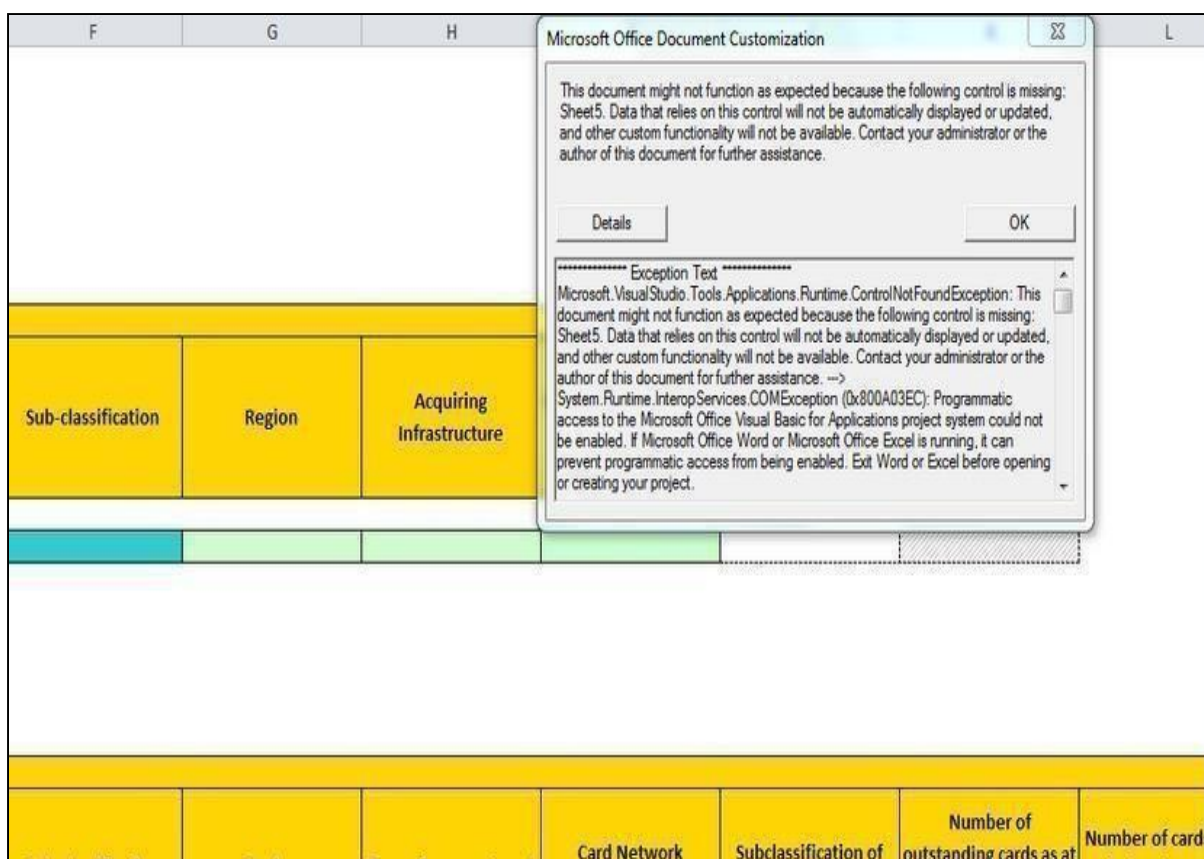
If reporting frequency is not selected as per reporting end date, then it will show error
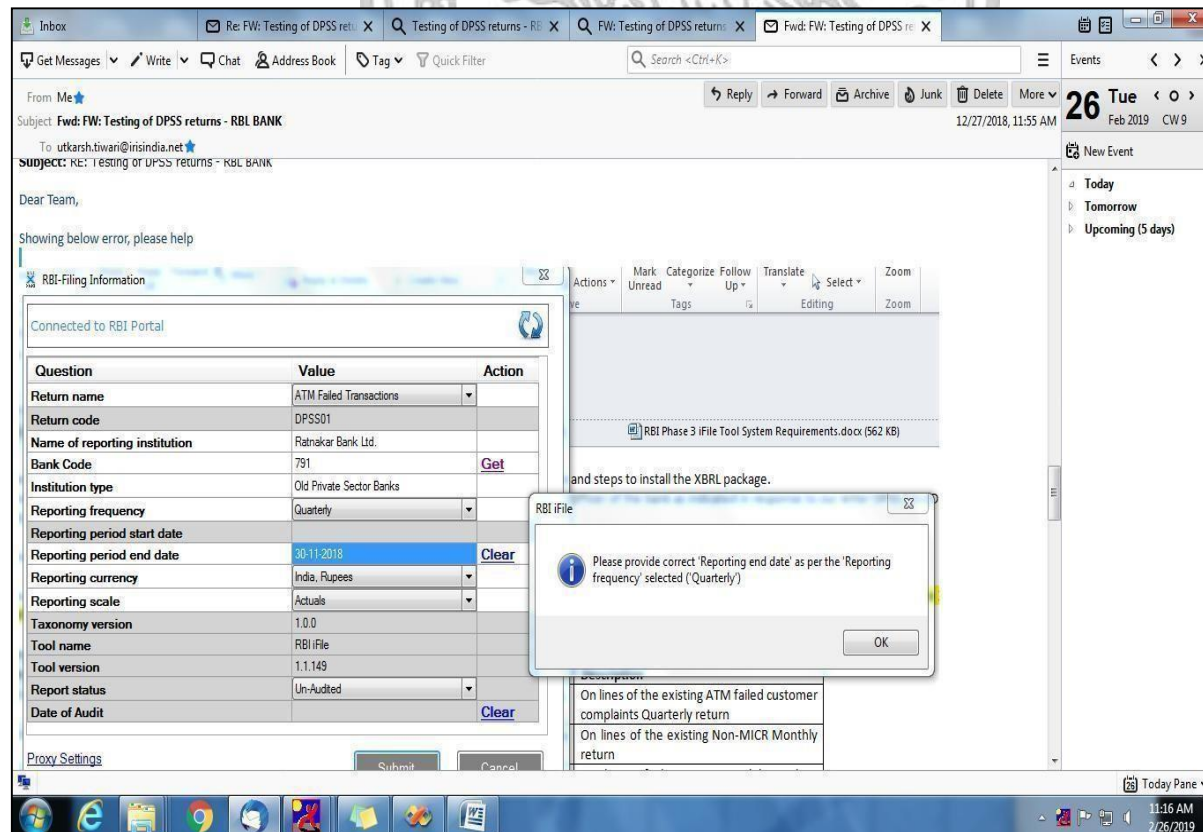
Solution: - Please select valid reporting date.
12. If the error "control is missing sheet5" while generating instance, what shall we do?

If user is getting error message like "control is missing sheet5" while generating instance as shown in screen-shot
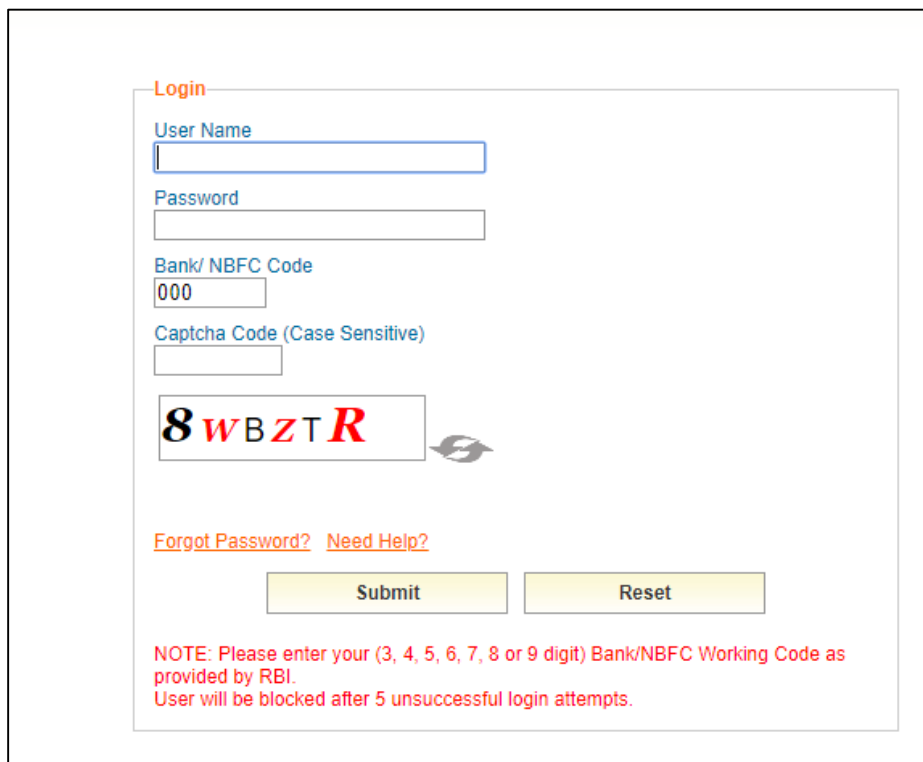

Solution: - Follow the given step:

i.   Click On File Menu And Select Option.
ii.   After Clicking on Option Select Trust Center Option And Click on Trust Center
iii. Click on Micro Settings Option and Check Whether Developer Macro Setting is Checked Or Not.
iv.   If it is not then check it and press OK button and re-open the template and select end date as per reporting frequency.

13. Basic XBRL errors (Installer Level)

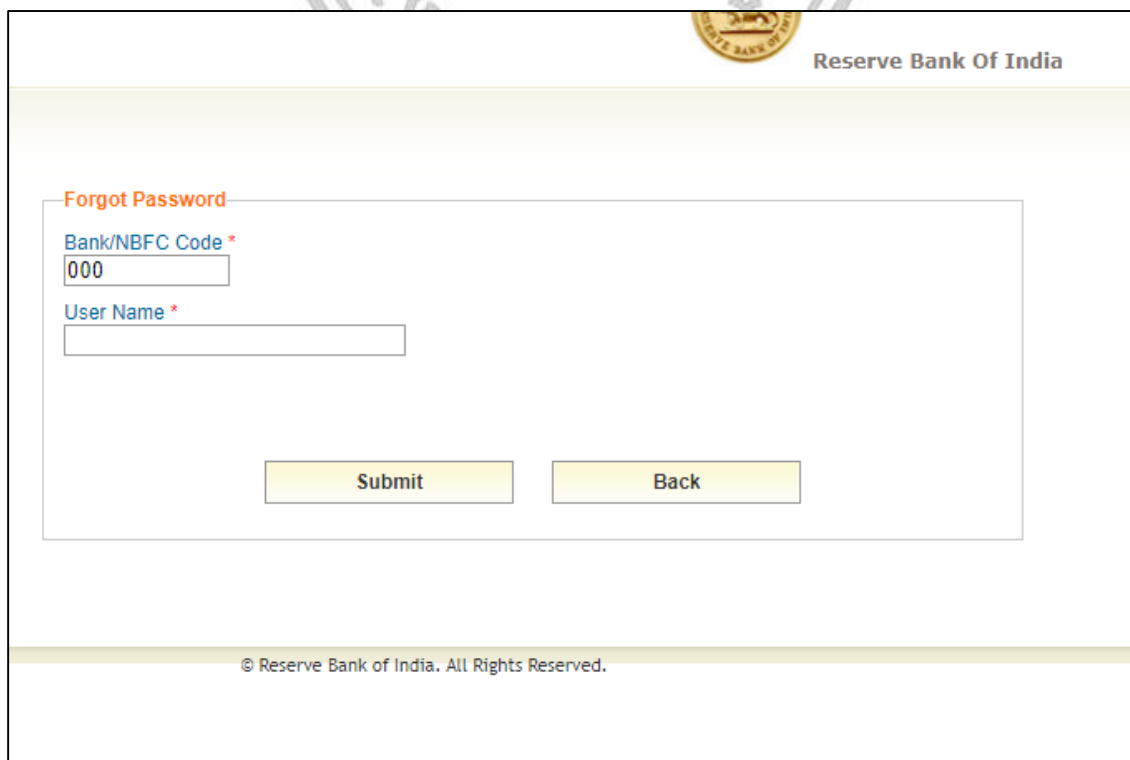| Sr. No.	Error Message	Description of error
1	All values must be present in the layout	This error occurs when all the fields in the return are mandatory, and user has not filled any of such fields.
2	Typed Domain Value: Please enter at least 1valuein data cell or delete the value from the dimension (green) cell	When user enters value for typed dimension (i.e. green cell), at least one fact value should be entered in the corresponding row.
3	Invalid Typed Value	This error occurs when user enters values in particular cell without adding corresponding typed dimension value (Green cell).
4	Value cannot be blank. Please select a value from dropdown by double clicking on cell	This error occurs when user enters values in particular cell without adding corresponding dynamic drop downfield value.
5	Data values in the Elements below must be Equal	This error occurs when same typed/dynamic dimension value is selected from list/manually entered multiple times and the fact values reported against that dimension values are different.
6	Duplicate combination of selected values found for (dynamic and typed domain)	This error occurs when same typed/dynamic dimension value is selected from list/manually entered multiple times and the fact values reported against that dimension values are also same.
7	Invalid Data Value	This error occurs when data entered in cell is not as per defined in taxonomy. Following are some of the common scenarios when the errors occur: • Value entered in numeric field is not in proper format • Data entered in cell is not in proper date format • Value entered for particular field is not as per pattern defined e.g. Value for PAN, Mobile Number Telephone Number etc. • Value entered for a particular field is not as per the dropdown list of values
8	Positive check: Invalid Data Value: Data entered in cell should be 'Greater than or equal to zero' only	This error occurs when user has entered negative value in a cell which accepts only non-negative values.
9	Unable to extract the installer package zip file	Extract the zip file using WinRAR.

7. Forgot Password

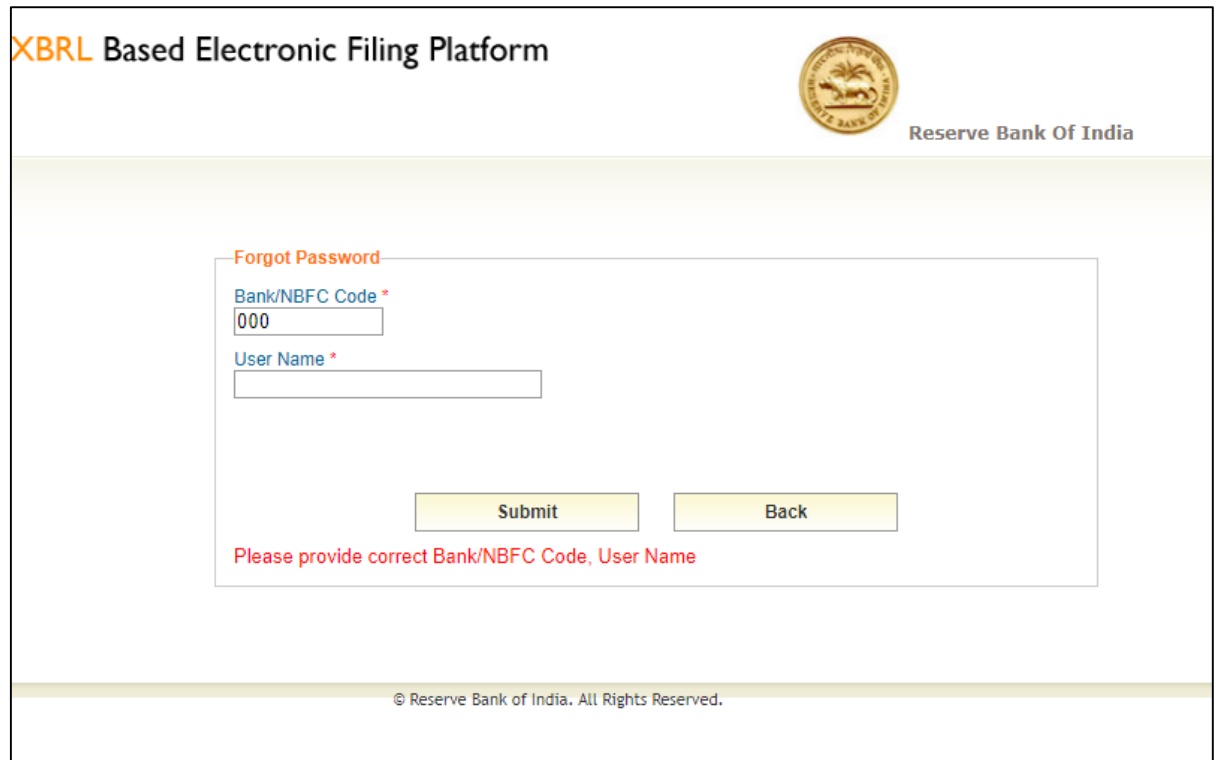1. On the login page, user will have to click on forgot password link.

2. After clicking on forgot password link, forgot password window will open.

3. On forgot password page user needs to enter the correct user id with the relevant bank code.

- If anyone enters the wrong username or Bank/NBFC code, user will get validation message on the same page.

- If the username entered is correct, then system will trigger the Activation link mail to users Registered email id.

Dear Sir/Madam,

You recently requested to reset your password for your user ID XXXXX and Bank/NBFC Code. 12345

Click the link below to reset it.

https://xxxxx.xxx/xxxx

If you did not request a password reset, please ignore this email or reply to let us know.
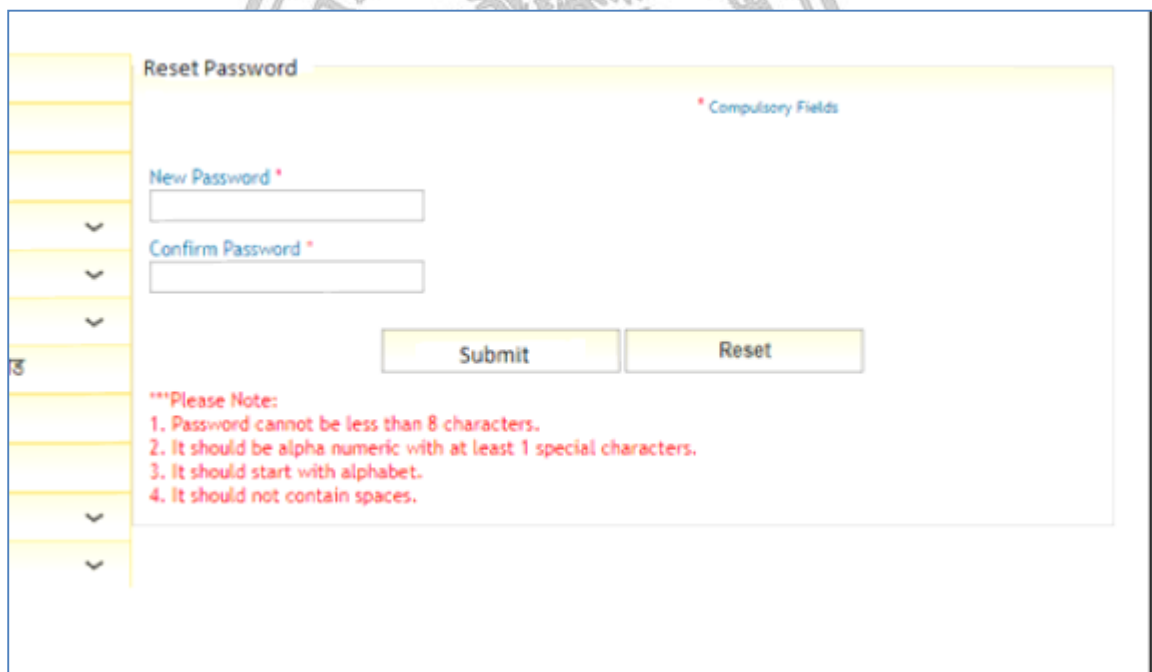This password reset is only valid for the next 60 minutes.

Thanks & Regards,
RBI Admin.

4. Without clicking on current activation link, if user tries to enter same user id and bank code on

same page then previous Activation link will get expired and user will get new activation link mail.

5. If user trying to click on expired Activation link then user will get Validation message as "Activation Link has expired" or reset password page will open and from where user can reset their password.

    •   "OK" button will appear as shown in the below validation message.

    •   Once the user will click on the ok button, the login page will be loaded in the same browser window
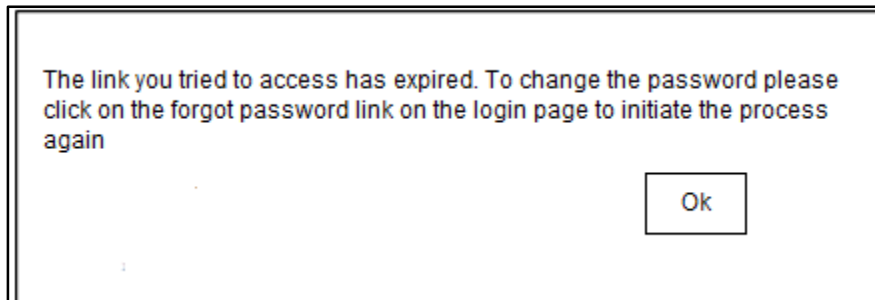
6. Once password reset successfully, user will get the message on the same screen along with the login page link.

Password reset successfully.

Please click here to login.

Login

8. Digital Signature

1. **DSC Deactivation module detailed analysis**

- Once DSC creation is done, Bank / NBFC user can map username with particular DSC.

- When Bank/ NBFC user map username with particular DSC and if the DSC gets expires then user can not map the same username to another DSC.
- In this scenario user will get the error message as "For this user token is already register".

- DSC deactivation module will help to overcome the above problem.

- Expiry DSC deactivation menu displays individual token details and it allows you to deactivate unnecessary user details registered with DSC.

NBFC super user have access to the Expiry DSC Deactivation menu.

Following Parameters will be displayed under the Expiry DSC Deactivation menu:-

- Select User ID
- Name
- Signature
- Register date
- Expire Date
- Deactivate (Check Box)
- Deactivate or Cancel Buttons

- Please refer above screenshot. Through Expiry DSC deactivation user can deactivate the DSC which has been expired.
- User have to select user ID. After selecting user ID, Username, digital signature details, DSc register date and DSC expiry date will be displayed.
- If DSC is expired, user can deactivate it by clicking on checkbox in front of Deactivate option and then by clicking on Deactivate button.
- The message "DSC deactivated successfully" will get displayed on portal after the clicking on the Deactivate button.
- If user do not want to deactivate DSC ,Cancel button is also provided.

2. View DSC Module detailed analysis:

NBFC super user have access to the View DSC menu.

View DSC module is used for viewing the details of Digital signature associated with particular NBFC.

After clicking on View DSC option, below details will be displayed.

- UserName :
- Name
- Signature
- Register date
- Expire Date

Reload button is provided to refresh the page.