

Department of Veterans Affairs

Enrollment System (ES)

Troubleshooting Guide



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1. Introduction

The Enrollment System (ES) Troubleshooting Guide is intended to help the user solve issues that are encountered when using ES. This guide identifies common error messages, Frequently Asked Questions (FAQs), and common problems, with their solutions.

1.1. Acronyms

The following acronyms are used in this document. Department of Veterans Affairs (VA) acronyms not in this list can be found at the [VA Acronym Lookup](#) site (VA Intranet).

Table 1: Acronyms

Term	Definition
AITC	Austin Information Technology Center (formerly AAC)
CDCO	Corporate Data Center Operations
DFN	Data File Number
EES	Eligibility and Enrollment Service
ES	Enrollment System (formerly ESR/HECMS)
ESR	Enrollment System Redesign
FAQ	Frequently Asked Questions
HECMS	Health Eligibility Case Management System (a.k.a. ES)
HL7	Health Level 7
IVM	Income Verification Match
JMS	Java Messaging Service
MVI	Master Veteran Index
MSDS	Military Service Data Sharing
PSIM	Person Service Identity Management
VA	Department of Veterans Affairs
VAMC	VA Medical Center
VIE	VistA Interface Engine
VistA	Veterans Health Information Systems and Technology Architecture
VOA	Veterans Online Application

2. Common Errors

2.1. ValueListException when searching for a person

A search for a person from ES will produce the following error if Person Service Identity Management (PSIM) is down. The telling part of the stack trace is in **bold**. Contact the “AITC WebLogic Administrators” e-mail group to have them verify the condition of PSIM. The PSIM support team may also need to be involved.

gov.va.med.fw.ui.valuelist.ValueListException: An error occurred while attempting to get ValueList data.

```
at
gov.va.med.fw.ui.valuelist.SearchValueListAdapter.getValueList(SearchValueList
Adapter.java:398)
at
net.mlw.vlh.DefaultValueListHandlerImpl.getValueListFromAdapter(DefaultValueLi
stHandlerImpl.java:271)
at
net.mlw.vlh.DefaultValueListHandlerImpl.getValueList(DefaultValueListHandlerIm
pl.java:240)
at
net.mlw.vlh.web.mvc.ValueListHandlerHelper.getValueList(ValueListHandlerHelper
.java:77)
at
gov.va.med.fw.ui.struts.ValueListActionUtils.getValueList(ValueListActionUtils
.java:97)
at
gov.va.med.fw.ui.struts.ValueListActionUtils.getValueList(ValueListActionUtils
.java:60)
at gov.va.med.esr.ui.admin.action.SearchAction.search(SearchAction.java:150)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at
org.apache.struts.actions.DispatchAction.dispatchMethod(DispatchAction.java:27
6)
at
gov.va.med.fw.ui.struts.ServiceBrokerAction.execute(ServiceBrokerAction.java:2
44)
at
gov.va.med.esr.ui.common.action.AbstractAction.execute(AbstractAction.java:161
)
at
gov.va.med.esr.ui.common.action.PersonAbstractAction.execute(PersonAbstractAct
ion.java:91)
```

```

at
org.springframework.web.struts.DelegatingActionProxy.execute(DelegatingActionP
roxy.java:106)
at
org.apache.struts.action.RequestProcessor.processActionPerform(RequestProcesso
r.java:421)
at
org.apache.struts.action.RequestProcessor.process(RequestProcessor.java:226)
at org.apache.struts.action.ActionServlet.process(ActionServlet.java:1164)
at org.apache.struts.action.ActionServlet.doPost(ActionServlet.java:415)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:760)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at
weblogic.servlet.internal.ServletStubImpl$ServletInvocationAction.run(ServletS
tubImpl.java:1077)
at
weblogic.servlet.internal.ServletStubImpl.invokeServlet(ServletStubImpl.java:4
65)
at weblogic.servlet.internal.TailFilter.doFilter(TailFilter.java:28)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:27)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChai
nProxy.java:264)
at
org.acegisecurity.intercept.web.FilterSecurityInterceptor.invoke(FilterSecurit
yInterceptor.java:107)
at
org.acegisecurity.intercept.web.FilterSecurityInterceptor.doFilter(FilterSecur
ityInterceptor.java:72)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChai
nProxy.java:274)
at
org.acegisecurity.ui.ExceptionTranslationFilter.doFilter(ExceptionTranslationF
ilter.java:110)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChai
nProxy.java:274)
at
org.acegisecurity.providers.anonymous.AnonymousProcessingFilter.doFilter(Anony
mousProcessingFilter.java:125)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChai
nProxy.java:274)
at
org.acegisecurity.context.HttpSessionContextIntegrationFilter.doFilter(HttpSes
sionContextIntegrationFilter.java:195)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChai
nProxy.java:274)
at org.acegisecurity.util.FilterChainProxy.doFilter(FilterChainProxy.java:148)

```

```

at
org.acegisecurity.util.FilterToBeanProxy.doFilter(FilterToBeanProxy.java:90)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:27)
at gov.va.med.fw.ui.filter.DecryptionFilter.doFilter(DecryptionFilter.java:76)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:27)
at
weblogic.servlet.internal.WebAppServletContext$ServletInvocationAction.run(Web
AppServletContext.java:7053)
at
weblogic.security.acl.internal.AuthenticatedSubject.doAs(AuthenticatedSubject.
java:321)
at
weblogic.security.service.SecurityManager.runAs(SecurityManager.java:121)
at
weblogic.servlet.internal.WebAppServletContext.invokeServlet(WebAppServletCont
ext.java:3902)
at
weblogic.servlet.internal.ServletRequestImpl.execute(ServletRequestImpl.java:2
773)
at weblogic.kernel.ExecuteThread.execute(ExecuteThread.java:224)
at weblogic.kernel.ExecuteThread.run(ExecuteThread.java:183)
Caused by: gov.va.med.fw.service.ServiceException: Unable to get
IdentityTraits from PSIM for VPID: 0000002000000111V865129000000
at
gov.va.med.esr.service.impl.PSDelegateServiceImpl.getIdentityTraits(PSDelegate
ServiceImpl.java:242)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUti
ls.java:287)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(R
eflectiveMethodInvocation.java:181)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:148)
at
gov.va.med.fw.service.transaction.RollbackAdvice.invoke(RollbackAdvice.java:47
)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
gov.va.med.esr.service.impl.PSDelegateServiceAdvice.processInvocation(PSDelega
teServiceAdvice.java:52)

```

```

at
gov.va.med.fw.cache.AbstractEntityCacheAdvice.invoke(AbstractEntityCacheAdvice
.java:127)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
org.springframework.transaction.interceptor.TransactionInterceptor.invoke(Tran
sactionInterceptor.java:96)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
gov.va.med.fw.util.PerformanceMonitorInterceptor.invokeUnderTrace(PerformanceM
onitorInterceptor.java:51)
at
org.springframework.aop.interceptor.AbstractTraceInterceptor.invoke(AbstractTr
aceInterceptor.java:111)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy
.java:176)
at $Proxy13.getIdentityTraits(Unknown Source)
at
gov.va.med.esr.service.impl.PersonServiceImpl.retrieveSearchResultPerson(Perso
nServiceImpl.java:729)
at
gov.va.med.esr.service.impl.PersonServiceImpl.search(PersonServiceImpl.java:49
6)
at
gov.va.med.esr.service.impl.PersonServiceImpl.search(PersonServiceImpl.java:46
8)
at
gov.va.med.esr.service.impl.PersonServiceImpl.search(PersonServiceImpl.java:69
5)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUti
ls.java:287)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(R
eflectiveMethodInvocation.java:181)

```



```

at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:148)
at
gov.va.med.fw.service.transaction.RollbackAdvice.invoke(RollbackAdvice.java:47
)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
org.springframework.transaction.interceptor.TransactionInterceptor.invoke(Tran
sactionInterceptor.java:96)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy
.java:176)
at $Proxy14.search(Unknown Source)
at
gov.va.med.fw.ui.valuelist.SearchValueListAdapter.getValueList(SearchValueList
Adapter.java:287)
... 47 more
Caused by: gov.va.med.person.exceptions.PSException: RemoteException caught in
PSDelegate
at gov.va.med.person.delegate.PSDelegate.obtain(PSDelegate.java:247)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at gov.va.med.caip.client.factory.DelegateProxy.invoke(DelegateProxy.java:116)
at gov.va.med.caip.client.factory.DelegateProxy.invoke(DelegateProxy.java:80)
at $Proxy89.obtain(Unknown Source)
at
gov.va.med.esr.service.impl.PSCAIPDelegatedServiceImpl.obtain(PSCAIPDelegatedS
erviceImpl.java:69)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUti
ls.java:287)

```

```

at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(R
eflectiveMethodInvocation.java:181)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:148)
at
gov.va.med.fw.service.support.SpawnedThreadAdvice.invoke(SpawnedThreadAdvice.j
ava:34)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
gov.va.med.esr.service.impl.CAIPDelegatedServiceAdvice.invoke(CAIPDelegatedSer
viceAdvice.java:27)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
org.springframework.transaction.interceptor.TransactionInterceptor.invoke(Tran
sactionInterceptor.java:96)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
gov.va.med.fw.util.PerformanceMonitorInterceptor.invokeUnderTrace(PerformanceM
onitorInterceptor.java:51)
at
org.springframework.aop.interceptor.AbstractTraceInterceptor.invoke(AbstractTr
aceInterceptor.java:111)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy
.java:176)
at $Proxy12.obtain(Unknown Source)
at
gov.va.med.esr.service.impl.PSDelegateServiceImpl.getIdentityTraits(PSDelegate
ServiceImpl.java:203)
... 84 more

```

2.2. Person Unknown to PSIM

When a patient is registered in VistA, a message is sent to the Master Veteran Index (MVI) for the person. MVI then sends an Add message for the person to PSIM. Meanwhile, VistA also sends the ORU-Z07 message to ES. If ES receives this message before the person is added on PSIM, then processing of the message will fail with a Person Not Found error.

2.3. ORUZ07 rejected due to Invalid State Code

The following exception will be seen in the inbound esr.log when the state code on the Z07 message is invalid. The telling part of the stack trace is in **bold**. The solution is to have the site correct the State and re-transmit the ORUZ07 to ES.

```
gov.va.med.esr.messaging.service.inbound.InboundProcessException: Invalid
State Code: PH at
gov.va.med.esr.messaging.service.inbound.AbstractInboundProcessService.createI
nboundProcessException(AbstractInboundProcessService.java:152)
at
gov.va.med.esr.messaging.service.inbound.AbstractInboundProcessService.createI
nboundProcessException(AbstractInboundProcessService.java:204)
at
gov.va.med.esr.messaging.service.inbound.Z07ProcessService.doProcessMessage(Z0
7ProcessService.java:79)
at
gov.va.med.esr.messaging.service.inbound.AbstractInboundProcessService.process
Message(AbstractInboundProcessService.java:351)
at sun.reflect.GeneratedMethodAccessor260.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25) at java.lang.reflect.Method.invoke(Method.java:324)
at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUti
ls.java:287)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(R
eflectiveMethodInvocation.java:181)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:148)
at
gov.va.med.fw.service.transaction.TransactionSynchronizationInitializer.invoke
(TransactionSynchronizationInitializer.java:82)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
gov.va.med.fw.service.transaction.RollbackAdvice.invoke(RollbackAdvice.java:50
)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
org.springframework.transaction.interceptor.TransactionInterceptor.invoke(Tran
sactionInterceptor.java:96)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
```

```

at
gov.va.med.esr.messaging.util.InboundMessagePerformanceMonitorInterceptor.invokeUnderTrace(InboundMessagePerformanceMonitorInterceptor.java:64)
at
org.springframework.aop.interceptor.AbstractTraceInterceptor.invoke(AbstractTraceInterceptor.java:111)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:170)
at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:176)
at $Proxy89.processMessage(Unknown Source)
at
gov.va.med.esr.messaging.service.inbound.UnsolicitedInboundProcessService.processSingleMessage(UnsolicitedInboundProcessService.java:235)
at
gov.va.med.esr.messaging.service.inbound.UnsolicitedInboundProcessService.processBatchMessage(UnsolicitedInboundProcessService.java:156)
at
gov.va.med.esr.messaging.service.inbound.UnsolicitedInboundProcessService.processMessage(UnsolicitedInboundProcessService.java:95)
at sun.reflect.GeneratedMethodAccessor260.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25) at java.lang.reflect.Method.invoke(Method.java:324)
at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:287)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMethodInvocation.java:181)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:148)
at
gov.va.med.fw.service.transaction.RollbackAdvice.invoke(RollbackAdvice.java:50)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:170)
at
org.springframework.transaction.interceptor.TransactionInterceptor.invoke(TransactionInterceptor.java:96)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:170)
at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:176) at $Proxy89.processMessage(Unknown Source)
at sun.reflect.GeneratedMethodAccessor5622.invoke(Unknown Source)

```

```

at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25) at java.lang.reflect.Method.invoke(Method.java:324)
at gov.va.med.fw.util.Reflector.invoke(Reflector.java:52)
at
gov.va.med.fw.service.jms.MessageDrivenService.processServiceInvocation(Message
eDrivenService.java:308)
at
gov.va.med.fw.service.jms.MessageDrivenService.onMessage(MessageDrivenService.
java:163)
at weblogic.ejb20.internal.MDListener.execute(MDListener.java:400)
at
weblogic.ejb20.internal.MDListener.transactionalOnMessage(MDListener.java:333)
at weblogic.ejb20.internal.MDListener.onMessage(MDListener.java:298)
at weblogic.jms.client.JMSSession.onMessage(JMSSession.java:2698) at
weblogic.jms.client.JMSSession.execute(JMSSession.java:2610) at
weblogic.kernel.ExecuteThread.execute(ExecuteThread.java:224) at
weblogic.kernel.ExecuteThread.run(ExecuteThread.java:183) Caused by:
gov.va.med.esr.messaging.service.inbound.InboundProcessException: Invalid
State Code: PH
at
gov.va.med.esr.messaging.service.inbound.AbstractInboundProcessService.createI
nboundProcessException(AbstractInboundProcessService.java:152)
at
gov.va.med.esr.messaging.service.inbound.AbstractInboundProcessService.createI
nboundProcessException(AbstractInboundProcessService.java:204)
at
gov.va.med.esr.messaging.service.inbound.Z07ProcessService.doProcessMessage(Z0
7ProcessService.java:162)
at
gov.va.med.esr.messaging.service.inbound.Z07ProcessService.doProcessMessage(Z0
7ProcessService.java:73) ... 46 more Caused by:
gov.va.med.fw.util.builder.BuilderException: Invalid State Code: PH
at gov.va.med.fw.util.builder.AbstractBuilder.build(AbstractBuilder.java:70)
at
gov.va.med.esr.messaging.service.inbound.AbstractInboundProcessService.buildPe
rson(AbstractInboundProcessService.java:106)
at
gov.va.med.esr.messaging.service.inbound.Z07ProcessService.doProcessMessage(Z0
7ProcessService.java:126) ... 47 more Caused by:
gov.va.med.fw.util.builder.BuilderException: Invalid State Code: PH
at gov.va.med.fw.util.builder.AbstractBuilder.build(AbstractBuilder.java:82)
at
gov.va.med.esr.messaging.parser.Z07Parser.processAddress(Z07Parser.java:1644)
at
gov.va.med.esr.messaging.parser.Z07Parser.buildAddresses(Z07Parser.java:726)
at gov.va.med.esr.messaging.parser.Z07Parser.build(Z07Parser.java:678)
at sun.reflect.GeneratedMethodAccessor5581.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25) at java.lang.reflect.Method.invoke(Method.java:324)
at gov.va.med.fw.util.Reflector.invoke(Reflector.java:52)

```

```

at
gov.va.med.fw.util.builder.AbstractBuilder.invokeBuild(AbstractBuilder.java:108)
at gov.va.med.fw.util.builder.AbstractBuilder.build(AbstractBuilder.java:61)
... 49 more Caused by: gov.va.med.fw.util.builder.BuilderException: Invalid
State Code: PH
at
gov.va.med.esr.common.builder.entity.AddressBuilder.buildStateOrProvince(AddressBuilder.java:136)
at
gov.va.med.esr.common.builder.entity.AddressBuilder.transfer(AddressBuilder.java:265) at
gov.va.med.esr.common.builder.entity.AddressBuilder.build(AddressBuilder.java:109)
at sun.reflect.GeneratedMethodAccessor5561.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25) at java.lang.reflect.Method.invoke(Method.java:324)
at gov.va.med.fw.util.Reflector.invoke(Reflector.java:52)
at
gov.va.med.fw.util.builder.AbstractBuilder.invokeBuild(AbstractBuilder.java:108)
at gov.va.med.fw.util.builder.AbstractBuilder.build(AbstractBuilder.java:78)
... 58 more Caused by: gov.va.med.esr.service.UnknownLookupCodeException:
Could not find the lookup by code Code: PH DAO:
gov.va.med.esr.common.model.lookup.State
at
gov.va.med.esr.service.impl.LookupServiceImpl.getByCode(LookupServiceImpl.java:114) at
gov.va.med.esr.service.impl.LookupServiceImpl.getStateByCode(LookupServiceImpl.java:1601)
at
gov.va.med.esr.common.builder.entity.AddressBuilder.getStateByStateCode(AddressBuilder.java:172)
at
gov.va.med.esr.common.builder.entity.AddressBuilder.buildStateOrProvince(AddressBuilder.java:133) ... 66 more

```

2.4. ServiceException when completing a registration in Add A Person

The following exception will be seen on the ES user interface when attempting to complete a person registration in ES, with an invalid/unsupported Preferred Facility selected on the Demographics -> Personal screen. The telling part is highlighted in **bold** below. The solution is to select a valid Preferred Facility, and select “Complete Registration” from the “ES Registration” menu.

```

gov.va.med.fw.service.ServiceException: <xml-fragment
xmlns:ids="http://vaww.oed.oit.va.gov"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">ERROR Add Preferred Treating
Facility MPI response=

```

```

-1^COMMUNICATION Failure. No handle after sending RPC to Vista</xml-fragment>
at
gov.va.med.esr.service.impl.IdmWebServiceDelegateImpl.execute1301(IdmWebServic
eDelegateImpl.java:577)
at
gov.va.med.esr.service.impl.IdmWebServiceDelegateImpl.addPreferredFacility(Idm
WebServiceDelegateImpl.java:451)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUti
ls.java:287)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(R
eflectiveMethodInvocation.java:181)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:148)
at
gov.va.med.fw.service.transaction.RollbackAdvice.invoke(RollbackAdvice.java:50
)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
gov.va.med.fw.util.PerformanceMonitorInterceptor.invokeUnderTrace(PerformanceM
onitorInterceptor.java:51)
at
org.springframework.aop.interceptor.AbstractTraceInterceptor.invoke(AbstractTr
aceInterceptor.java:111)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy
.java:176)
at $Proxy23.addPreferredFacility(Unknown Source)
at
gov.va.med.esr.service.impl.PersonServiceImpl.addPreferredFacilityCorrelation(P
ersonServiceImpl.java:814)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25)
at java.lang.reflect.Method.invoke(Method.java:324)

```

```

at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:287)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMethodInvocation.java:181)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:148)
at
gov.va.med.fw.service.transaction.RollbackAdvice.invoke(RollbackAdvice.java:50)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:170)
at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:176)
at $Proxy24.addPreferredFacilityCorrelation(Unknown Source)
at
gov.va.med.esr.service.impl.ApplicationInProcessServiceImpl.processCompleteRegistration(ApplicationInProcessServiceImpl.java:361)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:287)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMethodInvocation.java:181)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:148)
at
gov.va.med.fw.service.transaction.TransactionSynchronizationInitializer.invoke(TransactionSynchronizationInitializer.java:82)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:170)
at
gov.va.med.fw.service.transaction.RollbackAdvice.invoke(RollbackAdvice.java:50)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvocation.java:170)

```



```

at
org.springframework.transaction.interceptor.TransactionInterceptor.invoke(Tran
sactionInterceptor.java:96)
at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(Reflectiv
eMethodInvocation.java:170)
at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy
.java:176)
at $Proxy62.processCompleteRegistration(Unknown Source)
at
gov.va.med.esr.ui.admin.action.SearchAction.addNewPerson(SearchAction.java:879
)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.j
ava:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at
org.apache.struts.actions.DispatchAction.dispatchMethod(DispatchAction.java:27
6)
at
gov.va.med.fw.ui.struts.ServiceBrokerAction.execute(ServiceBrokerAction.java:2
91)
at
gov.va.med.esr.ui.common.action.AbstractAction.execute(AbstractAction.java:169
)
at
gov.va.med.esr.ui.common.action.PersonAbstractAction.execute(PersonAbstractAct
ion.java:94)
at
org.springframework.web.struts.DelegatingActionProxy.execute(DelegatingActionP
roxy.java:106)
at
org.apache.struts.action.RequestProcessor.processActionPerform(RequestProcesso
r.java:421)
at
org.apache.struts.action.RequestProcessor.process(RequestProcessor.java:226)
at org.apache.struts.action.ActionServlet.process(ActionServlet.java:1164)
at org.apache.struts.action.ActionServlet.doGet(ActionServlet.java:397)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at
weblogic.servlet.internal.ServletStubImpl$ServletInvocationAction.run(ServletS
tubImpl.java:1077)
at
weblogic.servlet.internal.ServletStubImpl.invokeServlet(ServletStubImpl.java:4
65)
at weblogic.servlet.internal.TailFilter.doFilter(TailFilter.java:28)

```

```

at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:27)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:264)
at
org.acegisecurity.intercept.web.FilterSecurityInterceptor.invoke(FilterSecurityInterceptor.java:107)
at
org.acegisecurity.intercept.web.FilterSecurityInterceptor.doFilter(FilterSecurityInterceptor.java:72)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:274)
at
org.acegisecurity.ui.ExceptionTranslationFilter.doFilter(ExceptionTranslationFilter.java:110)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:274)
at
org.acegisecurity.providers.anonymous.AnonymousProcessingFilter.doFilter(AnonymousProcessingFilter.java:125)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:274)
at
org.acegisecurity.context.HttpSessionContextIntegrationFilter.doFilter(HttpSessionContextIntegrationFilter.java:195)
at
org.acegisecurity.util.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:274)
at org.acegisecurity.util.FilterChainProxy.doFilter(FilterChainProxy.java:148)
at
org.acegisecurity.util.FilterToBeanProxy.doFilter(FilterToBeanProxy.java:90)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:27)
at gov.va.med.fw.ui.filter.DecryptionFilter.doFilter(DecryptionFilter.java:76)
at weblogic.servlet.internal.FilterChainImpl.doFilter(FilterChainImpl.java:27)
at
weblogic.servlet.internal.WebAppServletContext$ServletInvocationAction.run(WebAppServletContext.java:7053)
at
weblogic.security.acl.internal.AuthenticatedSubject.doAs(AuthenticatedSubject.java:321)
at weblogic.security.service.SecurityManager.runAs(SecurityManager.java:121)
at
weblogic.servlet.internal.WebAppServletContext.invokeServlet(WebAppServletContext.java:3902)
at
weblogic.servlet.internal.ServletRequestImpl.execute(ServletRequestImpl.java:2773)
at weblogic.kernel.ExecuteThread.execute(ExecuteThread.java:224)

```

```
at weblogic.kernel.ExecuteThread.run(ExecuteThread.java:183)
```

3. FAQs

1. *Is it OK to leave ES up and running if PSIM is down, or planned to be shutdown?*

No. In order to successfully process messages, ES requires PSIM to be running. If PSIM is down or has planned down time, ES should be shutdown as well.

2. *Is it OK to leave VistA Interface Engine (VIE) “ToEDB” model running if ES is down, or planned to be shutdown?*

No. The “ToEDB” model in VIE should be shutdown if ES is down, or planned to be taken down.

3. *Is it OK to leave PSIM up and running if ES is down, or planned to be shutdown?*

Yes, PSIM can be left up and running. PSIM needs ES to be up for sending link and unlink messages only. They have the ability to resend these messages.

4. *Are there limits on HL7 messaging for ES?*

Yes. The Java Messaging Service (JMS) queues have a maximum storage limit of approximately one million messages. If there will be a large number of inbound (to ES) or outbound (to VistA) messages, then the messages will need to be throttled to avoid overwhelming the JMS queues.

4. Troubleshooting

4.1. Scenario 1: Missing Inbound Message

Troubleshooting Steps

1. Which site sent the message?

This can be found in the BHS segment. In the below example, the Z07 came from VA Medical Center (VAMC) 552.

```
BHS^~|\&^VAMC
552^552^ESR^200ESR^20040810^^~T~ORU|Z07~2.3.1~AL~AL^^54364365^
```

2. What are the Batch Control Number and Message Control Number?

In the below example, 54364365 is the batch control number and 88865050-1 is the message control number.

```
BHS^~|\&^VAMC
552^552^ESR^200ESR^20040810^^~T~ORU|Z07~2.3.1~AL~AL^^54364365^
MSH^~|\&^VAMC 552^552^ESR^200ESR^20030904121212-
0500^^ORU~Z07^88865050-1^T^2.1^^AL^AL^USA
```

3. What Person is contained in the HL7 message?

The Data File Number (DFN) is in the PI section of the PID segment. In this example, 55202 is the DFN.

```
PID^1^1000913833V082573^1000913833V082573~~~USVHA&&0363~NI~VA FACILITY
ID&200M&L| 55202~~~
USVHA&&0363~PI~VA FACILITY ID&500&L|000004834~~~USSSA&&0363~SS~VA
FACILITY ID&500&L|666123456~~~USSSA&&0363~SS~VA FA
CILITY ID&500&L~~20060127|000123456~~~USSSA&&0363~SS~VA FACILITY
ID&500&L~~20060127^^ESRPATIENT~FNAME~X~~~^19270101^M^^557
OREGONS~"~LITTLE FALLS~NY~13333-1633~USA~VACAE~STE
322~20020125&20060125|3400 EDS DRIVE~"~HERNDON~VA~20171-
1633~USA~P~STE 322~20020125&20060125^^
(999)123-0001~PRN~PH|(999)123-0002~WPN~PH|(999)123-
0003~ORN~CP|(999)123-0004~BPN~BP|~NET~INTERNET~EMAIL@FOO.COM^(999)123-
0005X3464
^^^^1346
```

4. When was the message sent?

The message below was sent on 8/10/2004.

```
BHS^~|\&^VAMC
552^552^ESR^200ESR^20040810^^~T~ORU|Z07~2.3.1~AL~AL^^54364365^
```

5. Query the database for the message.

If the message is not found in the database then either ES has not received it, or it is still in the inbound JMS queue waiting to be processed.

```
Find a Message by Message Control Id (replace number)
select message_control_number, record_created_by,
to_char(record_created_date, 'mm/dd/yyyy hh:mi:ss') from
hl7_transaction_log where message_control_number='88865050-1'
```

6. Look at the backlog of messages on JMS queue (using Introscope).

Tip: A high volume of messages in MessagesCurrentCount for a particular JMS queue would indicate that there are messages that ES has not yet processed.

7. Check with VIE, as to the status of the message.

VIE will typically need the Batch Control ID to track it down in their JMS queues.

4.2. Scenario 2: Missing Outbound Message

Troubleshooting Steps

1. First look in the HL7_TRANSACTION_LOG table for the Message Control ID.

```
select message_control_number, record_created_by,
to_char(record_created_date, 'mm/dd/yyyy hh:mi:ss') from
hl7_transaction_log where message_control_number='88865050-1'
```

2. If it is not found in HL7_TRANSACTION_LOG, then check whether ES triggered this outbound message at all?

Look in triggerEvent.log in XpoLog

Tip: Search for personId=xxx

3. Is there a Consistency Check failure that occurred in Cluster1?

The following would be found in the esr.log for the outbound managed server:

```
[ERROR] 21 Aug 03:45:25.467 PM ExecuteThread: '8' for queue:
'OutboundMessageThreadPool'
[gov.va.med.esr.messaging.util.MessagingWorkloadCaseHelper]
Create ConsistencyCheck WorkloadCase for group [Enrollment
Eligibility] and target Person [133156322] for target Message [ORUZ05-
S]
```

4. Is there a Workload Case created?

Replace with personId and *n* in the following.

```
select * from wkf_Case where person_ID=2 and rownum<20 order by
record_created_date desc
```

5. Look in esr.log in Cluster1.
6. If everything looks okay in ES, contact the VIE team, giving them the Batch Control ID or Message Control ID.

4.3. Scenario 3: Batch Process taking too long

Troubleshooting Steps

1. Confirm if the batch process is still running. This may not always be straightforward.
 - Look for the batch process' execution in the esr.log file.

```
[INFO] 22 Aug 03:10:00.043 AM ExecuteThread: '13' for
queue: 'InternalEventThreadPool'
[gov.va.med.fw.batchprocess.BatchProcessServiceImpl]
Executing job/process
[scheduledJob.dataSynchronizationHECLegacyProducer] for
executionContext/user [AUTO_PER_SCHEDULE]
```
 - Find the thread ID running the batch process.
 - Look for subsequent log statements with the thread ID.

```
[INFO] 22 Aug 03:10:01.106 AM ExecuteThread: '13' for
queue: 'InternalEventThreadPool'
[gov.va.med.esr.common.batchprocess.datasync.HECLegacyDataSynch
ronizationProducerProcess]
AbstractDataQueryIncrementalProcess acquired 65 data records
```
 - Do a few refreshes for the view on the Batch Processes -> Active tab. If the number of records does not change after several refreshes, then check the history of the job on the management tab. An entry with a status of NOT_EXECUTED_SINCE_INFLIGHT_PROCESS can indicate that the server restarted, and the batch job is therefore stalled.
2. If the batch process is running, look at database statistics from Prod DBS and/or Introscope.
3. If the batch process is not running, mark as ERROR from the user interface to clean up the view.
4. If the batch job is scheduled to execute again within 12 hours, then wait for the job to start automatically at the next scheduled start time. Otherwise, restart the job by clicking the [Execute](#) hyperlink for the batch job listed on the Batch Processes tab.

4.4. Scenario 4: For a batch process, what is the reason for the numberOfErrorRecords=n, where n is not 0?

Troubleshooting Steps

1. Find the batch process' execution in esr.log.
2. Determine the thread ID.
3. Look for any exceptions that follow for that thread ID. Threads get reused once they are complete, so the thread may be used by another process later on.

4. Analyze the exceptions found, and work with Level 3 support to resolve them.

Note: Some batch jobs write exceptions to an .exception file. The ones that do this are: IVM Producer and AAC Letter Export.

4.5. Scenario 5: MSDS Query Status remains in “Queried – Pending Response.”

This scenario assumes that a Veteran record has been identified already.

Troubleshooting Steps

1. Contact the “AITS SOS WebLogic Support” mail group in Outlook asking them to check the status of the ES Military Service Data Sharing (MSDS) web service.
2. Contact Tier 3 support.

4.6. Scenario 6: Users of the ES Eligibility & Enrollment Web Service say they are not getting a response.

Troubleshooting Steps

1. Contact the “AITS SOS WebLogic Support” mail group in Outlook, asking them to check the status of the ES Eligibility and Enrollment Service (EES) web service.
2. Contact Tier 3 support.

4.7. Scenario 7: Outbound messages are missing

Troubleshooting Steps

- Contact the “AITS SOS WebLogic Support” mail group in Outlook asking them to check the person id for the missing message in cluster 1 logs. If the person id is not found, request them to check status of the messaging event queue to see if there are any pending messages in the queue.
- Contact Tier 3 support.

4.8. Scenario 8: PSIM web service interface is failing with axis fault error

- If you see error message like “Caused by: javax.net.ssl.SSLHandshakeException: Received fatal alert: certificate_expired”.
- Contact the “AITS SOS WebLogic Support” mail group in Outlook asking them to check the logs for any certificate errors or VAAFI connection errors. If there are certificate or VAAFI connectivity errors, contact the VAAFI support team.

4.9. Scenario 9: Veterans Online Application submissions to ES are not being processed successfully.

Troubleshooting Steps

1. Login to ES, then select the “Worklist” menu, then the Search Items tab and search for Veterans Online Application work items created on the date in question. You will be able to determine whether or not the application failed to process due to the creation of the work item.
2. Contact the “AITC SoS WebLogic Support” mail group in Outlook and ask them to check the status of the ES application.
3. Contact VOA UI support team to check the status of the VOA UI application.
4. Contact Tier 3 support.

4.10.Scenario 10: Health Benefit Plan data in ES are not being transmitted to the sites.

Troubleshooting Steps

1. Verify a Z11 was transmitted from ES to the sites; Verify the Z11 contains the ZHP segment.
2. Login to ES, then navigate to Admin -> System Parameters. Verify the system parameter named ***HBP Data sharing indicator*** is set to “Y” to enable the ZHP segment to be included in the Z11 messages to the sites.
3. Contact Tier 3 support.