

If messages aren't being received on a connection:

1. Check the connection state for the system in the Engine Monitor.
2. Check the logs to make sure inbound messages are being received.
3. Check the logs to make sure outbound messages are being sent and we are receiving ACKs for those messages.
 - a. If we're not receiving ACKs, call up the system admin for that system and let them know what IP and Port we are trying to connect to and that we're not receiving ACKs.
 - b. If the system admin is not available, call up the Vendor contact on the TMH Interface Engine Contact Sheet and let them know what the problem is and ask them to fix it.

If messages aren't being received for a Cerner connection:

Check the connections as described above, then:

1. Open the SI Manager and go to ESI Troubleshooting.
2. Double-click on *Search (ESI_LOG)*
3. You can specify a date/time range for viewing messages being passed to the ESI Comserver.
4. Click Search and look at the ERROR STAT column of the search window.
5. Check for messages that say ESI_STAT_FAILURE.
6. Right click on any failed messages and choose Queue Trace Report.
7. An info display will pop up with detailed error information that you can give to Cerner.

Next, call Sam Vickers or Jim Biersman and let them know what's up.

Finally, contact Cerner and ask them to look into it.