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### Question

[Scott Roth](#) · Mar 31, 2017

## Troubleshooting Disconnects

One of our Departments are claiming that we are losing HL7 messages that are sent from their Vendor's system to Ensemble.

I know interfaces 101 if we have no record of the message then we never received it, however they are insisting they are sending it.

I asked them to provide the ACK's if they sent the messages but Ensemble had no corresponding Message Control ID (MSH.10) .

Currently I have the following settings...

[Job Per Connection](#)

[Allowed IP Addresses](#)

OS Accept Connection Queue Size

Stay Connected

[Read Timeout](#)

[SSL Configuration](#)

[Additional Settings](#)

Schedule

Pool Size

[Local Facility Application](#)

Ack Mode

Use ACK Commit Codes

[Ignore Inbound ACK](#)

Add NACK ERR

### NACK Error Code

Clear TCP Buffer Before ACK

### Batch Handling

### DocType Resolution

Save Replies

Stay Connected is set to 1 because they tend to drop after each message. We have asked them to change their interface to stay connected all the time.

I am at a loss after 13 years of working with Interfaces for a vendor to be telling me that its our fault in losing messages but not having a record of it.

### Default Char Encoding

Does anyone have any other ideas on how we can figure out where these messages are going if the vendor says they are sending them to us, but I have no record of it?

Thanks

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