
Question

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Is there a way to trigger system functions from Alerting in Ensemble

We have a vendor that every couple of days will just stop transmitting messages, but still hold the TCP/IP connection open. No matter how many times we troubleshoot and talk with them, they don't seem to think its an issue with system. Normally if I just restart the service it will get the data flowing again.

I know ideal is for them to fix the issue, but in the meantime I have setup an Inactivity time out alert. I was wondering with the correct filtering if there was a way to say if the Inactivity Alert is triggered during the business day, to have the Alert trigger a restart of the service?

Thanks

Scott

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