

Question

[Andrew Neilson](#) · Sep 12, 2022

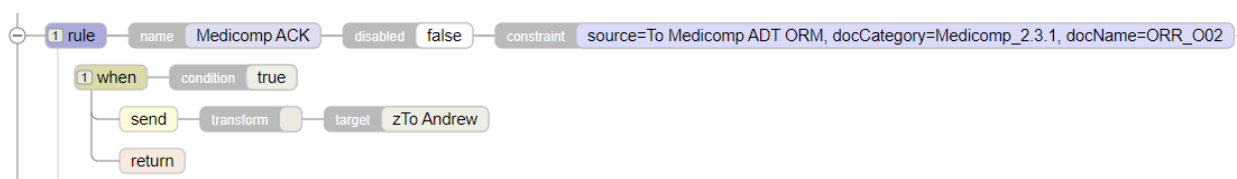
Routing ACKS.

I'm trying to get an ACK routed to a different process in our Test environment and here is the router setup:

The screenshot shows the configuration for a 'Bad Message Handler'. The fields are as follows:

- Bad Message Handler:** A dropdown menu with a downward arrow.
- Response From:** A dropdown menu showing 'To Medicomp ADT ORM' with a downward arrow.
- Response Target Config Names:** A dropdown menu showing 'Z Andrew Test Router2' with a downward arrow.
- Response Timeout:** A text input field containing '-1'.
- Force Sync Send:** An unchecked checkbox.
- Act On Transform Error:** An unchecked checkbox.
- Act On Validation Error:** An unchecked checkbox.
- Reply Code Actions:** A text input field.
- Retry Interval:** A text input field containing '5'.
- Failure Timeout:** (Partially visible at the bottom).

I have a rule in the target router to send to an operation.



The problem I'm running into is that the HL7 ACK coming back is marked as "Discarded", so it's not even getting to

Routing ACKS.

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the second router.

| | | | | | | | | |
|--------------------------|---|-----------|-------------------------|-----------|-----------|----|---------------------|---------------------|
| <input type="checkbox"/> | 2 | 735138284 | 2022-09-12 10:56:10.111 | 734582612 | Discarded | OK | To Medicomp ADT ORM | Medicomp Router |
| <input type="checkbox"/> | 3 | 735138276 | 2022-09-12 10:56:02.861 | 734582612 | Completed | OK | Medicomp Router | To Medicomp ADT ORM |

This is the ACK message:

HL7 ORR_O02 Message - Id = 517839715, DocType = 'Medicomp 2.3.1:ORR_O02', Message Type Category = 'Medicomp_2.3.1'
'General order response message response to any ORM - Order response (also RRE, RRD, RRG, RRA)', 4 Segments

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-----|--|------|--|-------------------|--|--------------------------------------|--|-----|--|----------|---|----------------|--|---|--|----------|---|-----|--|-----|--|---|--|-----------|--|---|--|---------------|--|---|--|---|--|---|--|---|--|---|
| 1 | MSH | | ^~\& | | MedicompInterface | | Medicomp | | RAD | | 3480 | | 20220912105520 | | _ | | ORR | ^ | O02 | | 465 | | I | | 2.6 | | _ | | | | | | | | | | | | |
| 2 | MSA | | AA | | 465 | | Update Enrollment Disabled | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | PID | | 1 | | _ | | 5327682 | | _ | | CRENSHAW | ^ | DARRYL | | _ | | 19910304 | | M | | _ | | _ | | 6 PARK ST | | _ | | (434)672-4985 | | _ | | _ | | _ | | _ | | _ |
| 4 | ORC | | OK | | _ | | 11afb6f2-e408-45b4-bee7-a436981b6fc2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

I've tried everything I can think of, but once the ACK hits the router, it gets marked as discarded and then things just stop. This particular interface is sensitive and it would be good to generate an email if there is a problem with the enrollment (MSA-3)

Any ideas would be appreciated.

Thanks

Andrew

[#HL7 #InterSystems IRIS for Health](#)

Product version: IRIS 2021.2

\$ZV: IRIS for Windows (x86-64) 2021.2 (Build 649U) Thu Jan 20 2022 08:46:32 EST [Health:3.4.0]

Source URL: <https://community.intersystems.com/post/routing-acks>