

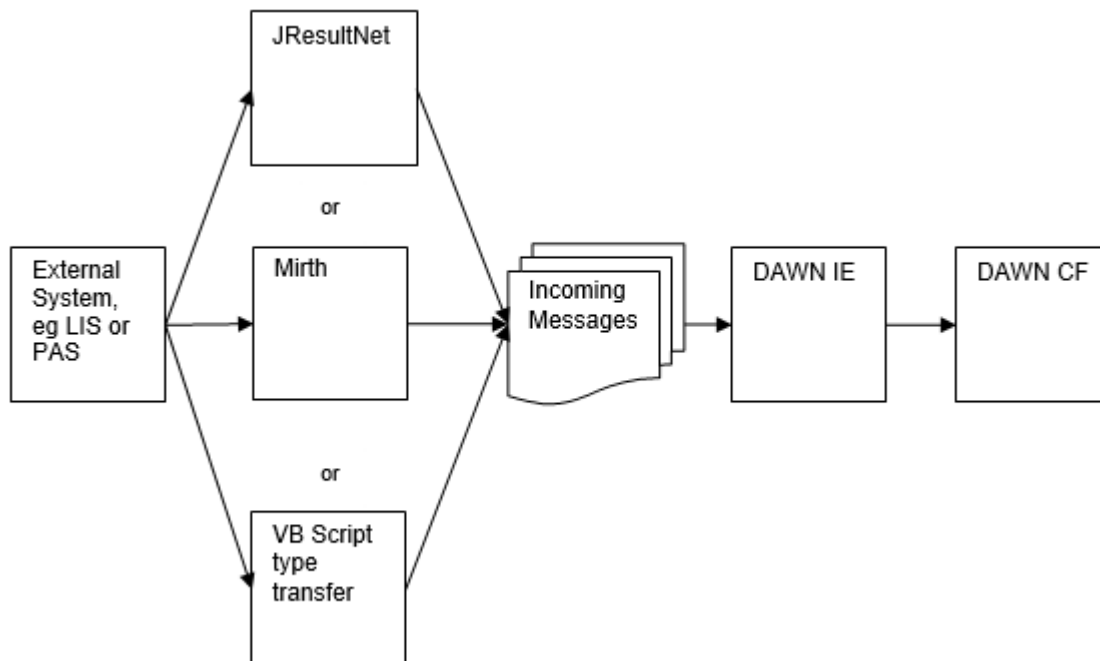
# DAWN Inbound Interfaces Troubleshooting Guide - Full document

## Introduction

This document should be used in conjunction with the document *Dawn CF Integration Engine - Interface Manual.pdf* which contains information about standard running of the interface. This document is intended to *only* assist the situation where the one of the Inbound interfaces, eg the INR interface or the Demographics interface, is not working at all, ie no interface messages are successfully coming into DAWN. It is **not** intended for assistance in making minor configuration changes, for example to a particular message. This is because all configuration changes should **only be done** in conjunction with 4S staff and must be fully tested before being used to add/update information for live patients.

## Inbound Interfaces Overview

At its simplest, the Inbound interfaces process flow is as follows:



JRN, Mirth & VB Script are 3 different ways that the External System can transfer its information to DAWN. Collectively they are known as External System Interfacers (ESI). One site may use a combination of more than one ESI.

Some sites also transfer files directly to the DAWN Input Folders without using an ESI.

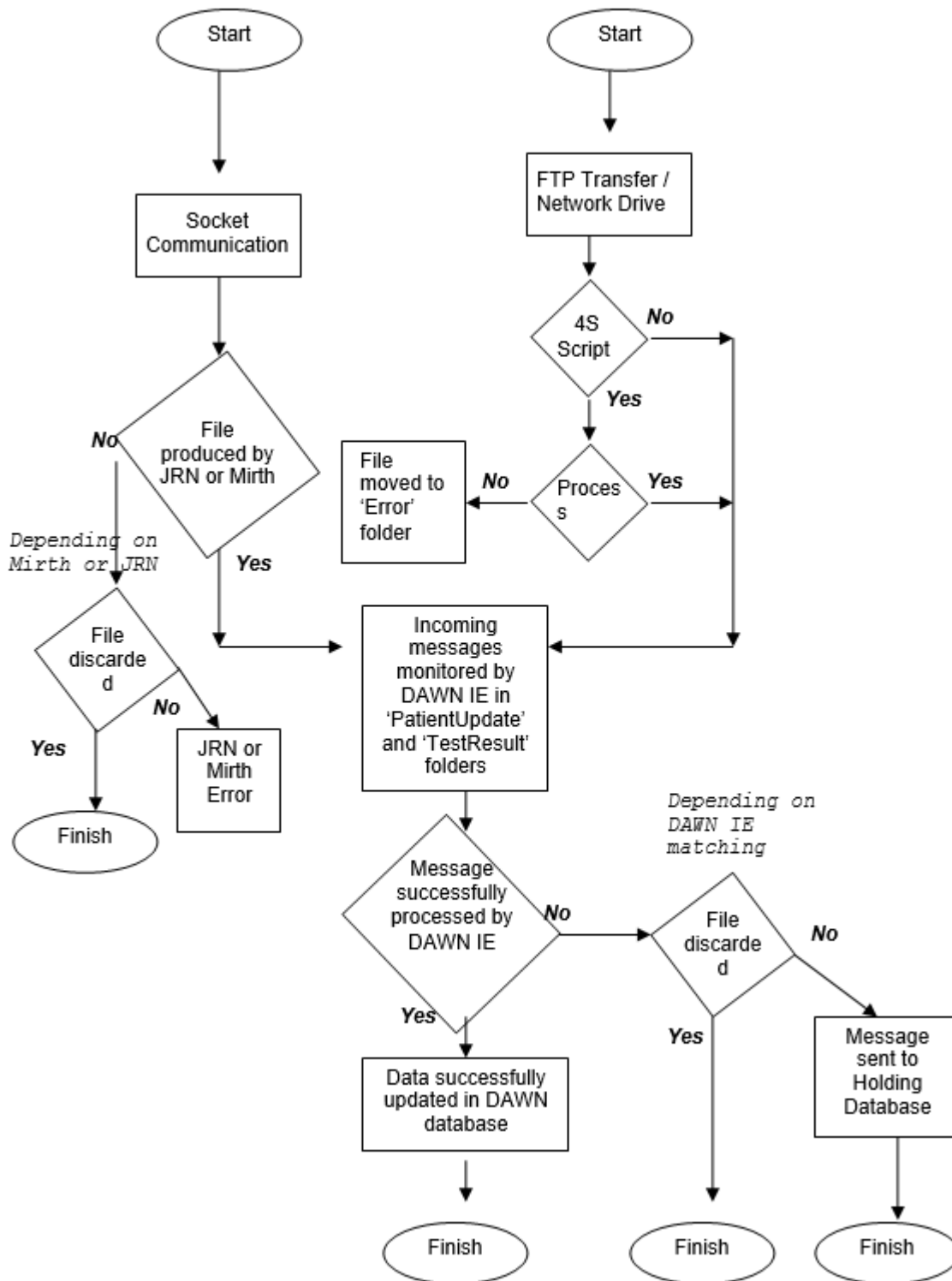
Some installations have just one set of messages coming into DAWN, for example INR results, whereas other sites may have multiple sets, eg test results and demographics. The interface may stop working for either one or multiple sets of messages.

Following processing by the ESI, the Inbound Messages are typically stored as follows:

INR & Other Test Results	...\DAWN Interface\DAWN IE\Applications\DAWN AC Version 7\Input Files\TestResult
Demographic, Admission/Discharge & Scheduling	...\DAWN Interface\DAWN IE\Applications\DAWN AC Version 7\Input Files\PatientUpdate

These are referred to generically as the 'Input Folders'.

In more detail, the process expands to the following:



## Identify where the Inbound Interface Problem Lies

- Is the Dawn IE schema configuration intact?
- Is DAWN IE running successfully but the results are still not coming into DAWN?

- [How to check if results are now getting processed in DAWN](#)

When it is suspected there may be a problem with an interface not working, typically 'interface results are not coming into DAWN', the first thing to do is try to identify approximately where the problem lies along the chain. For sites that have multiple sets of messages, it is helpful to establish whether only one or *all* sets of messages are not entering DAWN.

To identify where the problem lies, follow the steps in this section.

## Is the Dawn IE schema configuration intact?

1. Navigate to the appropriate Input Folder (see above) for the message type.
2. Look for the schema.ini file
3. If the file *does* exist then go to section [Is DAWN IE running successfully but the results are still not coming into DAWN?](#)
4. If the file *does not* exist, then there is a possibility that the file has got removed by mistake. In order to fix this problem follow these steps:
  - a. Stop the DawnIE service (see below for details of how to do this)
  - b. For test results, copy the schema.ini file from '..\MasterSchema' folder into the 'TestResult' folder.
  - c. For Demographic results, copy the schema.ini file from '...\PatientUpdateMasterSchema' folder into the 'PatientUpdate' folder.
  - d. Start the DawnIE service (see below)
  - e. Go to the section [How to check if results are now getting processed in DAWN](#)

## Is DAWN IE running successfully but the results are still not coming into DAWN?

1. Right click on the schema.ini file and select 'Properties' to find the modified date/time.
2. The modified date/time of this file is the date/time when the last result/demographic message was processed by DAWN IE.
3. If the file modified date/time is very recent then this means that the DAWN Interface is *receiving* the messages from the LIS/PAS External System and the problem may lie *within* DAWN IE. In this case go to the section [Troubleshooting DAWN IE Application](#).
4. If the file modified date time is *not* recent then:
  - a. if there are recent results messages in the Input Folder, either DAWN IE is not running or is failing in some other way. Go to the section [Troubleshooting DAWN IE Application](#).  
or
  - b. if there are *no* recent results messages in the Input Folder, messages are failing *before* reaching DAWN IE. In this case, depending on which ESI the installation uses for this message type, either go to the section
    - [Troubleshooting the Mirth Application](#) or

- [Troubleshooting the JResultNet Application](#) or
- [Troubleshooting VB Script Type Message Retrieval](#)

## How to check if results are now getting processed in DAWN

To see if results are now being processed by DAWN:

1. Check the last modified date on the schema.ini (see above for details).
2. If it has been updated recently:
  - a. ask the users if the missing results are now coming into their DAWN system.
3. If it hasn't been updated recently:
  - a. return to the section [Is DAWN IE running successfully but the results are still not coming into DAWN?](#) above.

## Troubleshooting the DAWN IE Application

- [See if the DawnIE Service is running on the server](#)
- [Stopping & Starting DAWN IE](#)
- [Running DAWN IE manually to troubleshoot the interface](#)
- [Monitoring the DawnIE.exe process in Task Manager](#)
- [Checking the DAWN IE processing log](#)
- [Identify why DAWN IE failed to start](#)
- [Check if the Log Table has been corrupted](#)
- [Check if the Messages are going to Hold due to Losing Connection with the Database](#)
- [Check why the Interface Login is Failing](#)
- [Check why DAWNIE cannot run under FireDaemon](#)

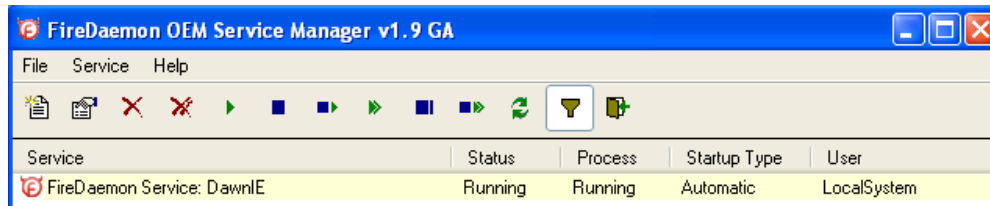
If there are or have been recent messages in the Input Folder, it is likely that the problem lies within DAWN IE. In this case, the steps to be followed are:

1. Go to the section [See if the DawnIE Service is running on the server](#)
2. If it *is* running, go to the section [Checking the DAWN IE processing log](#)
3. If this log does not appear, go to the section [Check if the Log Table has been corrupted](#)

Each of these steps is described below.

### See if the DawnIE Service is running on the server

1. Open the Fire Daemon Manager by double clicking the 'FireDaemon Pro Services Manager' icon located on the desktop.
2. Check if the DawnIE service is marked running (as shown in the picture below).



3. If it is not running, [start it](#) via Fire Daemon by select the 'DawnIE' service and click the 'start the selected service' button on the toolbar. If the service will not start and it is running as a specific user then check if the user's password has expired. The section further down this page "Check why DAWNIE cannot run under FireDaemon" will help with this.
4. Now follow the section [How to check if results are now getting processed in DAWN](#) in chapter 3 above.

## Stopping & Starting DAWN IE

Typically, DAWN IE runs as a service under Fire Daemon.


In this case, to stop it, go to Fire Daemon and choose the stop option.

To start it normally, go to Fire Daemon and choose the 'start the selected service' option.

If this is an unusual installation where DAWN IE does not run as a service, it is important to be very careful which logon it is started under (unless it is just being temporarily started and stopped manually for diagnostic purposes). Otherwise if it was started under your logon then when you log off, it will stop working.

## Running DAWN IE manually to troubleshoot the interface

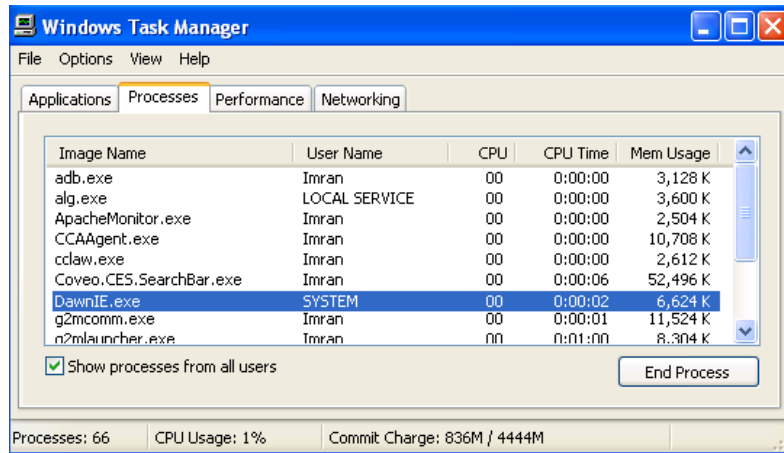
1. Select the DawnIE service in Fire Daemon Manager.
2. Click the 'stop the selected service' button from toolbar.
3. Go to '...\DAWN Interface\DAWN IE' folder and run DawnIE.exe.

 It is **critical** that you don't start it manually before stopping it in Fire Daemon as having 2 copies of DAWN IE running can cause database corruption.


4. When you have finished running DAWN IE manually, close it by pressing the Exit button then restart it via Fire Daemon to ensure it remains running once you have logged off the system.

## Monitoring the DawnIE.exe process in Task Manager

1. Press Ctrl + Alt + Del and select 'Task Manager'. This will open the Task Manager screen.
2. Check the 'show processes from all users' option (as shown in the picture below).



3. If you are unable to locate DawnIE.exe in the process list then go to the section [Identify why DAWN IE failed to start](#).
4. If you *are* able to locate *exactly one* DawnIE.exe in the process list, this is the correct situation and it means DAWN IE is running. Depending on how DAWN IE was started and whether you are accessing it remotely or on the local machine, you may or may not be able to see the DAWN IE window. If you are expecting the DAWN IE window to appear and it is still not visible then give this process some more time as it may be processing messages.

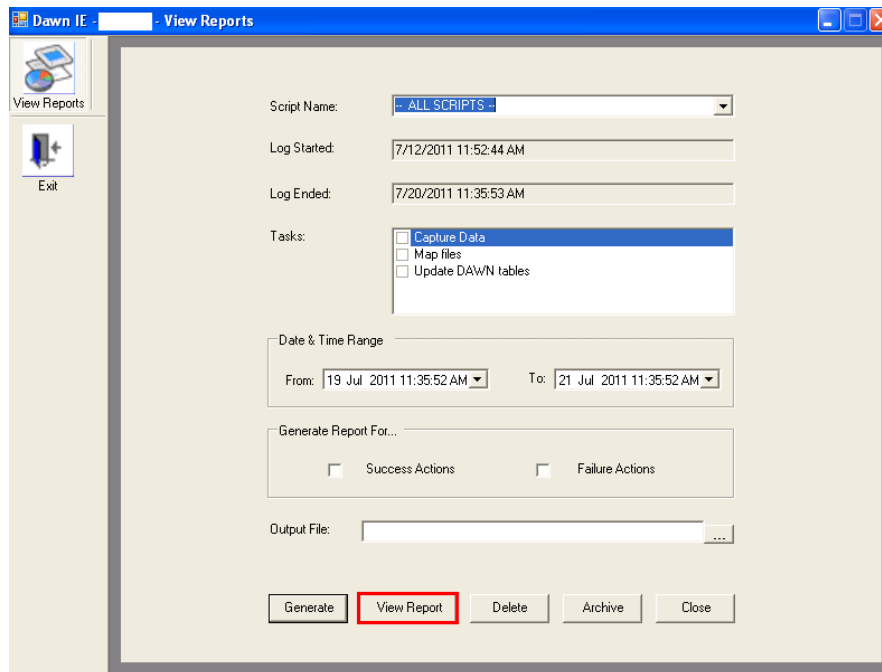
 If you suspect DAWN IE is busy dealing with a backlog of messages and you are running CF 7.8 or above, another way to check that messages are now going into DAWN is to:

- a. Logon to DAWN and press F5 to view the System Menu
- b. Navigate to Management/System/Polar Tools
- c. Key the following into the Instant SQL window:  
`select count * from inboundmessage where cstatus is null`  
 you should see the count rising and then falling as it handles the backlog, the CPU figure may give an indication that it is busy.

5. If you find *more than one* DawnIE.exe process in the list then apply the following steps:
  - a. [Stop the DawnIE service via Fire Daemon](#).
  - b. Kill any remaining DawnIE.exe processes via 'Task Manager'.
  - c. Restart the DawnIE service via Fire Daemon. Check that now only one DAWN IE is running via Task Manager.
  - d. Now follow the section [How to check if results are now getting processed in DAWN](#) in chapter 3 above.

## Checking the DAWN IE processing log

1. Firstly, run DAWN IE manually (see above) in order to view the user interface if you can't already see the user interface..
2. Click the 'View Report' button (as shown in the picture below).



3. If the DAWN IE processing log does not appear in the next few seconds and/or DAWN IE crashes go to the section [Check if the Log Table has been corrupted](#)
4. If it does appear, scroll down to the end of the log and check the last few lines. (If it appears but is blank, you may need to change the From selection dates to look further back and try again.)
5. If you find the error *"Invalid use of null"*, go to the section [Check if the Messages are going to Hold due to Losing Connection with the Database](#)
6. If you find the error *"Logging on to PolarStudio Project failed"*, go to section [Check why the Interface Login is Failing](#).
7. If you find any other errors then save this log and email it to [support@4s-dawn.com](mailto:support@4s-dawn.com). We will contact you as soon as possible to further investigate the problem.

## Identify why DAWN IE failed to start

1. Go to 'C:\Documents and Settings\All Users\Application Data\4S Information Systems Ltd\Utilsx.x.x.x\site' and open DawnIELog.txt.  
*0x.x.x.x* = DAWN IE version installed on your server.  
*site* = Name of the site.  
 (NB it may be a different path depending on the operating system, for example in Windows 2008, the log path is *\ProgramData\4S Information Systems Ltd\Utils\0x.x.x.x\*)
2. Scroll down to the end of this file and check the last few lines in the log.
3. If you find that DAWN IE has not been restarted at least once per day, check the DAWN IE service name has been set up correctly in FireDaemon (see [Problem Restarting DAWN IE Using RestartDawnIE.bat](#))
4. If you find the following error  
*'Utils:OpenConnection("Provider=sqloledb;Data Source=aa;Initial Catalog=bb;User Id=cc;Password=dd;") - Cannot open database requested in login 'bb'. Login fails.'*



it means that the MS SQL Database login/password which the DAWN Interface uses is not valid anymore. Contact your Database administrator to resolve this issue.

5. If you find a different error, read it to see if it is something obvious/simple to resolve. If it is not obvious, contact 4S and email them the part of the log that contains the recent error.

## Check if the Log Table has been corrupted

1. Stop DAWN IE from running, either manually or via Fire Daemon, whichever it was started under.
2. Go to 'DAWN Interface\DAWN IE\Utilities' folder and run brow.exe.  
(Brow.exe is a small utility to view data in Foxpro tables.) NB if DAWN IE resides on a Windows 2008 machine, to run brow.exe, right click on it then choose Run as Administrator instead.
3. Browse to 'DAWN Interface\DAWN IE\data' folder and try to open the 'tLog.dbf' file.
4. If you get the error 'This table has been corrupted' then you need to replace the 3 log files with blank replacements. To do this, either contact 4S to assist with this or obtain blank copies of the files as follows:
  - a. Navigate to the following FTP site via your browser:  
[ftp: ftp.sydstewart.com](ftp://ftp.sydstewart.com)
  - b. Logon with:  
user: [integration@sydstewart.com](mailto:integration@sydstewart.com)  
password *Integration4s*
  - c. Click on the folder *Blank Tlog Files*
  - d. Click on each of the tlog files in turn and save each to your machine. You should have three: tlog.cdx, tlog.fpt and tlog.dbf. Put the 3 existing corrupted tlog files into a new sub-folder (named eg corrupted\_tlog\_files) and copy these 3 new ones into the ...DAWN Interface\DAWN IE\data' folder.
  - e. Restart DAWN IE via FireDaemon then follow the section [How to check if results are now getting processed in DAWN](#) in chapter 3 above.

## Check if the Messages are going to Hold due to Losing Connection with the Database



Systems whose Hold Monitor is located *outside* of DAWN do not experience this particular problem so do not need to do this check.

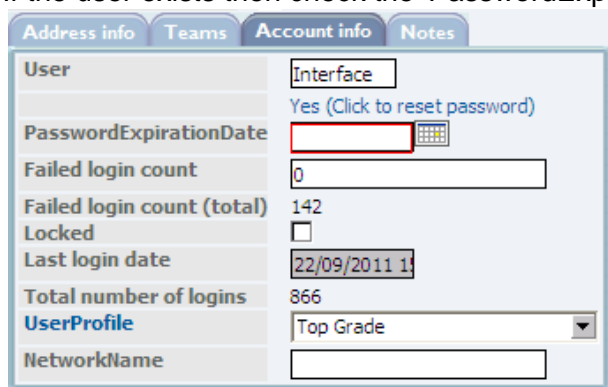
1. Log on to DAWN and check the Hold Monitor area within DAWN.
2. If there are messages residing with the reason 'Invalid use of null' and you do **not find** any **later** messages going to Hold with a different reason, this means that the DAWN Interface lost the connection with the SQL server and since then all the messages have been going to Hold. In this case apply the following steps
  - a. Stop DAWN IE via Fire Daemon.
  - b. In the Hold Monitor reprocess all the messages with the reason '*Invalid use of null*'.
  - c. Then restart DAWN IE via FireDaemon and now follow the section [How to check if results are](#)

now getting processed in DAWN in chapter 3 above.

3. If there are messages residing with the reason '*Invalid use of null*' and you do **find** later messages going to Hold with a different reason, you simply need to re-process the messages that have this hold reason. In this case, it is not necessary to stop & restart DAWN IE.

## Check why the Interface Login is Failing

1. Log on to DAWN CF.
2. Go to the 'HCPProfessionals' table and search for the 'Interface' user.
3. If this user is not found then contact DAWN support on [support@4s-dawn.com](mailto:support@4s-dawn.com) for assistance.
4. If the user exists then check the 'PasswordExpirationDate' field (as shown below)



Address info		Teams		Account info		Notes	
User	Interface						
	Yes (Click to reset password)						
PasswordExpirationDate	<div style="border: 1px solid red; padding: 2px;">[Empty Field]</div>						
Failed login count	0						
Failed login count (total)	142						
Locked	<input type="checkbox"/>						
Last login date	22/09/2011 11:11						
Total number of logins	866						
UserProfile	Top Grade						
NetworkName							

5. If the password has expired then put a future date (eg 2050) for password expiry or set this field to blank so that it never expires.

**!** **Do not** press 'click to reset password' as the Interface password is used internally when sending messages to DAWN.

6. Stop the DawnIE service via Fire Daemon.
7. Restart the DawnIE service via Fire Daemon and then follow the section [How to check if results are now getting processed in DAWN](#) in chapter 3 above.

## Check why DAWNIE cannot run under FireDaemon

Sometimes DAWNIE will not run under FireDaemon (it will only run as an app). One of the reasons this can happen is that the service is using a network username and password to run under. To check if this is causing the problem, open Windows Services and find the FireDaemon service named DawnIE. Attempt to start the service by right clicking on it and choosing 'Start'. If there is an issue with the account that DawnIE is running under (e.g. password expired) then a message will appear saying that the service could not be started with the credentials that have been supplied. To resolve this, open DawnIE in FireDaemon, click on the Settings tab and alter the account that DawnIE runs under (e.g. enter the new password).

## Troubleshooting the Mirth Application

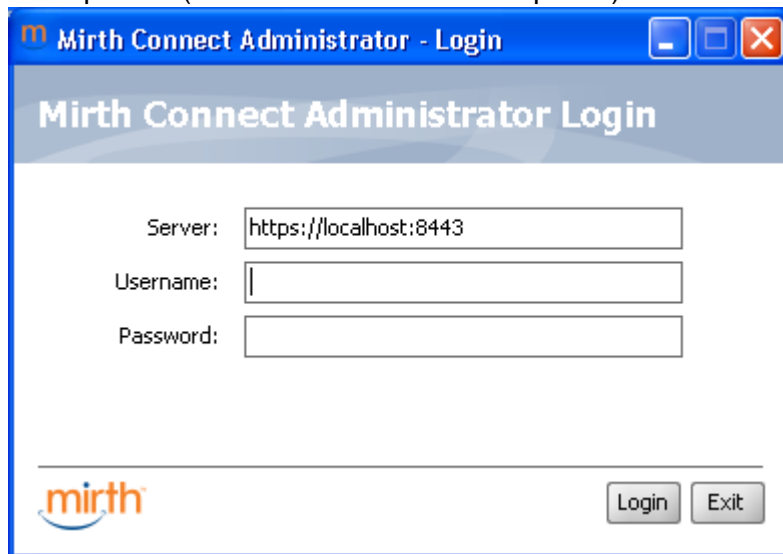
If no files are arriving within at least one of the DAWN IE Input Folders, the problem lies before the DAWN IE stage and is therefore possibly due to the [ESI](#). This section explains how to Troubleshoot this scenario where the ESI is Mirth.

Mirth consists of 2 parts:

- Mirth Connect Server Manager (MCSM) – runs as a service
- Mirth Connect Administrator (MCA)

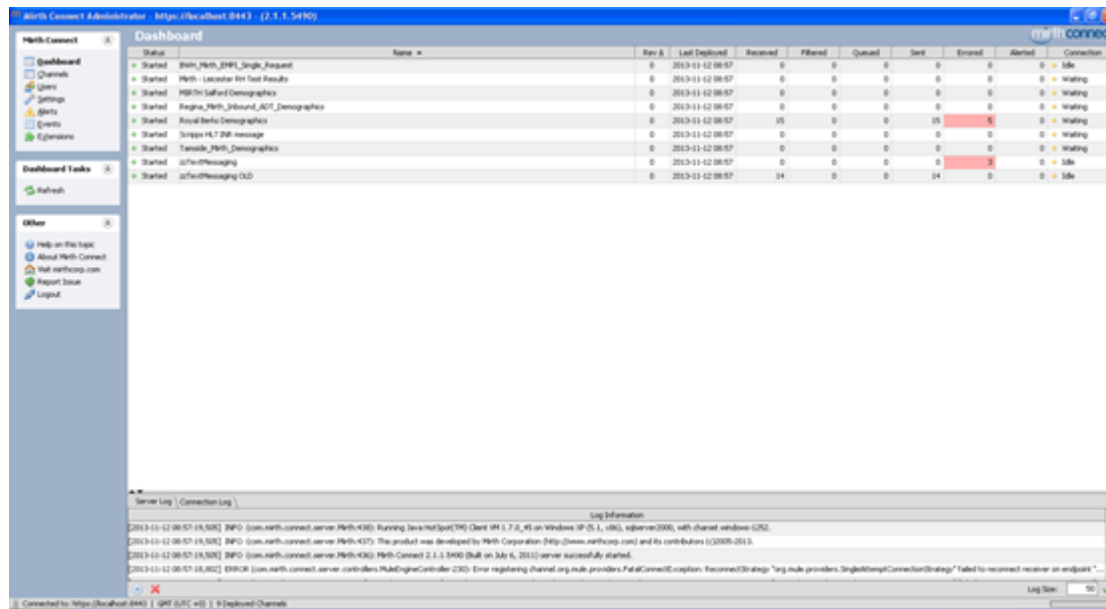
To investigate what is happening with the files:

1. start up MCA (via Start Menu or a desktop icon).



If you are unable to do this, see the section '[Unable to start MCA](#)' below.

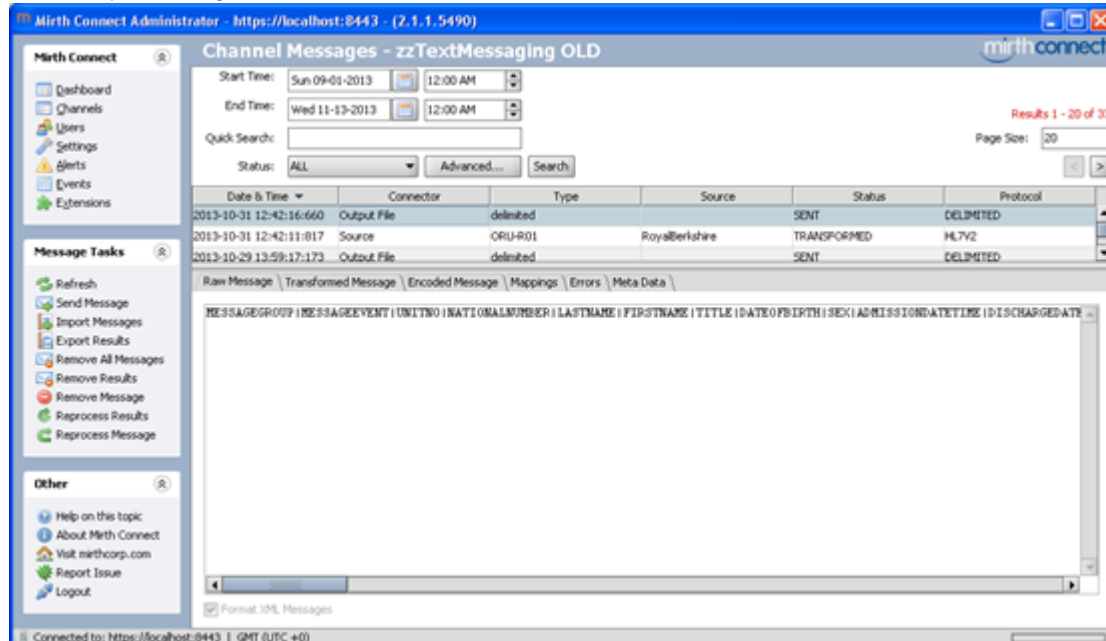
2. Login to MCA  
User Name = dawn  
Password = \*\*\*\*\* (CF standard password)
3. This should take you to the dashboard screen:



The screenshot shows the Mirth Connect Administrator Dashboard. The main table displays the status of various channels. The columns are: Status, Name, Rev, Last Deployed, Received, Filtered, Queued, Sent, Errors, Alerts, and Connection. The channels listed include 'Mirth\_Help\_Request', 'Mirth\_Locator\_Test\_Results', 'Mirth\_Inbound\_Demographics', 'Mirth\_Outbound\_ACH\_Demographics', 'Mirth\_Bulk\_Demographics', 'Mirth\_HL7\_Message', 'Mirth\_Demographics', 'Mirth\_Messaging', and 'Mirth\_Messaging\_OLD'. The 'Mirth\_HL7\_Message' channel shows 14 errors, which is highlighted in red.


! it is sometimes useful to check the statistics of errors/filtered/queued messages to get an overview of the current position.

4. Find the correct channel in the list of Names, eg 'Inbound INR'.
  - a. If you are able to log on to the MCA but see no channels on the dashboard, see the Section 'No Channels displayed' below.
5. Double click this channel row and you should see a list of the most recent messages. The list can be sorted by clicking on the header and can filter on different dates/times and search text.



The screenshot shows the 'Channel Messages - zzTextMessaging OLD' view. It displays a table of messages with columns: Date & Time, Connector, Type, Source, Status, and Protocol. The messages are sorted by Date & Time. The first message is from 'Sun 09-01-2013 12:00 AM' and is of type 'Output File'. The second message is from 'Wed 11-13-2013 12:00 AM' and is of type 'Source'. The third message is from '2013-10-29 13:59:17:173' and is of type 'Output File'.

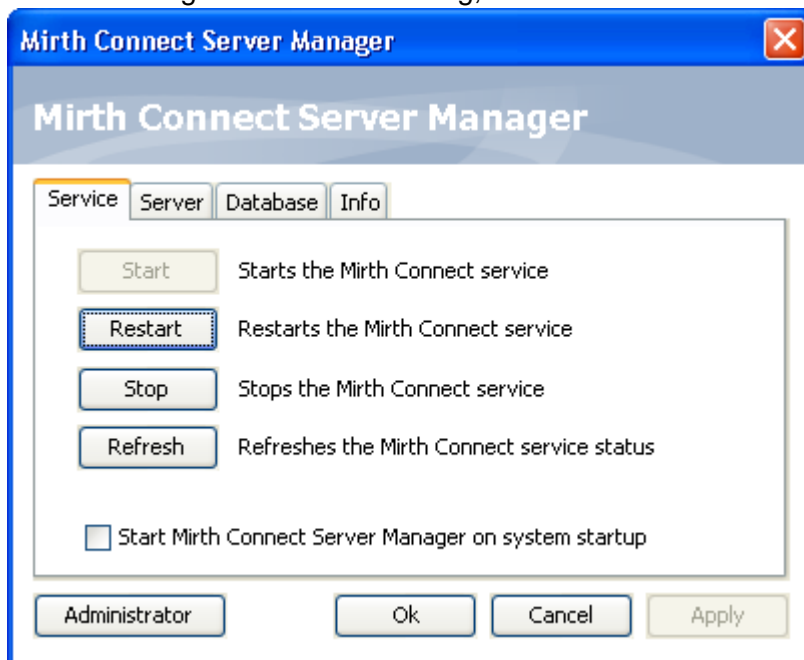
6. For each message, you should see 2 entries:
  - inbound – source
  - outbound – output file

 You may also see a single inbound source message (with no corresponding outbound) that has a status of 'filtered' if a filtering rule is in operation within Mirth.

7. If there are *no* recent messages, the likelihood is that they have not been received from the external application. In this case, check with the external system support team.
8. If there *are* recent messages but you see a status of ERROR, investigate the error by clicking on the Errors tab of the individual message.

## 'Unable to Start MCA'

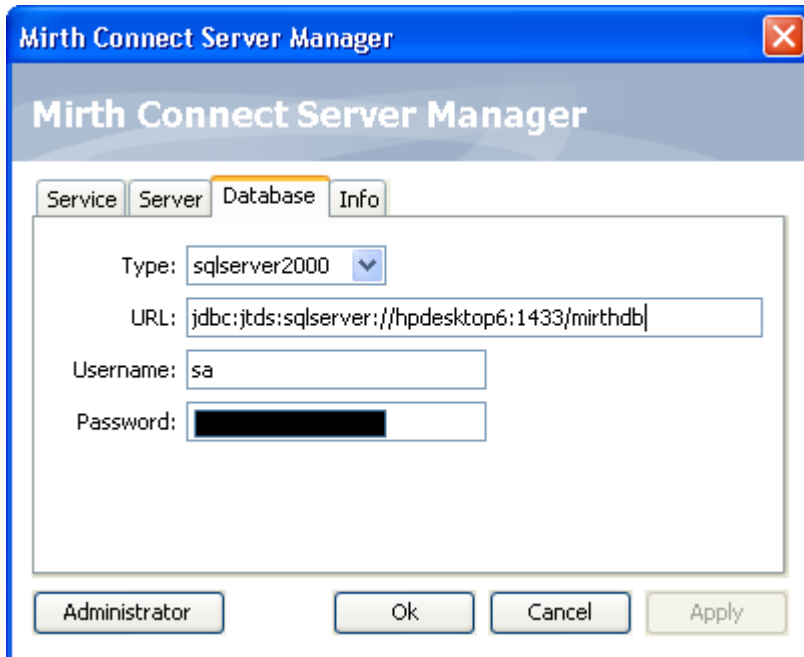
If you can't start MCA, check the Mirth Connect Server Manager (MCSM) is running via the Windows Service Manager. When it is running, access the MCSM:



and start or restart the Mirth Connect Service as required.

## No Channels Displayed

If you are able to log on to the MCA but see no channels on the dashboard, restart the Mirth Service (using the Windows Services Manager) and log on again. If it *still* displays no channels, this may be because SQL Server is down (Mirth stores its configuration within a SQL Server database.) The database location is viewable from here:



## Troubleshooting the JResultNet Application

- Introduction
- Is the JResultNet Service is running successfully on the server?
- Starting the DTI JResultNet service
- Validate the JResultNet Configuration
- Check the Date/Time for the Last Message Received from the External System
- Check Socket Connection between JResultNet and an External System
- Use telnet to check JResultNet Socket Connection if the port status is Listening but not Established
- Unable to right click to investigate boxes due to JResultNet being in User mode

### Introduction

If no files are arriving within at least one of the DAWN IE Input Folders, the problem lies before the DAWN IE stage and is therefore possibly due to the [ESI](#). This section explains how to Troubleshoot this scenario where the ESI is JResultNet.

In this case, the steps to be followed are:

1. Is the JResultNet Service is running successfully on the server?
2. If it is not running successfully, (re)start it by [Starting the DTI JResultNet service](#), then
3. If it is running, successfully, [Validate the JResultNet Configuration](#) via the user interface.
4. If the configuration is valid, [Check the Date/Time for the Last Message Received from the External System](#)


5. If it has not recently received a message, [Check Socket Connection between JResultNet and an External System](#).

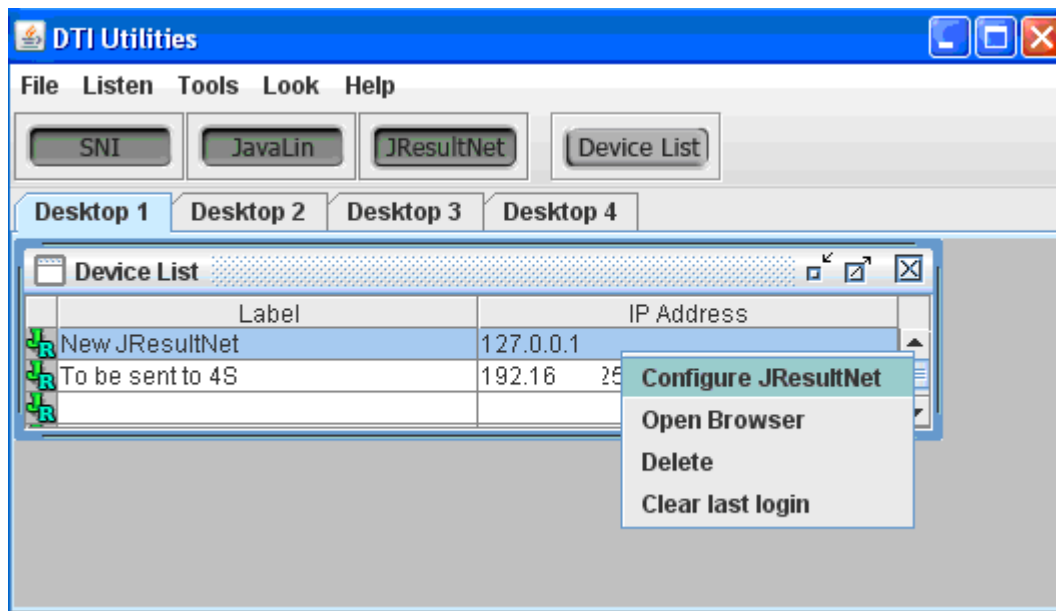
Each of these steps is described below.

## Is the JResultNet Service is running successfully on the server?

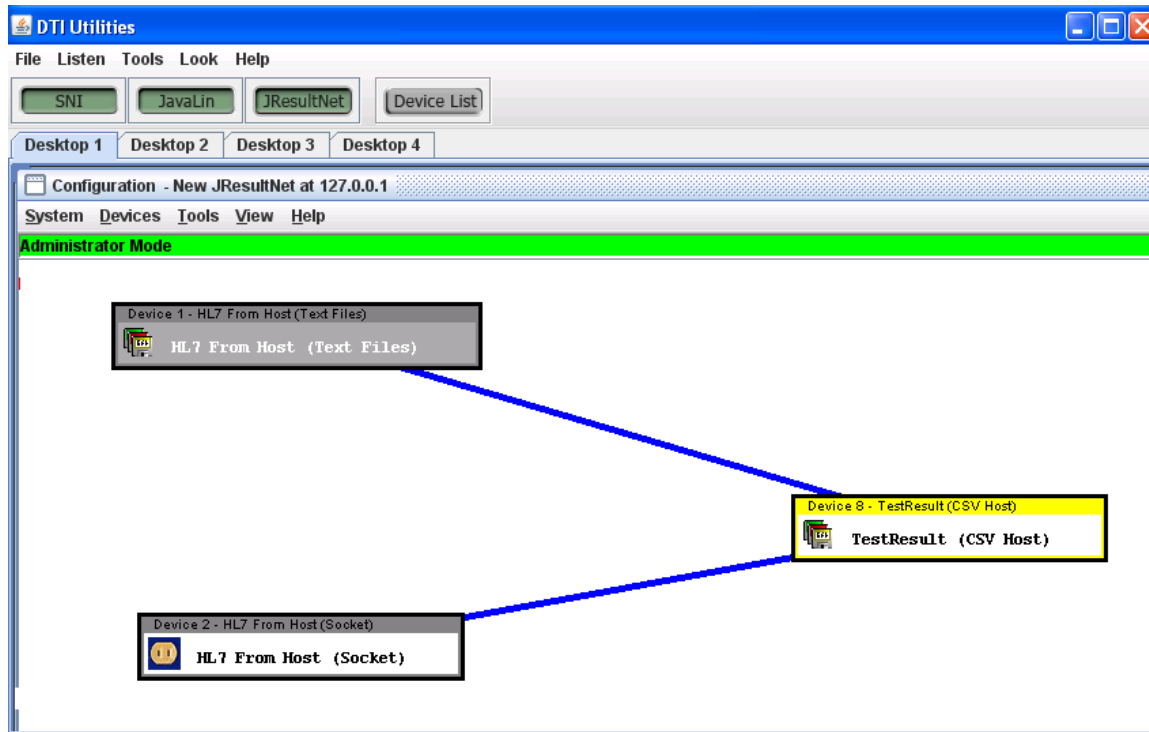
The most reliable way of seeing whether the JResultNet Service is running successfully on the server is to use DTIUtilities.

1. Open the DTI Utilities panel by clicking on the 'DTIUtilities 2' shortcut available on the desktop. (If it is not on the desktop, access it via ...\\DTI\\Java2\\DTIUtilities.exe within the Windows program files folder.)
2. Right click on the appropriate (see note) JResultNet session from the device list and select 'Configure JResultNet' option.

 DTI Utilities is a tool to display all the JResultNet sessions running on the network. Therefore if your network has multiple DAWN servers (eg Production and Test) then you will see more than one JResultNet session in the Device List section.



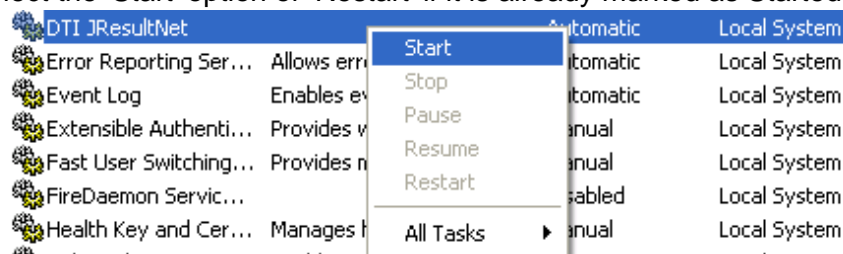
3. This will open the JResultNet user interface where you should be able to see the currently deployed configuration (as shown in the picture below). In this case you know JRN is running successfully.



4. If this interface does not open up and, instead, you get the message "New JResultNet Server does not respond to the Client. Would you like to continue to the old JResultNet Server" or something similar, this means that JResultNet is NOT running successfully. In this case, go to the section [Starting the DTI JResultNet service](#).

## Starting the DTI JResultNet service

1. Go to Computer Management -> Services & Applications -> Services.
2. Locate the 'DTI JResultNet' service from the list of services displayed.
3. If JResultNet does **not** reside on a Windows 2008 machine:
  - a. Right click on the 'DTI JResultNet' service.
  - b. Select the 'Start' option or 'Restart' if it is already marked as Started.



4. If JResultNet does reside on a Windows 2008 machine:
  - a. Right click on the 'DTI JResultNet' service.
  - b. Select the 'Stop' option if it is already marked as Started.
  - c. Go to C:\Program Files\DTI\Java2 and right click on the file JResultNet\_Service.exe and choose Run as Administrator. We suggest doing it this way as have found that, when it is started via Services, it does not always start correctly, even though it displays as 'started'.



- Check that the service is now running successfully by running the check in the section [Is the JResultNet Service running successfully on the server?](#)

### **Background information**

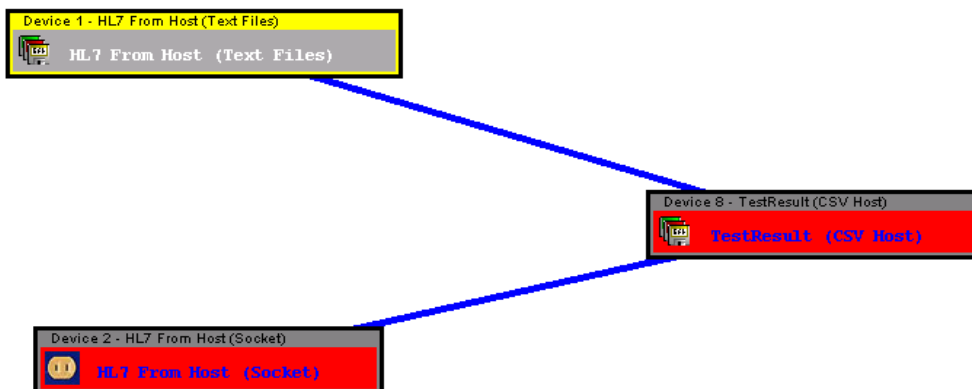
If JResultNet is running correctly, you should see the following within Windows Tasks Manager (once you have ticked the Show processes from all users' checkbox.)

*JResultNet\_Service.exe*  
*Java.exe*

However, just because these are present within Task Manager does not guarantee it *is* actually running successfully. It is worth knowing what processes should have been started in case, for example, you want to check their CPU usage to ascertain whether they are busy processing.

## **Validate the JResultNet Configuration**

- Check if any devices (blocks) in the JResultNet configuration are displayed in red.



- If the '*HL7 from Host (Socket)*' device is red then this means that a corrupt message has been sent from the LIS/PAS external system and needs to be removed from the sending queue of the external system. (A message will hold up the JResultNet device from processing any other messages). Contact your external system support for assistance with this.

**!** If the JResultNet session processes more than 1 set of messages, there will be at least 2 *HL7 from Host* devices, entitled eg HL7 INR from Host and HL7 PAS from Host.

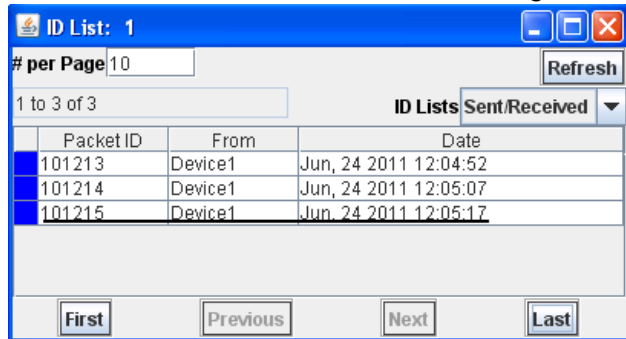
- If *all* the active devices are displayed red then this means that JResultNet license is not valid anymore. In this case immediately contact DAWN support on [support@4s-dawn.com](mailto:support@4s-dawn.com) for assistance.

**!** The JResultNet license can become invalid if, for example, the network adapter card has been replaced or if a virtual machine has been rebuilt or the DAWN interface has moved to a different server as JResultNet uses a licence key which is tied to the physical server.

- Check to see if there are *no* blue lines between the JResultNet devices or if the JResultNet configuration is completely blank. In either of these cases, the JResultNet configuration has become corrupted. In this case, contact DAWN support on [support@4s-dawn.com](mailto:support@4s-dawn.com).

## Check the Date/Time for the Last Message Received from the External System

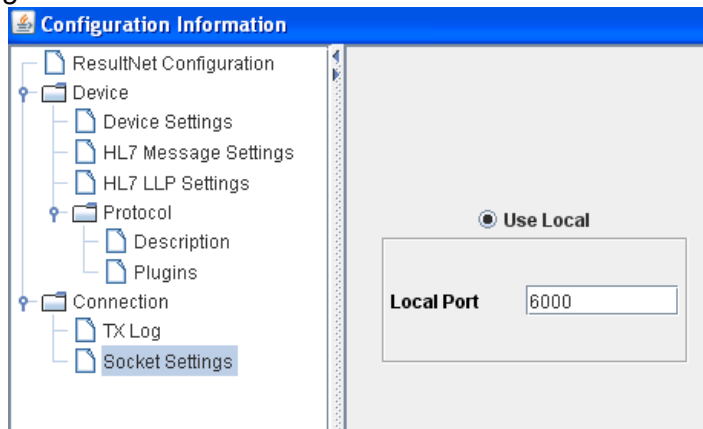
1. Right click on the 'HL7 From Host' socket device and select the *View -> ID List* option
2. Ensure that the 'Sent/Received' option is displayed in the right hand ID Lists box.
3. Click the 'Last' button at the lower right corner of the ID List window.
4. Note the date and time of the last message in the table.



5. If no messages have been received recently, try the following:
  - a. Right click on the Inbound 'HL7 From Host' socket device and select Device/Hold.
  - b. Right click on the Inbound 'HL7 From Host' socket device and select Device/Activate.
  - c. Check again to see if messages are now being received within this device & subsequently then passed onto DAWN IE.
  - d. If they are not, go to the section re [Check Socket Connection between JResultNet and an External System](#).
6. If the messages have been coming in recently (but then not being sent onwards to the DAWN IE Input Folder) then contact DAWN support on [support@4s-dawn.com](mailto:support@4s-dawn.com) so that further investigation can be done.

## Check Socket Connection between JResultNet and an External System

1. Right click on the 'HL7 From Host' socket device and select *Configure* option. This will open the *Configuration Information* window.




2. Select *Connection -> Socket Settings* option from the menu to your left to check the local port where

this JResultNet device is listening for incoming messages. Note down the port number, then close this window.

3. Open an MS Command prompt window and execute the following command with the port number just noted down.

eg `netstat -a | find "6000"`

where 6000 is the noted down port no.

 The default listening incoming port for INR results is 6000 and for incoming demographic messages is 7500.

4. If the JResultNet application is listening on this port but no client is currently connected then the `netstat` command will display the port status as 'LISTENING'.

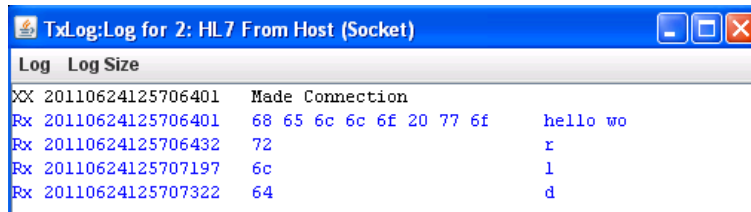
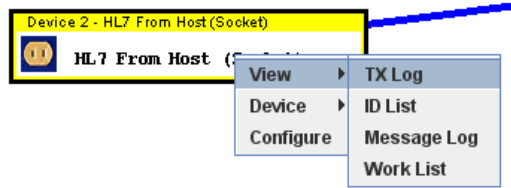
```
C:\Documents and Settings\Imran.4SLIVE>netstat -a | find "6000"
TCP        HPDesktop3:6000      HPDesktop3.4slive.global:0  LISTENING
```

5. In this case go to the section [Use telnet to check JResultNet Socket Connection if the port status is Listening but not Established](#)
6. If JResultNet application is listening on this port and the external system is currently connected then the `netstat` command will display the port status as 'ESTABLISHED'. This means that there is a valid connection between DAWN server and LIS/PAS system but the messages are not coming in. Contact your LIS/PAS external system support and check if there is any problem at their end, in particular, check whether they are currently sending messages.
7. If the `netstat` command does not return any text then this would mean that the JResultNet socket device is not listening on this port. In this case, try stopping and restarting the JResultNet service. If the interface still does not start to work successfully, then try the listen command again to see if the port connection is now set to established or listening and follow the above advice for each of these two situations.

## Use telnet to check JResultNet Socket Connection if the port status is Listening but not Established

A connection to the JResultNet socket device can be tested by running the telnet command. To do this:

1. Open MS Command prompt window on the JResultNet local machine and execute the following command using the port number noted down.  
`telnet 127.0.0.1 6000`  
(where 6000 is the example port number.)
2. If a valid connection is established then telnet session window will open.
  - a. If a valid connection cannot be established, it implies there is something wrong with the JResultNet session, try restarting it, then trying telnet again.
3. Whatever you write in the telnet session window should appear in the JResultNet socket device TX log window. Check that this is the case.



4. Close the telnet window.
5. If this works successfully, run the same telnet command from the machine on which the External System resides using the IP address of the interface machine and check if a successful connection is established. If you get a message instead such as '*could not open connection.....*' then this could probably be due to a firewall restricting the external system to transmit any data to the JResultNet server.
6. **In this case contact your network administrator who should ensure that the firewall settings allow transmission of data from the external system to the JResultNet server.**

## Unable to right click to investigate boxes due to JResultNet being in User mode

If you are not able to right click to investigate the JResultNet boxes, it may be because it has been started up in User mode rather than Admin mode. You can tell this by looking in the top left hand corner of the window.

If this is the case, open task manager and close all of the following processes that you see : java.exe (all of them if multiple), DTIUtilities.exe and JResultnet\_service.exe. Then try starting JResultNet up again. NB you may have to try this several times.

## Troubleshooting VB Script Type Message Retrieval

- Introduction
- Check if the result/demographic data files exist on the ftp / network path waiting to be picked up
- Check if 'Get Results' service running in Fire Daemon
- Check if the VB script has been creating recent error files.
- Check if the VB script is not running successfully due to a change in permissions


### Introduction

If no files are arriving within at least one of the DAWN IE Input Folders, the problem lies before the DAWN IE stage and is therefore possibly due to the [ESI](#). This section explains how to Troubleshoot this scenario where the ESI is VBS

In the case of VBS the steps to be followed are:

1. Check if the result/demographic data files exist on the ftp / network path waiting to be picked up
2. If they are there, Check if 'Get Results' service running in Fire Daemon
3. If it is running, Check if the VB script has been creating recent error files.
4. If it is running and not creating 'error' files, Check if the VB script is not running successfully due to a change in permissions

Each of these steps is described below.

 The typical name for the VB script is 'GetResults' and its default location is '..\DAWN Interface\DAWN IE\Applications\DAWN AC Version 7\Input Files\Script'

### Check if the result/demographic data files exist on the ftp / network path waiting to be picked up

1. Depending on where the result/demographic files are generated by your LIS/PAS, go to this location and check if there is at least one file waiting to be picked up by the DAWN Interface. If you are not sure where the source location is, view the contents of the VB script but do not save any changes.
2. If no results/demographic file is found then check with your LIS/PAS as to why files are not getting generated.

### Check if 'Get Results' service running in Fire Daemon

If there are message files within the source folder:

1. Open the Fire Daemon Manager by double clicking the 'FireDaemon Pro Services Manager' icon located on the desktop.
2. Check if the 'GetResults' service is running
3. If the service is running then move to the section '*Check if the 'GetResults' script is not running successfully*'.
4. If the service is not running, then select the 'GetResults' service and click the 'start the selected service' button from toolbar.
5. Follow the section [How to check if results are now getting processed in DAWN](#) in chapter 3 above.

### Check if the VB script has been creating recent error files.

1. Check the script/error folder for the presence of recently dated files. The default location for this is '..\DAWN Interface\DAWN IE\Applications\DAWN AC Version 7\Input Files\Script'

2. If there are recently dated files, it means that the VB script has been 'rejecting' them as being unsuitable for processing by DAWN. If there are more than a couple of recent ones (it is to be expected that very occasionally a particular file may be unsuitable), it is possible that there has been an unexpected change to the file format of the messages. If so contact DAWN support on [support@4s-dawn.com](mailto:support@4s-dawn.com) and/or your PAS/LIS files supplier so that further investigation can be done.

### **Check if the VB script is not running successfully due to a change in permissions**

1. Stop the '*GetResults*' service from Fire Daemon Manager.
2. Try running the '*GetResults*' script directly from the [folder](#) where it is located.
3. If the script successfully retrieves the results/demographic file from the source location then it can be assumed that some permissions have changed for the login user under which the '*GetResults*' service is running.
4. Contact your IT and explain them that you are able to execute the script under your login but it fails when running as a service under the other login id. They should be able to resolve this issue for you.