Using the Public Health Information Network Message Queue Monitor





Prepared by U.S. Department of Health & Human Services September 2003

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Help Desk

For more help using the Message Queue Monitor please call the Help Desk.

1 (800) 532-9929 option 2

About the Message Queue Monitor

The Message Queue Monitor, displayed below, provides the tools you need to work with your client's messages. Using the Message Queue Monitor you can resend, delete and troubleshoot failed messages.

		<u> </u>	Menu Bar						
Process	-								
Status Bar	<u>EIC</u> Messag	e Queue Monitor							
	File /								
\backslash	1			. *					Toolbar
```		<u> </u>		<u> </u>					
	Process S	tatus Count:	Queued: 29	Attempte	ed: 21 Se	ent: 3 R	eceived: 3	Done: 70	1
	Fransport	Status Count:	Fa	ilure: 21	Succ	:ess: 50	Othe	r: 55	
/	Record	ID Filename	Service	Action	Route Info	Process Stat	us Recipient	Transport Status	
	87	test.txt	VTEST	put	CDC	done		failure 🗖	
Transport	88	test.bd	VTEST	put	CDC	attempted		-	
Status Bar	89	test.txt	VIESI	put	CDC	done		success	Message
olulus bui	91	test.txt	VTEST	put	CDC	done		SUCCESS	List Panel
	92	test.txt	VTEST	put	CDC	done		success	-
		<u> </u>	UTFOT						1
	Record ID Message	: ID:			88				
	Pavload F	ilename:			test.txt				
	Destinatio	n Filename:			test.txt				
	Route Info	:			CDC				
	Service:				VIEST				
	Action. Argument	s:			asdf				
	Recipient								
	Creation	fime:							
	Encryptio	n:			yes				
	Signature Dublic Ke	: / I DAD Address'			yes directory.verisi	ian com			
	Public Ke	/ LDAP BaseDN:			o=Centers for I	Disease Control a	and Prevention		
	Public Ke	LDAP DN:			cn=nndm user				
	Processi	ng Status:			attempted			1993	
	Transport	Status:							
	Annlicatio	n Status:			 not-set				
	Applicatio	n Error Code:							
	Applicatio	n Response:							
	Sent Time	Ľ	_		2002-12-27T14	:34:20		<b>•</b>	J
	Record								
			1						

Message Detail Panel

# **Understanding Messages**

The Public Health Information Network, PHIN, is an electronic network that supports the monitoring and maintaining of the nation's public health. It is a single-information network that integrates, both functionally and organizationally, public health partners across the nation. The network is envisioned to support not only biological terrorism detection and response, but routine disease surveillance as well. It will also provide a platform on which to build future IT systems.

To support this vision, interoperability on many levels is paramount. PHIN has adopted a set of industry standards for vocabulary, message syntax, and message transport, among others. The Public Health Information Network Messaging System is a specific instance of the ebXML version 2.0 Standard Message Service Handler for message transport as adopted by the PHIN standards. The messages you send and monitor using the Message Queue Monitor contain vital public health information.



# Message Lifecycle

The application that writes the message sends the message to a **transport queue**, where it waits for the message sender, the client, to pick it up. The transport queue is part of the message sender. You can see the messages in the transport queue using the Message Queue Monitor.

When the messages arrive at the transport queue they have a **queued** process status.

After arriving at the transport queue, the message is prepared by attaching the message receiver's address along with other information. During this process, the message has an **attempted** process status.

When the message leaves the message sender and is on its way to the message receiver, the message has a **sent** process status.

After the message reaches the message receiver, the server, the message receiver sends an acknowledgement back to the message sender. The acknowledgement tells the message sender whether the message was a transport **success** or a transport **failure**. When the message sender receives the acknowledgement, the message has a **done** process status.

## Message List Panel

The **Message List Panel** displays some of the fields within the message. You can rearrange the columns of fields by clicking on the field name and moving the column. To move the list up or down, use the scroll bar on the right.

Record ID	ename 📃	Service	Action	Route Info	Process Status Recipient	Transport Status	
87 😽	VI	TEST	put	CDC	done	failure	
88	- V3	TEST	put	CDC	attempted	-	
89	V	TEST	put	CDC	done	success	
90	L VI	TEST	put	CDC	done	success	
91	L VI	TEST	put	CDC	done	success	
92	TV	TEST	put	CDC	done	success	
0.0		FEOT		000	at a second		

The following table lists and describes the fields in the **Message List Panel**:

Field Name	Description
Record ID	This unique number identifies the message. It is different from the message ID. The record ID is created by the Message Sender and the number remains constant regardless of the status of the message. The message ID is created by the application that initially created the message and it may change during the lifecycle of the message.
Filename	The name of the file being sent by the outgoing message.
Service/Action	Message destination. Together, the Service and Action fields represent a specific business process or a specific destination queue on the receiver.
Route Info	Field in the transport queue, which describes a network link from a sender to a receiver. For example, a laboratory may have one <b>Route Info</b> that describes the network link from the laboratory to the Centers for Disease Control and Prevention and another <b>RouteInfo</b> that describes a network link from the laboratory to a State's health department.

Field Name	Description
	Collaboration Protocol Agreement, <b>CPA</b> , a specification designed to ensure that the sender and receiver can exchange electronic data even when they use software from different vendors.
Process Status	The current status of the message: (in order) <b>queued</b> , <b>attempted</b> , <b>sent</b> , and <b>done</b> .
Recipient	This field is used only when the route-not-read architecture is used.
Transport Status	After the message is done (meaning, fully processed) it is either a transport <b>success</b> – the receiver received the message with no errors or a transport <b>failure</b> – the receiver did not receive the message or it received it with errors.

# Troubleshooting Messages

Use the **Message Detail Panel** and the **Message Log** to troubleshoot messags.

### To Use the Message Detail Panel

To use the **Message Detail Panel**, do the following:

- 1. Use the **Filter Database Records** icon to find the message for which you want to see the details.
- 2. From the **Message List Panel**, click on the message you want.

The selected message changes to a blue color and its details are listed in the **Message Detail Panel** as shown below.

3. The **Transport Status** is **failure**. Try to resend the message using the **ReSend** icon. If the message fails again, contact your network administrators and ask them to contact the administrator for the message receiver listed in the **RouteInfo** field.

Filter						_			
Database	Message (	Queue Monitor							
Records —	File								
	1	🛛 🗖 🧕		U U					
	Process Stat		Queued: 29	 Attemnte	d: 21	Sent: 3 F	leceived: 3	Done: 70	
Message with	Transport Sta	atus Count:	Fa	ilure: 21	un 2 1	Success: 50	Othe	r: 55	
Record ID 87	Record ID	Filename	Service	Action	Route	Info Process Stat	us Recipient	Transport Sta	atus
selected —	87	test.bd	VTEST	put	CDC	done		failure	
	88	test.txt	VTEST	put	CDC	attempted			
	89	test.txt	VTEST	put	CDC	done		success	801
	90	test.txt	VTEST	put	CDC	done		success	1001
	91	test.txt	VTEST	put	CDC	done		success	
	92	test.txt	VTEST	put	CDC	done		success	-
	Moceano ID				07				
	Payload File	: name:			or test tyt				
	Destination	Filename:			test.txt				66666
	Route Info:				CDC				00000
	Service:				VTEST				00000
	Action:				put				00000
	Arguments:				asdf				00000
	Creation Tin	nor							60000
	Encryption:	ne.			ves				20000
	Signature:				ves				20000
	Public Key L	DAP Address:			directory.verisign.com				
	Public Key L	DAP BaseDN:			o=Centers for Disease Control and Prevention				
	Public Key L	DAP DN:			cn=nndm	user			00000
Failura	Processing Transport S	Status:			done				20000
	Transport 5	tatus. mor Code:			DeliveryEa	iluro			1995
Information	Application	Status:			InsertFailure				
	Application	Error Code:			DeliveryFailure				
	Application	Response:			none				
	Sent Time:				2002-12-2	7T14:33:56			Ţ
	Deceived Tit	200°			2002 42 2	7744-34-40			
	Record								

### To Use the Message Log

Use the Message Log to troubleshoot messages. The Message Log lists the time and the activity of the messages in the transport queue. To use the **Message Log** do the following:

1. From the menu bar select **File > View Log** or click the **View Log** icon on the toolbar.

The **Message Log** opens as shown below. You are not expected to be familiar with all of the contents of the log. When you experience difficulty resending messages, you should show the log to the network administrator or copy and paste it and e-mail it to the help desk.

Following is a sample of the Message Log:

Starting CDC PHIN-MS Version 2.1 [Release: 2003.05.01, Build 20030515]
Thread ID: 144
144 8/1 10:16:21 Collecting TrustStore Parameters  8/1 10:16:21 Done
144 collecting TrustStore Parameters  8/1 10:16:21 Collecting KeyStore
144 Parameters  8/1 10:16:21 Done collecting KeyStore Parameters
144 8/1 10:16:21 Loading decryption keystore
unknown attr1.3.6.1.4.1.311.17.1
144 8/1 10:16:26 Collecting Database Authentication Parameters
144 8/1 10:16:26 Done collecting Database Authentication Parameters
144 8/1 10:16:26 Initializing requeue cachepath from
144 d:\\projects\\phinms21int\\ebxm 8/1 10:16:27 Spawning database
144 poller  8/1 10:16:27 Connection established
8/1 10:16:27 Waiting
144 for records  8/1 10:16:28 Reading record: 29257
144 8/1 10:16:28 Setting payload file
to:d://brojects//phinms21int//ebxmlvob//outgoi
144 8/1 10:16:28 Warning: Record:transportStatus unspecified
144 8/1 10:16:28 Warning: Record:transportError unspecified
144 8/1 10:16:28 Warning: Record:applicationError unspecified
144 8/1 10:16:28 Warning: Record:applicationResponse unspecified
144 8/1 10:16:28 Warning: Record:responseMessageId unspecified
144 8/1 10:16:28 Warning: Record:responseArguments unspecified
144 8/1 10:16:28 Warning: Record:responseLocalFile unspecified
144 8/1 10:16:28 Warning: Record:responseFilename unspecified
144 8/1 10:16:28 Warning: Record:responseMessageOrigin unspecified
144 8/1 10:16:28 Warning: Record:responseMessageSignature unspecified
144 8/1 10:16:28  Start Processing record : ID=29257, Priority=1
1
144 8/1 10:16:28 Processing route:CDC
144 8/1 10:16:28 Reading CPA file:
d://projects//phinms21int//ebxmlvob//config//CPA/
144 8/1 10:16:28 host=phmsg.cdc.gov, port=80soap
action=/evalebxml/receivefile

## **Pinging the Server**

If you have a range of messages that are failures, the server may be down. To check the server, you can "ping" it. A ping is program used to test whether a particular network destination is online, by sending a request and waiting for a response.

	🛄 Message Qu	eue Monitor							
Ding loon	File								
	<u> </u>		<b>0</b> X	<u>ڻ</u>					
	Pro Ping service	fount:	Queued: 32	Attempted:	21	Sent: 3	Received:	3 Done: 70	
	Transport Statt	is Count:	<b>Fail</b> u	ıre: 21		Success: 50		Other: 58	
	Record ID	Filename	Service	Action	Route	e Info Process S	Status R	Recipient Transport	Status
	12407		um:oasis:nam	Ping	CDC	queued		not-set	<b></b>
	35	test.txt	VTEST	put	CDC	attempted			222
	12406		um:oasis:nam	Ping	CDC	queued		not-set	
	42	test.txt	VTEST	put	CDC	sent		not-set	
	37	test.txt	VTEST	put	CDC	sent		not-set	
	34	test.txt	VTEST	put	CDC	sent			
	27	test tvt	VTEST	nut	CDC	uneneq		not-set	-
	Message ID: Payload Filena Destination Fil Route Info: Service: Action:	me: ename:			42 test.txt test.txt CDC VTEST put				

## To Ping the Server

1. From the menu bar select **File > Ping** or click the **Ping Service** icon on the toolbar. If the server is up and running the Ping message will have a **Done Process** status and a **Success** Transport status.

	Ping Me	ssage				Server is a	up and running.	
	/					/		
24399	teş <b>t</b> .txt	default	message	CDC	done	nedob	success	
24487	test.txt	default	message	CDC	done	nedoh	success	
24503	/ test.txt	default	message	CDC	done	pedoh	success	
33541 🖊	_	um:oasis:name	Ping	CDC	done	/-	success	
33540	test.txt	urn:oasis:nam	. Ping	CDC	done	/	success	
33539	test.txt	default	message	CDC	queued 🖊	nedoh	success	
33638	toet tvt	default	maccona	CDC	helielin	nedoh	eurraee	
Recipient: Creation Tim Encryption: Signature: Public Key Ll Public Key Ll Public Key Ll Processing 3 Transport St Transport Er Application F Sent Time: Received Tim Response Lo Baspance Ei Record	e: DAP Address: DAP BaseDN: DAP DN: Status: atus: atus: or Code: Status: irror Code: Status: irror Code: Response: ne: ne: ne: ne:			 no no   done success none not-set none none 2003-08-01 2003-08-01	IT 13:32:51 IT 13:33:08			

# Searching for Messages Using the Database Filter

Use the **Database Filter** to quickly find messages you want to view, resend, or delete.

When you select the <b>None</b> option, you will	🕮 Database Filter 🛛 🔀							
receive all messages.	• None)	C Sent	C Received					
	From: 6/27/03	11:04 AM	<b>To:</b> 6/27/03 11:04 AM					
	Transport —							
	🗖 Success		🗖 Failure					
	Process —							
	🗖 Queued		C Attempted					
	🗖 Sent		Received					
		Ok	Cancel					

## To Search for All Messages

To search for all messages, do the following:

1. From the menu bar select **File > Filter** or click the **Filter Database Records** icon on the toolbar.

The Database Filter dialog opens.

- 2. Select **None** meaning, you want to use none of the other filter options.
- 3. Click **OK**.

All of the messages in the database appear in the Message List panel.

#### To Search by Date and Time

You can search for messages by the date and time they were sent to the receiver (the received option is no longer relevant.)

1. From the menu bar select **File > Filter** or click the **Filter Database Records** icon on the toolbar.

The Database Filter dialog opens.

- 2. Select Sent.
- 3. In the **From** and **To** spin boxes, select the date and time or range of dates and times by doing the following:
  - Click the **Up** or **Down Arrow** to change the date.
  - To change the time, select the time and then type the new time. Make sure to include a space between the date and time, a colon (:) to separate the hours and minutes, and include a space between the time and the AM or PM. Do not use periods in AM or PM.
- 4. Click **OK**.

The messages that were sent or received within the times you indicated appear in the Message List panel of the Message Queue Monitor.

## To Search by Status

You can search for messages by their Transport or Process status. To search for messages by status, do the following:

1. From the menu bar, select **File > Filter** or click the **Filter Database Record** icon on the toolbar.

The Database Filter dialog opens.

2. To search for messages by **Transport** status, in the Transport area, select the **Success** or **Failure** check boxes or both.

To search for messages by **Process** status, in the **Process** area, select one or more of the **Process** status check boxes. (The **Received** status is no longer relevant).

3. Click **OK**.

The messages, which have the process or transport status you indicated, appear in the Message List panel of the Message Queue Monitor.

# **Re-Sending and Deleting Messages**

Use the **Re-Queue** feature to re-send messages and use the **Delete** feature to remove messages. The **Re-Queue** feature puts your message back into the message queue where it will be picked up and resent. The **Delete** feature permanently removes the message. After deleting a message, you can no longer view or resend it.

			Delete Res	end			
Message Qu	ueue Monitor						
File			3				
Process Statu	s Count:	Queued: 26	Re-Queue	Record Se	nt: 3 Recei	ved: 3	Done: 72
Transport Stat	tus Count:	Fa	lure: 22	Succ	ess: 51	Other: 52	
Record ID	Filename	Service	Action	Route Info	Process Status	Recipient	Transport Status
71	test.txt	VTEST	put	CDC	done		failure
72	test.bt	VTEST	put	CDC	done		failure
73	test.txt	VTEST	put	CDC	attempted		88
74	test.bd	VTEST	put	CDC	done		failure
75	test.txt	VTEST	put	CDC	done		failure
76	test.txt	VTEST	put	CDC	attempted		
70	toot bd	VTECT	nut	CDC	boliomotice		
Record ID:				74			-
Message ID:				74			88
Payload Filen	ame:			test.txt			
Dectination Fi	ilename.			test tyt			88

## To Re-Send Messages

To re-send messages, do the following:

- 1. Use the **Database Filter** to find the messages you want to resend.
- 2. From the **Message List** panel, select the message you want to resend.
- 3. From the menu bar, select **File** > **Re-Queue** or click the **Re-Queue Record** icon on the toolbar.

A message appears: Are you sure you want to change the processing status of the selected record(s)?

4. Click **Yes**.

The message is moved to the queue and will be resent.

## To Delete Messages

To maintain the system, you need to routinely delete messages from the transport queue. To delete messages, do the following:

- 1. Use the **Database Filter** to find the messages you want to delete.
- 2. From the **Message List** panel, select the message you want to delete.

3. From the menu bar, select **File > Delete** or click the **Delete Record** icon on the toolbar.

A message appears: Are you sure you want to delete the selected record(s)?

4. Click **Yes**.

The message is permanently removed from the database.