

**Oracle® Retail Integration Bus**  
**Hospital Administration**  
User Guide  
Release 13.0

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# Contents

<b>Preface .....</b>	<b>vii</b>
Related Documents.....	vii
Customer Support.....	vii
Review Patch Documentation.....	vii
Oracle Retail Documentation on the Oracle Technology Network.....	vii
Conventions.....	viii
<b>1 Navigating the RIB Hospital.....</b>	<b>1</b>
Log In.....	1
View the Workspace.....	2
Resize Elements of the Workspace .....	4
The RIB Hospital Window.....	4
Toolbar.....	5
Workspace.....	6
Task Pad .....	6
Pane.....	8
Look Up and Select Field Level Data .....	9
Drop-Down List .....	9
List of Values .....	10
Multi-Select From a List .....	10
Filter Records.....	11
Use a Filter .....	11
Clear a Filter or All Filters .....	11
View Data Through a Tool Tip .....	12
Exit the Application.....	12
<b>2 RIB Hospital Administration Help .....</b>	<b>13</b>
RIB Hospital Administration Help.....	13
Select an Application.....	13
Search for Messages.....	13
Delete a Message.....	14
Stop a Message .....	14
Retry a Message.....	15
View a Message.....	15
Search Within a Message .....	16
Edit a Message.....	16
Validate a Message .....	17
Save a Message Locally .....	17
Retrieve a Message from a Local Location .....	17
View Hospital Record Details .....	18
View a Message's Error History .....	19
View a Message's Hospital Reference Information .....	19

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View a Message's Routing Information .....	20
<b>Glossary .....</b>	<b>21</b>
<b>Index .....</b>	<b>23</b>

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# Preface

The *RIB Hospital Administration User Guide* addresses how you can use the application to diagnosis errors that occurred while processing messages through the Oracle Retail Integration Bus (RIB). You can also use it to retry a message, stop processing a message, edit a message's XML code, or mark a message for deletion from the RIB Hospital.

## Related Documents

You will find more detailed information about the Oracle Retail Integration Bus and the RIB Hospital in the following publications available in PDF format from Oracle:

- *Oracle Retail Integration Bus Release Notes*
- *Oracle Retail Integration Bus Installation Guide*
- *Oracle Retail Integration Bus Operations Guide*
- *Oracle Retail Integration Bus Hospital Administration Online Help*
- *Oracle Retail Integration Bus Data Model*
- *Oracle Retail Integration Bus Integration Guide*
- *Oracle Retail Integration Bus Implementation Guide*

## Customer Support

<https://metalink.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Review Patch Documentation

For a base release (".0" release, such as 13.0), Oracle Retail strongly recommends that you read all patch documentation before you begin installation procedures. Patch documentation can contain critical information related to the base release, based on new information and code changes that have been made since the base release.

## Oracle Retail Documentation on the Oracle Technology Network

In addition to being packaged with each product release (on the base or patch level), all Oracle Retail documentation is available on the following Web site:

[http://www.oracle.com/technology/documentation/oracle\\_retail.html](http://www.oracle.com/technology/documentation/oracle_retail.html)

Documentation should be available on this Web site within a month after a product release. Note that documentation is always available with the packaged code on the release date.

---

## Conventions

**Navigate:** This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement “the Window Name window opens.”

---

---

**Note:** This is a note. It is used to call out information that is important, but not necessarily part of the procedure.

---

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This is a code sample  
It is used to display examples of code

A [hyperlink](#) appears like this.

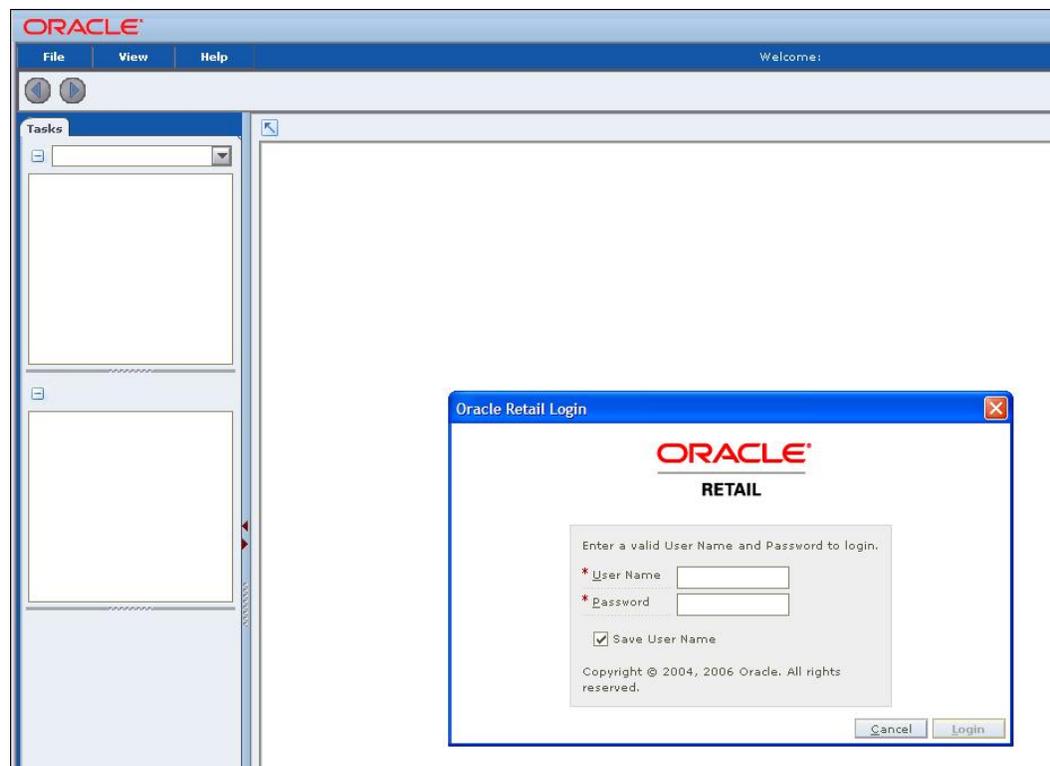
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# Navigating the RIB Hospital

## Log In

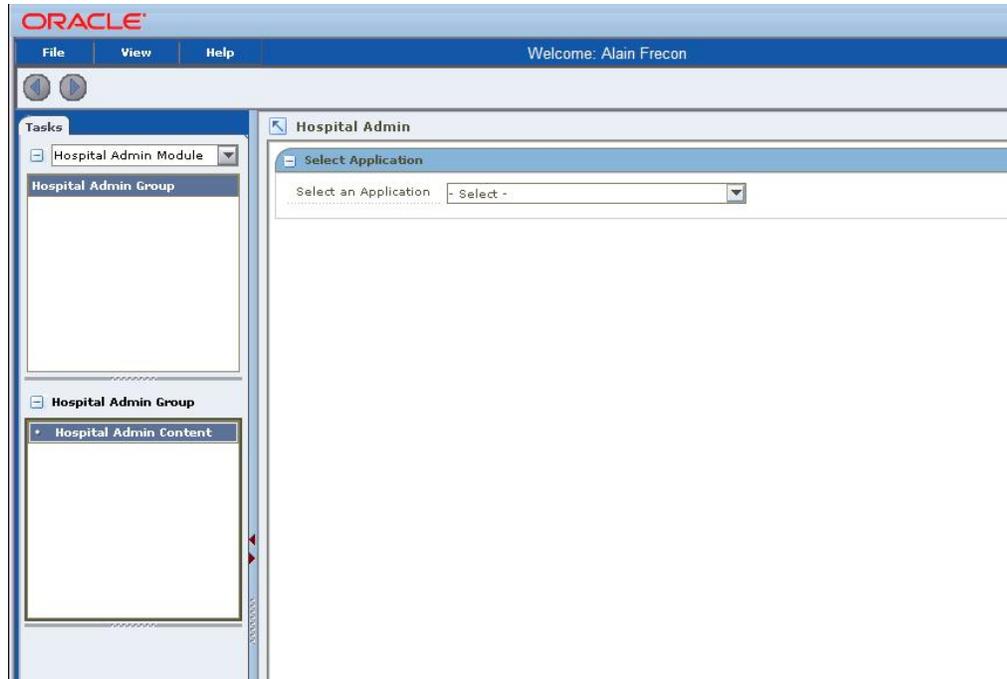
This procedure explains how to log into the application.

**Navigate:** From the Oracle Retail Login window:



### Oracle Retail Login Window

1. Enter your Username and Password in their respective fields.
2. Click **Login**. Hospital Admin Module and the Hospital Admin Content opens in the task pad.
3. Click Hospital Admin Content. The Hospital Admin workspace opens.



Hospital Admin Workspace

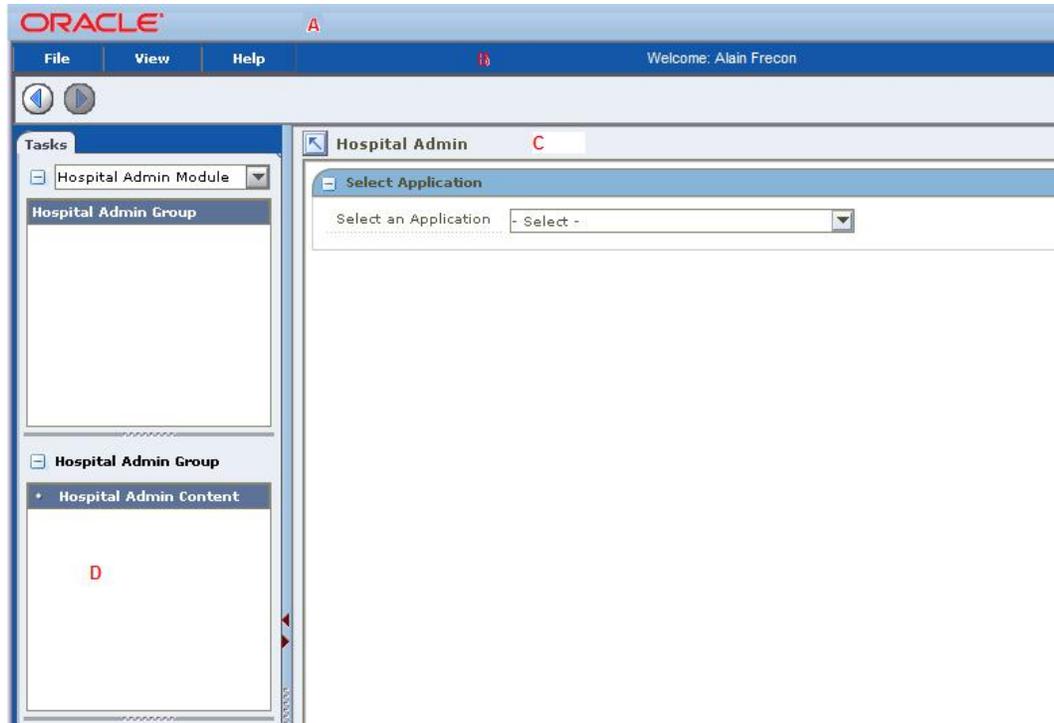
## View the Workspace

**Navigate:** From the Task Pad, select Hospital Admin Content. The Hospital Admin workspace is displayed.



Hospital Admin Workspace

After logging into the RIB Hospital, you have access to the application window. The primary elements are in the application window (shown here in a generic version).



### Application Window

The workspace is comprised of all the elements within the application window. You manage the application and perform tasks within the workspace. Many of the elements within the workspace can be minimized, maximized, or manually resized. This allows you to customize the workspace to fit your work habits. Any changes you make are remembered by the application. The next time you log in, the elements appear as you last left them.

Element	Purpose
A Title bar	Located at the top of the window. The title bar displays the product name. The three buttons at the far right on the title bar allow you to minimize, restore, maximize, and close the application window.
B Header	Located below the title bar. The header provides access to commands that remain static across all tasks. The menu bar, welcome message, and global links appear here.
C Workspace	Located next to the task pad and below the toolbar. What appears in the workspace depends on what you select on the task pad. The workspace is where you complete the tasks assigned to you.
D Task pad	Located on the left side of the application window. From top to bottom, you can access an application, a task group, and then a task. When you select a task, the contents of the task are displayed in the workspace.
E Task bar	Located at the bottom of the window. Task buttons, located on the task bar allow you to switch between open tasks.
F Status bar	Located at the bottom of the window. The status bar lists the status of a task and gives other information.
Task	A pane or a group of panes that appear in the workspace, allowing you to work.

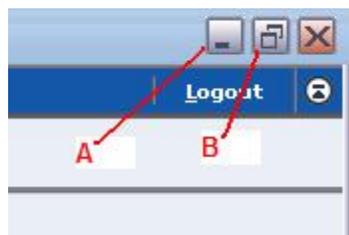
## Resize Elements of the Workspace

The benefits of resizing become apparent as you customize the workspace to fit your work habits. You can hide or minimize elements that do not pertain to the current task. You can show or maximize the elements that are of greater importance.

## The RIB Hospital Window

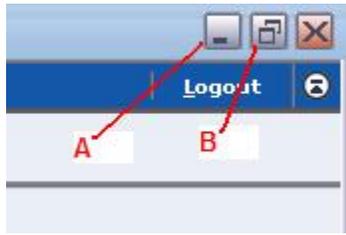
You can resize the RIB Hospital window in order to increase or decrease the amount of space it occupies on your desktop.

- To manually resize the window, place the cursor over the edge of the window. When the cursor changes to a double arrow, press and hold the left mouse button. Move the cursor until the window is the desired size. Release the left mouse button.
- To minimize the window, click the minimize icon (A).



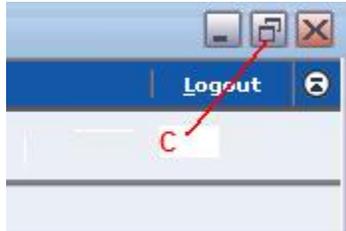
Minimize Icon

- To maximize the window, click the maximize icon (B).



**Maximize Icon**

- To restore the window to its previous size, click the restore icon (C).



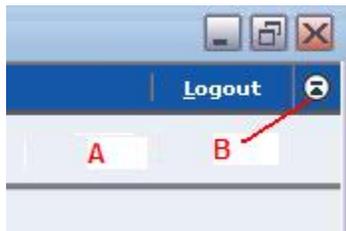
**Restore Icon**

- As an alternative method for resizing the window, right click on the button found on the Microsoft Windows task bar. On the context menu that appears, select Restore, Minimize, or Maximize.

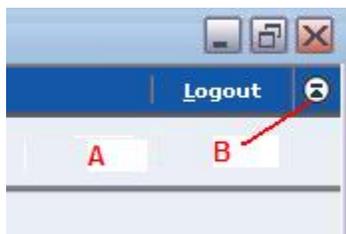
## Toolbar

Although the toolbar occupies relatively little space in the window, you can choose to hide it or show it.

- To collapse the toolbar (A), click the expand/collapse toolbar icon (B). The icon is located on the far right side of the header.



**Expand/Collapse Toolbar Icon**



**Toolbar**

- To expand the toolbar, click again on the same icon.

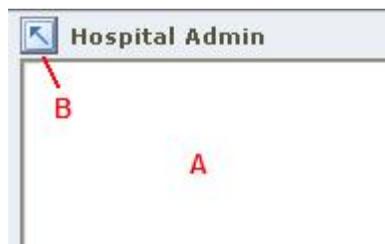
## Workspace

The workspace is likely to be the most used element in the application. As such, you may want to maximize its size. Should you need to access the task pad, restore the content area to its original size.

- To expand the workspace (A), click the explode icon (B). The icon is located on the upper left corner of the content area. The content area expands to the width of the window. The task pad and the toolbar disappear.



### Explode Icon



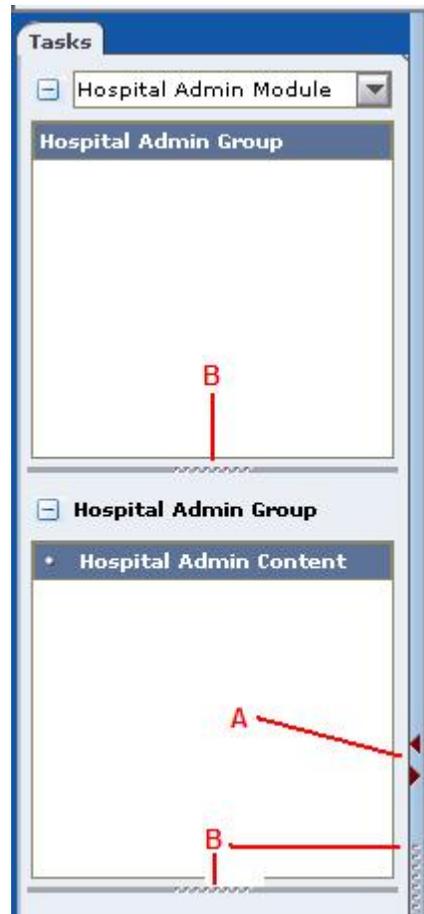
### Expand the Workspace

- To restore the window to its original size, click again on the same icon. The task pad and toolbar reappear.

## Task Pad

The task pad provides access to the tasks assigned to you. Once you are working on a task, you may want to reduce the size of the task pad. You may want to increase the size of the task pad in order to see the full names of the task. As you increase or decrease the width of the task pad, the width of the workspace is resized proportionally.

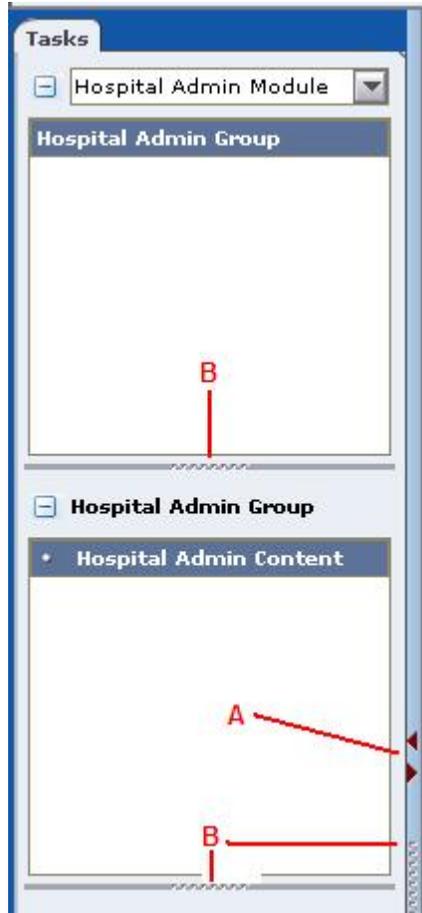
To maximize the task pad, click the right arrow on the separator bar (A). To minimize the task pad, click the left arrow. Note that through the use of the arrow, the width of the task pad can be one of the following:



#### Separator Bar

- maximized to the width of the application window.
- minimized to where it is no longer visible.
- restored to its previous size.

To manually resize the width of the task pad or the length of the work areas within the task pad, place the cursor over the desired resizer (B). When the cursor changes to a left/right (or an up/down) arrow, press and hold the left mouse button. Drag the resizer until the task pad or work area is the desired size. Release the mouse button.



**Resizer**

## Pane

One or more panes appear in the workspace when you select a task on the task pad. You can collapse a pane so that it does not distract you from the panes you want to work in. Only the title bar of the container is displayed after you collapse it. When you are ready to work in the collapsed container, you can then return it to its regular size.

- To collapse a pane (A), click the collapse icon (B).



**Collapse a Pane**

- To expand a pane, click the expand icon (C).



**Expand a Pane**

## Look Up and Select Field Level Data

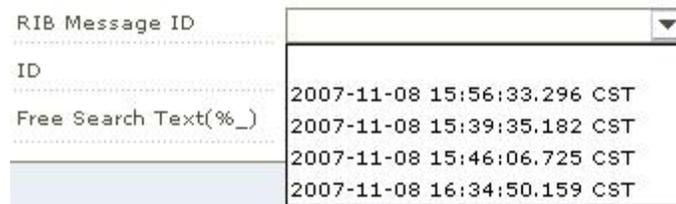
The basic method for entering data in a text field is to type the text in the field. Some fields are restricted, however, as to the type of data that may be entered. The option for entering or selecting data depends on the type of data that may be required or permitted in the field. For example, some fields permit only numeric data, while others permit only alphabetic or alphanumeric data. Some fields require a date to be entered in a specific format. Some fields permit only one value, while others permit multiple values.

Calendars, drop-down lists, lists of values, and transfer boxes provide you with access to preformatted, predefined values. Instructions for using these tools are provided below.

## Drop-Down List

Some fields are restricted to a list of values. You access a drop-down list from which you can pick the desired value.

1. Click on the drop-down arrow (A) next to a field. A list of values appears.



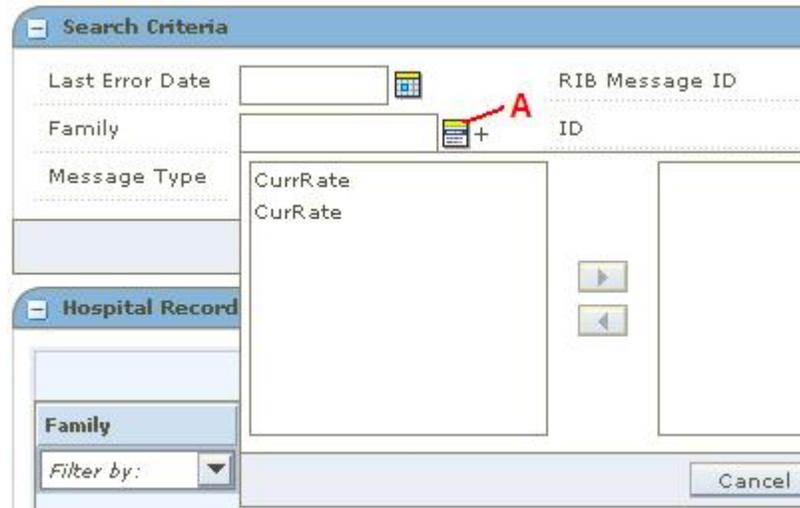
### Drop-Down Arrow

2. Scroll through the list until the desired value appears. Select the value. The field is automatically filled in with the selected value.

## List of Values

When a drop-down list has more than a certain number of possible values, you can access them from the list of values (LOV) button. The list of values popup displays the set of values.

1. Click the LOV button next to a text field (A). The list of values popup opens.



### List of Values Button

2. Select the value or multi-select a number of values and click the right arrow. Click **Select**. The application uses the value or values in the applicable action (for a search, and so on).

## Multi-Select From a List

Some lists allow you to select more than one value. Multi-select allows a user to select multiple rows in a single block by using the Shift and Control keys. The functionality is analogous to the select functionality of other Windows applications.

### Select Continuous Information

1. Click on a row.
2. Press Shift and click on another row to select all the rows in between, inclusively.

### Select Non-Continuous Information

1. Click on a row.
2. Control click on rows to select or deselect the individual rows clicked on (depending on whether they are currently selected) while leaving the other selected rows still selected.

### Add the Values

1. Click the down arrow to add the value to the selected area.
2. Click the up arrow to remove a value from the selected area.

## Filter Records

You search for records when none are displayed. By entering search criteria, you indicate which records must be displayed for your use. Filtering, on the other hand, allows you to reduce the number of records (or values) displayed. Again, you enter criteria indicating which of the currently displayed records must remain visible. The unwanted records are hidden from view. In either case, you are restricting the number of records (or values) displayed to a more manageable and useful number.

## Use a Filter

This procedure explains how use a filter.

1. Click a Filter by: pull-down arrow and choose the filter method from the list.



### Filter By

2. If you want to filter using a previously used value, select a value that you wish to filter by from the list. You may filter using more than one column by repeating these steps for other columns.

## Clear a Filter or All Filters

This procedure explains how to clear a filter or all filters.

1. Click a Filter by: pull-down arrow.

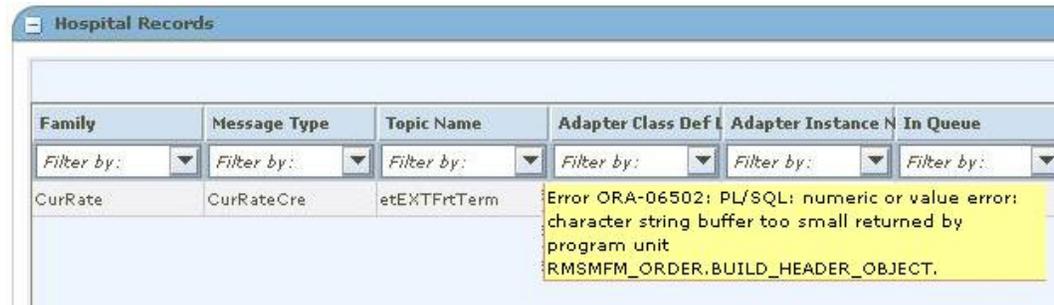


### Filter by

2. Select **Clear Filter** to remove the filter for that column or select **Clear All Filters** to remove the filters for all of the columns.

## View Data Through a Tool Tip

To view data through a tool tip, hover your pointer over the data that you wish to see in a column.



The screenshot shows a window titled "Hospital Records" containing a table. The table has six columns: Family, Message Type, Topic Name, Adapter Class Def, Adapter Instance N, and In Queue. Each column has a "Filter by:" dropdown menu. A tooltip is displayed over the "Adapter Class Def" column, showing an error message: "Error ORA-06502: PL/SQL: numeric or value error: character string buffer too small returned by program unit RMSMFM\_ORDER.BUILD\_HEADER\_OBJECT."

Family	Message Type	Topic Name	Adapter Class Def	Adapter Instance N	In Queue
CurRate	CurRateCre	etEXTFrTerm	Error ORA-06502: PL/SQL: numeric or value error: character string buffer too small returned by program unit RMSMFM_ORDER.BUILD_HEADER_OBJECT.		

**Tool Tip**

## Exit the Application

There are a few ways you can log out of and close the RIB Hospital. You can:

- Click **Logout** in the header.
- Select **Close Window** from the File menu.
- Select **Exit** from the File menu.
- Click the close button on the title bar.



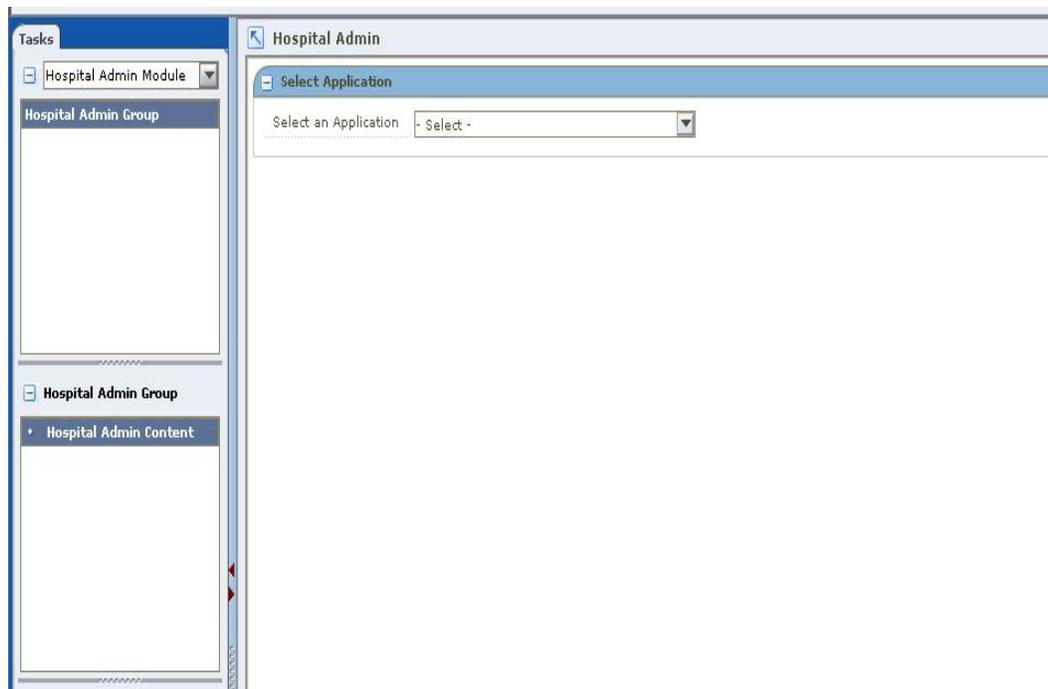
**Close Button**

# RIB Hospital Administration Help

## RIB Hospital Administration Help

This section describes how to use the RIB Hospital Administration application.

**Navigate:** From the Task Pad, select Hospital Admin Content. The Hospital Admin workspace is displayed.



Hospital Admin Workspace

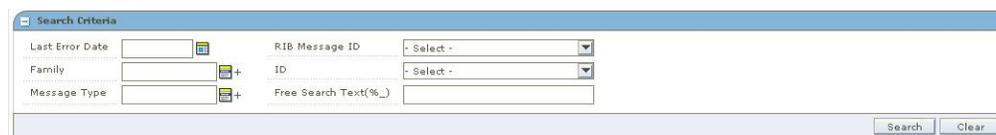
## Select an Application

In the Select Application field, select an applicable application. The Hospital Admin workspace is displayed populated with the following panes, Search Criteria Hospital Records, Message Viewer, and Hospital Record Details.

## Search for Messages

This procedure explains how to search for a message.

1. Select an application. The Search Criteria pane expands.



Search Criteria Pane

2. Enter or select the criteria to limit your search in one or more of the following fields:
  - Last Error Date
  - Family
  - Message Type
  - RIB Message ID
  - ID
  - Free Search Text
3. Click **Search**. RIB error messages that match these criteria are displayed in the Hospital Records pane.

Family	Message Type	Topic Name	Adapter Class Def	Adapter Instance	In Queue	Delete Pending	Attempt Count/Max	Last Error Description	Last Error Date/Time
Filter by: ▾	Filter by: ▾	Filter by: ▾	Filter by: ▾	Filter by: ▾	Filter by: ▾	Filter by: ▾	Filter by: ▾	Filter by: ▾	Filter by: ▾
CurRate	CurRateCre	etEXTFrTerm	rib-rms_FrTerm_...		1	<input type="checkbox"/>	<input type="checkbox"/>	1/5	java:ejb.EJBEnc... Thu Nov 08 16:13...

Load Message Details on selection

Hospital Records Pane

## Delete a Message

This procedure explains how to mark a message for deletion from the RIB Hospital.

1. Select an application. The Hospital Records pane expands.
2. Search for messages.
3. Select a row that represents a hospital record.

---

**Note:** A message that is in queue (the check box in the In Queue column is selected) cannot be deleted.

---

4. Click **Delete**. The message is deleted when the hospital retry adapters and/or process checks for messages to be deleted from the RIB Hospital.

## Stop a Message

This procedure explains how to stop a retry adapter and/or a process from attempting to retry a message.

1. Select an application.
2. Search for a message. (If necessary, see Search for messages.)
3. Select a row that represents a hospital record.

---

**Note:** A message that is in queue (the check box in the In Queue column is selected) cannot be stopped.

---

4. Click **Stop**. The retry adapter and/or a process does not attempt to re-process the message until you select the message for Retry.

## Retry a Message

This procedure explains how to retry a message after you have stopped retry adapter and/or process from re-processing it.

1. Select an application.
2. Search for a message. (If necessary, see Search for messages.)
3. Select a row that represents a hospital record.

**Note:** A message that is in queue (the check box in the In Queue column is selected) or pending deletion (the check box in the Delete Pending column is selected) cannot be retried.

4. Click **Retry**.

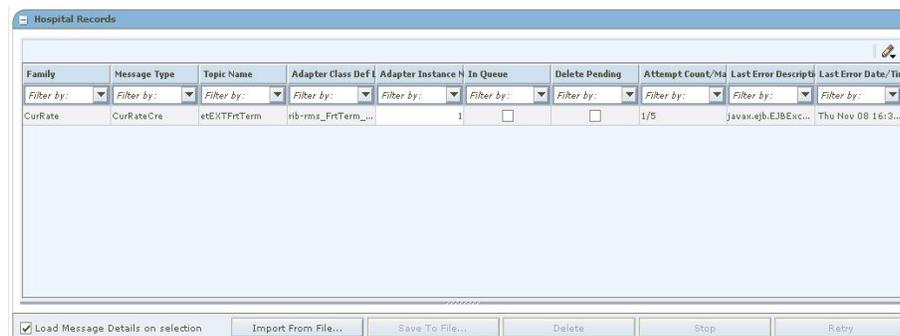
## View a Message

This procedure explains how view a message.

Select an application.

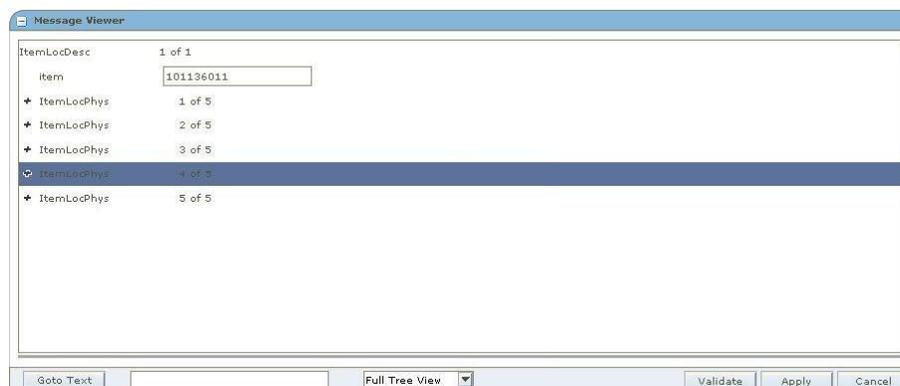
Expand the Message Viewer pane and select one of the following three views:

- **Partial Tree View:** This view allows you to scroll the message one child node at a time. It provides back and forward buttons to visit each child node, which can be expanded to look at its content.



### Partial Tree View

- **Full Tree View:** This view shows all the message's children, each of which you can expand.



### Full Tree View

- **Flat View:** This view shows the XML document in its flat format.



## Validate a Message

This procedure allows you to perform the application's XML validation step for a given message. The system validates the message against a XSD or a schema, depending upon what is specified in the header section of the XML message.

1. View a message (if necessary, see View a message).
2. If you wish to make changes to a message, edit a message in the Message Viewer pane.

### Message Viewer

3. Click **Validate**.

## Save a Message Locally

This procedure explains how to save a message locally.

1. View a message (if necessary, see View a message).
2. Click **Save To File**. The message will be saved to a text file following the specifications in the HospitalEntries.xsd. See the Appendix.

## Retrieve a Message from a Local Location

This procedure explains how to retrieve a message from a local location.

1. Select an application.
2. Click **Import From File**. Scroll to the applicable message and click **Open**. The message must be formatted following the specifications in the HospitalEntries.xsd. See the Appendix.

## View Hospital Record Details

This procedure explains how to see detailed information about a failed message.

1. Expand the Hospital Records pane.

Family	Message Type	Topic Name	Adapter Class Def	Adapter Instance N	In Queue	Delete Pending	Attempt Count/Max	Last Error Description	Last Error Date/Time
CurRate	CurRateCre	etEXTFrTerm	rib-rms_FrTerm_...	1	<input type="checkbox"/>	<input type="checkbox"/>	1/5	java:ejb.EJBEnc...	Thu Nov 08 16:3...

Load Message Details on selection

### Hospital Records Pane

2. Search for a message. (If necessary, see Search for messages.)

**Note:** When you select a row with the Load Message Details on selection check box selected, the message data is loaded automatically. If you do not select the Load Message Details on selection check box, you must double-click the row that represents a hospital record in order to load the data.

3. Select a row that represents a hospital record.
4. Expand the Hospital Record Details pane. The pane is populated with data, including a description of the error message in the Last Error Description box.

Hospital ID	1	ID		RIB Message ID	2007-11-08 15:39:35.182 CST
Family	CurRate	Message Type	CurrateCre	Topic Name	etEXTFrTerm
Adapter Class Def Location	rib-rms_FrTerm_sub	JMS Queue ID	harsha-in:1521	Thread Value	1
Adapter Instance Number	1	Attempt Count	5	Max Attempts	5
In Queue	No	Publish Time	2007-11-08 15:39:35.0	Custom Flag	F
Delete Pending	No				

**Error Information**

Reason Code	SUB	Last Error Time	2007-11-08 15:41:52.0
Last Error Description	com.evermind.server.ejb.interceptor.InvocationContextImpl.proceed (InvocationContextImpl.java:119) at com.evermind.server.ejb.interceptor.system.DMSInterceptor.invoke(		

### Hospital Record Details Pane

## View a Message's Error History

This procedure explains how to view a message's error history.

1. View the hospital record details for a message (if necessary, see View hospital record details).
2. Click Error History. In this portion of the pane, you can view the error associated with each of the possible Retry a message attempts.

▼ Error History

Error Number	Adapter Class Def Location	Adapter Instance Number	Error Date/Time	Description	Error Type	Error Code
<i>Filter by:</i>	<i>Filter by:</i>	<i>Filter by:</i>	<i>Filter by:</i>	<i>Filter by:</i>	<i>Filter by:</i>	<i>Filter by:</i>

**Error History**

## View a Message's Hospital Reference Information

This procedure explains how to view a message's hospital reference information.

**Note:** This pane contains data that is applicable only to retailers who have received custom code. For those retailers that have received this custom code, please note that this pane remains empty of data for the majority of messages.

1. View the hospital record details for a message (if necessary, see View hospital record details).
2. Click Hospital Reference Information. In this portion of the pane, you can view a message's hospital reference information. The purpose of this portion of the pane is to show records that are already contained in the RIB\_MESSAGE table but are prevented from being retried until another record has been successfully retried. Once this other record has been successfully retried, the Reason Code in the RIB\_MESSAGE table for the record being referenced in the Hospital Reference column is set to the new Reason Code to make it available for retry.

▼ Hospital Reference Information

Hospital Reference	Adapter Class Def Location	Adapter Instance Number	Message Family	New Reason Code	Old Reason Code
<i>Filter by:</i>	<i>Filter by:</i>	<i>Filter by:</i>	<i>Filter by:</i>	<i>Filter by:</i>	<i>Filter by:</i>

**Hospital Reference Information**

## View a Message's Routing Information

This procedure explains how to view a message's routing information.

1. View the hospital record details for a message (if necessary, see View hospital record details).
2. Click Routing Information. In this portion of the pane, you can view a message's routing information (related to the RIB adapters that support routing).

▼ Routing Information

Name	Value	Detail1 Name	Detail1 Value	Detail2 Name	Detail2 Value
Filter by: ▼	Filter by: ▼	Filter by: ▼	Filter by: ▼	Filter by: ▼	Filter by: ▼

### Routing Information

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# Glossary

Term	Definition
Attempt Count	The number of times the e*Way and/or process has tried to process the message.
adapter	An adapter represents one or more threads of control within the adapter that publishes or subscribes to the applicable XML messages.
Custom Flag	This value is used to signal that the message contains custom data. This is not currently used by the RIB; therefore its value is always set to 'F' (false).
Delete Pending	A 'Yes' means that the message is marked for deletion and will be removed from the RIB Hospital when the retry adapter and/or process checks for messages to be deleted from the RIB Hospital. 'No' means that the message is not pending for deletion.
Family	The valid message family to which the message belongs. Each message family contains information specific to a related set of operations on a business entity or related business entities.
Hospital ID	This is the identifier of a single message in the Hospital database. It is the primary key that associates the message in the RIB_MESSAGE table with its corresponding data in the RIB_MESSAGE_FAILURE, RIB_MESSAGE_ROUTING_INFO and RIB_MESSAGE_HOSPITAL_REF tables.
ID	Optional ID string that identifies the message. Composite primary keys require multiple IDs. For example, a line item within a Purchase Order may contain the PO number and line item number as part of the ID. For example: <id>PONumber=12345</id> <id>ItemID=321</id>
In Queue	Messages in the queue are waiting to be reprocessed (Yes) or not being reprocessed presently (No).
JMS Queue ID	This ID represents the JMS server that the message is published to during retries from the hospital. The ID also represents the JMS server from which the message was originally published (or from which the message was originally attempted to be published). The format of this field is <JMS host name>:<JMS host port>.
Last Error Description	The text of the error message that describes why the message failed to process.
Location	The adapter name and/or process name.
Max Attempts	The maximum number of times a message in the RIB Hospital should be re-processed by an application.

<b>Term</b>	<b>Definition</b>
Message Type	Each message family contains a set of sub-formats specific to the business event triggering message publication. The term message type embodies this specific sub-format. For example: a Purchase Order message family can contain message types such as "Create PO Header", "Create PO Detail", "Update PO Header", or "Delete PO Detail".
Publish Time	The date/timestamp indicating when the message was published.
Reason Code	This value identifies whether an error occurred during publication of the message or during consumption (subscription). The indicators are "JMS", "SUB", and "PUB". The "PUB" reason code is used by RMS to indicate that a reference to a message must be retained in the RIB Hospital. When retried, the adapter must call a special stored procedure (PUB_RETRY) that will publish the message once some specific conditions are met in the RMS application.
RIB Message ID	ID of the Message within the RIB Hospital. This value is set only after the message is checked into the RIB Hospital.
Thread Value	The thread value is used for parallel processing of messages within the same family. This value is added to the message during publication to the JMS so that it can be routed through a specific adapter and/or process.

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# Index

<b>A</b>		
adapters .....	14, 15, 20	
<b>C</b>		
Clear		
Filters .....	11	
Close Button.....	12	
<b>D</b>		
Delete		
Message.....	14	
Drop-Down Arrow.....	9	
Drop-Down List.....	9	
DTD .....	17	
<b>E</b>		
Edit		
Message.....	16	
Error History .....	19	
Exit		
Application.....	12	
Expand .....	6, 15	
Expand/Collapse Toolbar Icon .....	5	
Explode Icon .....	6	
<b>F</b>		
Filter		
Clear.....	11	
Records .....	11	
Use .....	11	
Flat View.....	15	
Full Tree View .....	15	
<b>G</b>		
Glossary .....	21	
Goto Text .....	16	
<b>H</b>		
Hospital Record Details Pane .....	18	
Hospital Reference Information....	19	
<b>L</b>		
List of Values.....	10	
Load Message Details.....	15, 18	
Log In.....	1	
Logout.....	12	
Look Up .....	9	
LOV .....	10	
<b>M</b>		
Maximize		
Window.....	4	
Message		
Delete .....	14	
Edit.....	16	
Error History .....	19	
Retrieve .....	17	
Retry.....	15	
Save Locally.....	17	
Search Within.....	16	
Stop .....	14	
Validate .....	17	
Viewer.....	15	
Minimize		
Window.....	4	
Multi-Select From a List.....	10	
<b>P</b>		
Pane		
Collapse.....	8	
Expand .....	8	
Partial Tree View .....	15	
Preformatted		
access .....	9	
Preformatted.....	9	
<b>R</b>		
Resize Elements .....	4	
Resizer.....	6	
Restore .....	4	
Retrieve		
Message.....	17	
Retry.....	15	
RIB Hospital Administration Help	13	
RIB Hospital Window.....	4	
Routing		
Information .....	20	

---

<b>S</b>		
Save		
Message Locally .....	17	
Search		
Message.....	13, 16	
Select		
Application.....	13	
Continuous Information .....	10	
Field Level Data.....	9	
Non-Continuous Information....	10	
Separator Bar .....	6	
Stop		
Message.....	14	
<b>T</b>		
Task Pad.....	6	
		Tool Tip .....
		12
		<b>V</b>
		Validate
		Message.....
		17
		Values Button.....
		10
		View
		Message.....
		15
		Message Routing Information...
		20
		Workspace.....
		2
		<b>W</b>
		Workspace.....
		2, 6
		<b>X</b>
		XML.....
		15, 17