

Oracle[®] Retail Integration Cloud Service

Hospital Administration Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Preface

The Oracle Retail Integration Bus Hospital Administration Guide describes the application user interface and how to navigate through it.

Audience

This document is intended for the users and administrators of Oracle RIB HospitalAdministration. This may include merchandisers, buyers, and business analysts.

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Oracle Retail Software Cloud Service is acquired exclusively through a subscription service (SaaS) model. This shifts funding from a capital investment in software to an operational expense. Subscription-based pricing for retail applications offers flexibility and cost effectiveness.

1

Introduction

Oracle Retail Integration Bus Hospital Administration or RIB Hospital Administration (RIHA) is a tool to manage RIB messages in the RIB hospital error tables.

Using RIHA you can search for hospital records, stop a message from being retried, retry a message for which maximum system-set retries have been tried, and delete a message from the tables. You can insert new records into hospital tables. You can also update existing hospital records and message payloads.

RIHA should be installed only after core RIB components have been installed and verified.

Using RIHA is the recommended way to perform all RIB Hospital error table operations.

The RIB Hospital

The RIB Hospital is a collective term for a set of Java Classes and database tables whose purpose is to provide a mechanism to handle system and business-related errors while meeting the fundamental RIB requirements:

- Guaranteed once-and-only-once successful delivery.
- Preservation of publication sequence (even in case of failures).

When a message is processed, the adapter checks to see whether the RIB Hospital contains any messages associated with the same `businessObjectId` as the current message. If so, then the adapter places the current message in the hospital as well. This is to ensure messages are always processed in the proper sequence. If proper sequencing is not maintained, then the subscribing application's data may become corrupted.

If an error occurs during message processing, the subscribing adapter notes this internally and rolls back all work associated with the message. When the message is re-processed (since it is yet to be processed successfully), the adapter now recognizes this message is problematic and checks it into the hospital.

For Publication, there are some RMS publishers that return an 'H' status to denote a problem creating a new message for a specific business object. This status may be due to database locks being held by on-line users of an Oracle Forms application or it could also be due to some data incompatibility found in the `GETNEXT()` procedure. Whenever a publisher recognizes that a message for a business object cannot be published due to one of these conditions, the message must go into the RIB Hospital.

After a message is checked into the RIB Hospital, a retry adapter extracts the message from the hospital and tries to re-publish it to the integration bus.

RIB Hospital Dependence Check

The RIB Hospital dependency check logic assumes that each message family has a single, unique `businessObjectId` for all business object entities its messages are associated with. This `businessObjectId` must be the same for the same business entity across all message types

within the message family. If any message for a specific business entity is placed into the RIB Hospital, then the RIB Hospital dependency check logic automatically inserts any subsequent messages for the same business object. This is to preserve the message sequence and guarantees messages are processed exactly once. Otherwise, multiple update messages for a business object may be processed in an incorrect order, creating incompatibilities between applications.

If the `businessObjectId` is not set, then there is no dependency check. Not all message families set the `businessObjectId` or it is not set on all message types. See the Oracle Retail application documentation (for example, "Message Publication and Subscription Designs" in the Oracle Retail Merchandising Operations Guide Volume 2).

RIB Hospital Insert

In the event of failure during message subscription, the error is flagged within the RIB Hospital software, resulting in rollback of the work done in the retail application. The adapter returns a failure so that the database transaction is rolled back as well, and the message is kept on the Integration Bus topic. This is because subscribing adapters are executed within the context of a distributed transaction, using the XA two-phase commit protocol. This transaction is controlled by the Java EE Application Server. Immediately after the roll back, JMS re-delivers the message back to the subscribing adapter and, this time, the RIB Hospital software detects the previously flagged message and inserts the message in to the RIB Hospital tables. The message is then removed from the JMS topic.

When the initial failure occurs while processing the message, the error is flagged within the RIB Hospital software, the adapter returns a failure so that the database transaction is rolled back, and the message is kept on the integration bus topic.



Note:

The XA interface is a standard protocol between a transaction manager and a database or resource manager. Both the JMS topic connection and the database connection must support the XA protocol. For more information regarding the XA standard, see the URL

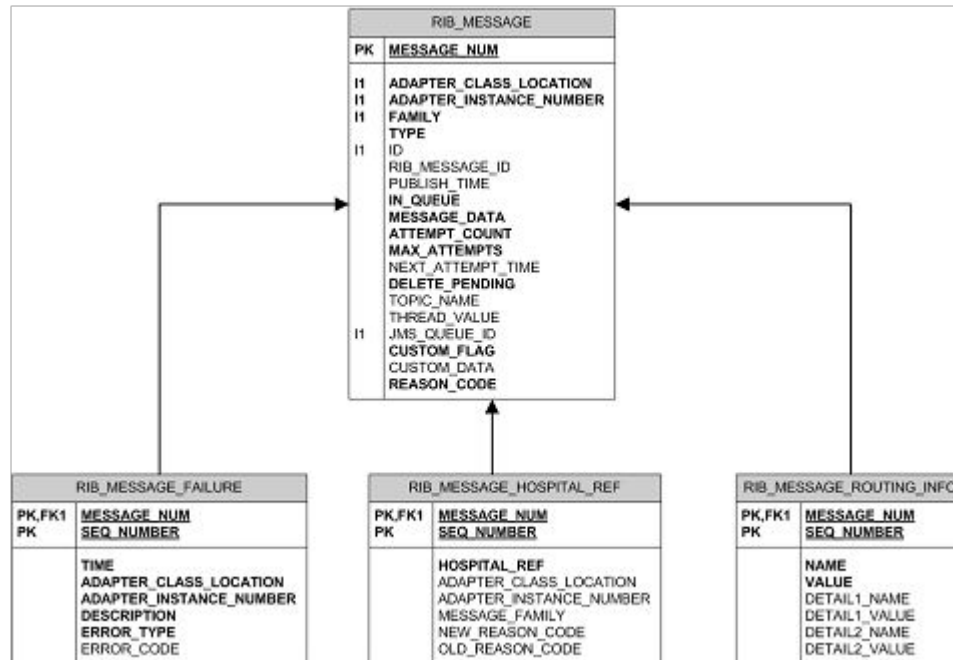
<http://www.opengroup.org>

RIB Hospital Tables

The RIB Hospital tables are:

- `RIB_MESSAGE` - contains the message payload, all single-field envelope information, and a concatenated string made from `<id>` tags. It also contains a unique hospital ID identifying this record within the hospital.
- `RIB_MESSAGE_FAILURE` - contains all failure information for each time the message was processed.
- `RIB_MESSAGE_ROUTING_INFO` - contains all of the routing element information found in the message envelope.
- `RIB_MESSAGE_HOSPITAL_REF` - contains all of the hospital reference information found in the message envelope.

A database sequence, RIB_MESSAGE_SEQ, is used to maintain a unique message number associated with each message placed into the RIB Hospital.



These tables will have been created during the database portion of the Oracle Retail application installation (for example, RWMS, SIM, RPM, AIP, RFM, OMS, or RMS). The RIB Hospital tables are internal system tables that maintain the RIB runtime state of the system. The entries in these tables must not be manipulated by non-RIB tools when the RIB is running.

RIB Hospital Retry

After a message is inserted into the RIB Hospital, the hospital retry adapter is used to re-post the message to the JMS in order to retry its processing. The assumption is that the error is a transitory one; records locked or there is an external dependency that has not been met. The number of times a message is retried is configurable.

The hospital retry is responsible for maintaining state information for hospital records or what has happened to the record or message information. Each time the message is reprocessed, a record is kept of the event along with the results. The design is to provide a means to halt processing for messages that cause errors while allowing continued processing for the good messages.

One element of this information is whether the message has been queued to the JMS topic for re-try processing. So, manually deleting messages from the hospital database using SQL directly may produce severe processing problems. Also, deleting messages directly from the JMS provider may result in a message that is never retried again, as the logic in the retry assumes the message is queued within the JMS.

There are three kinds of hospital retry adapters:

- Sub Retry Adapter

- JMS Retry Adapter
- Pub Retry Adapter

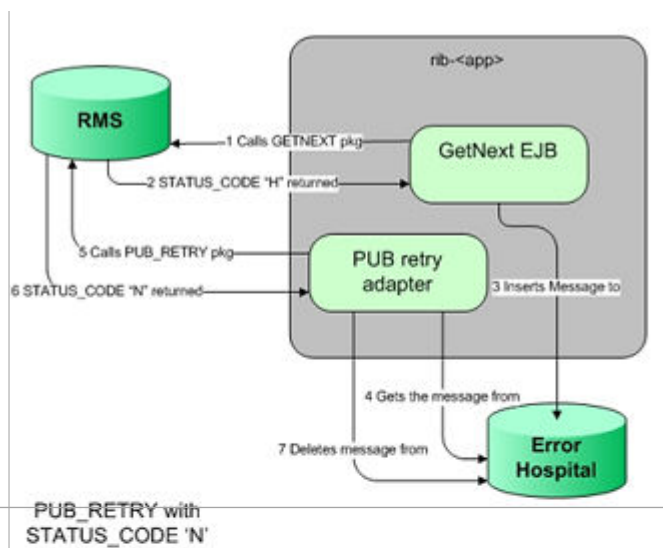
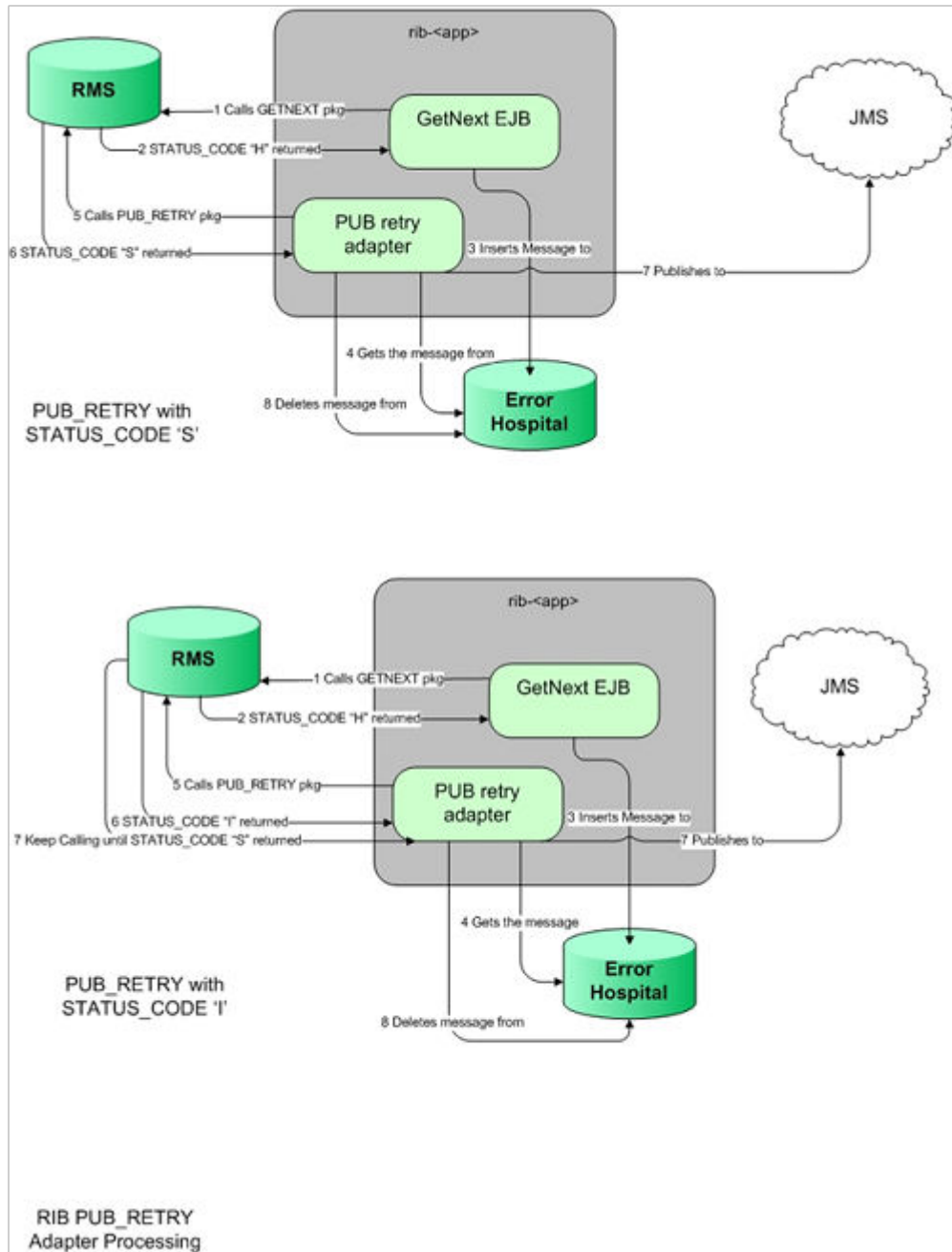
All subscriber-side retrying of messages is handled by the Sub Retry Adapter. The Sub Retry Adapter looks at all messages with reason code SUB, then filters and identifies the messages that are ready to be reprocessed, keeping message ordering in mind.

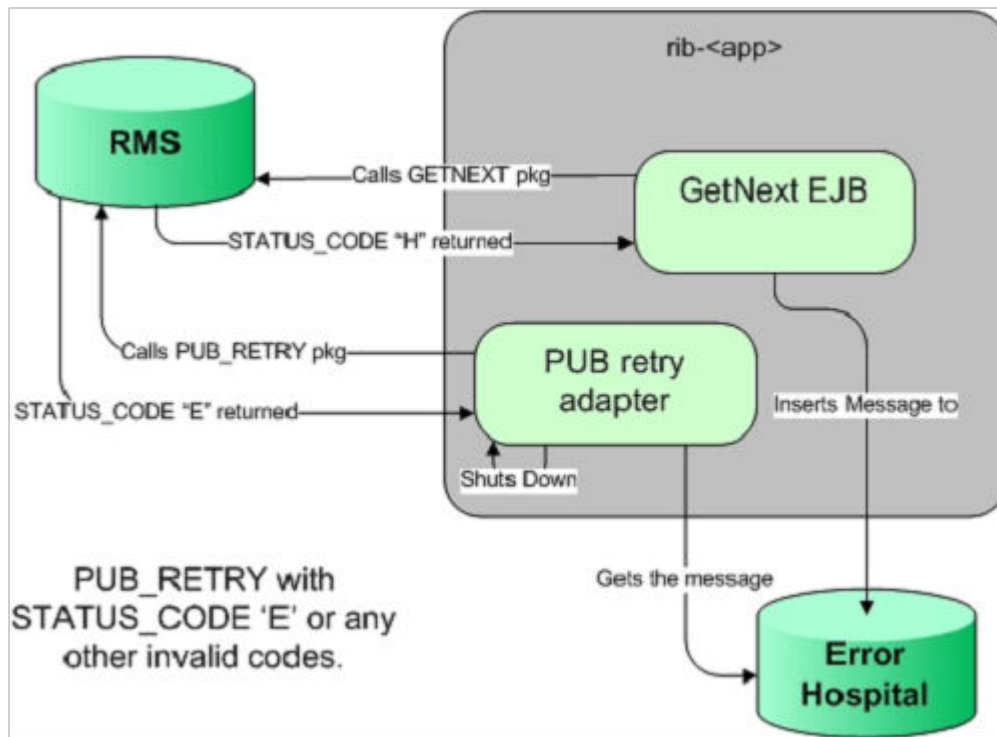
Oracle Retail applications are unaware that the integrations of business data are happening through a JMS server. RIB abstracts the fact it is using a JMS server from the retail applications. When the JMS server is down or RIB has some problem publishing to the JMS server, RIB will not rollback the transaction as long as it is a recoverable problem. In such a situation, all messages are inserted to the RIB Hospital with a reason code of JMS and publication continues on. The JMS Retry Adapter retries all messages with reason code of JMS at a later time.

All messages with reason code of PUB are retried by the Pub Retry Adapter. Merchandising is the only retail application that needs the Pub Retry Adapter.

PUB Retry Adapter

The following diagrams illustrate how the PUB Retry Adapter works:





Hospital Attempt (Retry) Count

When the message first comes through the subscriber, if there is no businessObjectId, then no dependency check is performed. If the message cannot be processed, it is then inserted into the hospital with an attempt_count = 1.

A message that comes through the subscriber, that has a businessObjectId, a dependency check is performed. If there is no dependency and the message cannot be processed, it is then inserted into the hospital with an attempt_count = 1.

A message that comes through the subscriber that does match the ID and family of another message in the hospital is known to be dependent, so it goes to the hospital immediately, with an attempt_count = 0.

Exception to this rib-tafr app, in case of rib-tafr attempt_count is 1, even if the message is inserted into the hospital as a dependent message because tafr adapters work with two topics and message would already be subscribed once by the tafr, therefore it always has attempt_count=1.

JMS Delivery Count

JMSXDeliveryCount is a message property set by AQ JMS. This property is checked to determine whether the message is being redelivered by the JMS. If the count MAX_REDELIVERY_THRESHOLD (set to 2) is reached, the RIB subscribers assume that the message is being re-delivered; the message will be determined to be a poison message. In such scenarios, the message is written to the file system (at the same location where application log files are written), and the adapter is shut down. An administrator must decide how this message will be handled.

2

Navigation and Help

This chapter describes the navigation steps in the Oracle Retail Integration Bus Hospital Administration or RIB Hospital Administration (RIHA) application.

Log in to RIHA

This procedure explains how to log in to the application.

1. Enter the application URL: in the address bar of the browser.



Note:

Using Mozilla Firefox Web browser is recommended.

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ORACLE Cloud
cc52ef7b06stuar28405

Oracle Cloud Account Sign In

Identity domain ⓘ
Default

User Name

Password

[Forgot Password?](#)

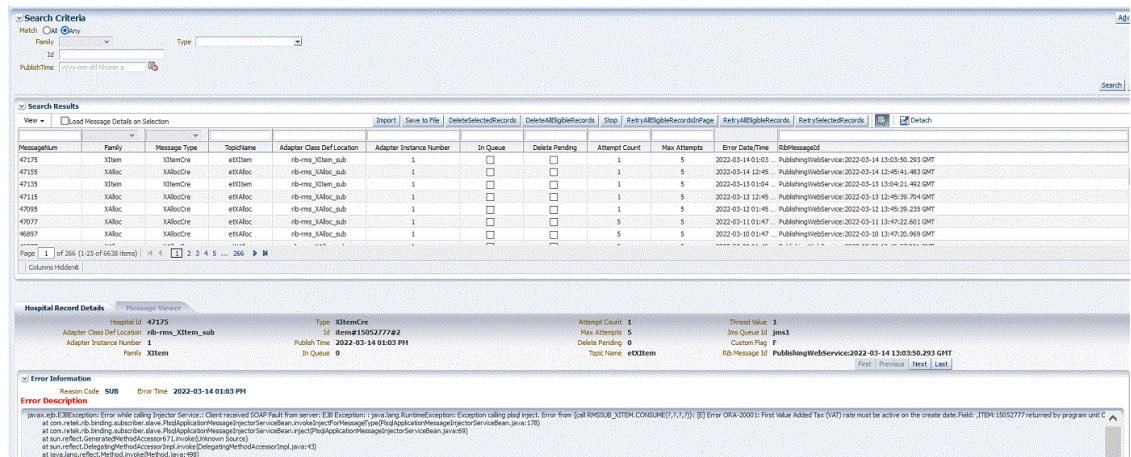
Sign In

Or sign in with

SOCS SAML IDP

[Need help signing in?](#)

2. In the User Name field, enter the user name configured at the time of installation of the application.
3. In the Password field, enter the password.
4. Click Login. The application home page appears.



Search for a Hospital Record

This procedure explains how to search for a hospital record in RIHA.

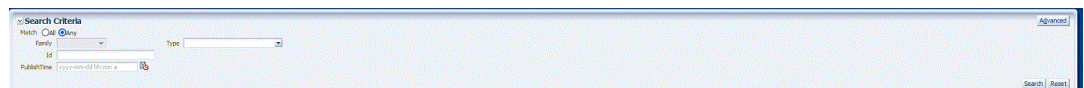
Basic Search

By default, the basic search option is enabled. Basic search is done using the Equal to operator against the given search values.

Click **Reset** to clear the data from search fields.

To perform a Basic Search:

1. Log in to the application.



2. In the Search Criteria section, enter or select the criteria to limit your search in one or more of the following fields:

- Family
- ID
- Publish Time
- Message Type

Note:

Select **All** to match all fields in the search. Select **Any** to match

any field in the search criteria.

3. Click **Search**. The hospital records that match the search criteria are populated in the search results table.

MessageId	Family	Message Type	TopicName	Adapter Class Def Location	Adapter Instance Number	In Queue	Delete Pending	Attempt Count	Max Attempts	Error DateTime	RIBMessageId
47175	XAlloc	XItemCre	etXItem	rb-rms_XItem_sub	1	<input type="checkbox"/>	<input type="checkbox"/>	1	5	2022-03-14 01:03 ...	PublishingWebService:2022-03-14 13:03:50.293 GMT
47155	XAlloc	XAllocCre	etXAlloc	rb-rms_XAlloc_sub	1	<input type="checkbox"/>	<input type="checkbox"/>	1	5	2022-03-14 12:45 ...	PublishingWebService:2022-03-14 12:45:41.483 GMT
47135	XItem	XItemCre	etXItem	rb-rms_XItem_sub	1	<input type="checkbox"/>	<input type="checkbox"/>	1	5	2022-03-13 01:04 ...	PublishingWebService:2022-03-13 12:04:21.492 GMT
47115	XAlloc	XAllocCre	etXAlloc	rb-rms_XAlloc_sub	1	<input type="checkbox"/>	<input type="checkbox"/>	1	5	2022-03-13 12:45 ...	PublishingWebService:2022-03-13 12:45:39.704 GMT
47095	XAlloc	XAllocCre	etXAlloc	rb-rms_XAlloc_sub	1	<input type="checkbox"/>	<input type="checkbox"/>	1	5	2022-03-12 01:45 ...	PublishingWebService:2022-03-12 13:45:39.235 GMT
47077	XAlloc	XAllocCre	etXAlloc	rb-rms_XAlloc_sub	1	<input type="checkbox"/>	<input type="checkbox"/>	5	5	2022-03-11 01:47 ...	PublishingWebService:2022-03-11 13:47:22.601 GMT
46897	XAlloc	XAllocCre	etXAlloc	rb-rms_XAlloc_sub	1	<input type="checkbox"/>	<input type="checkbox"/>	5	5	2022-03-10 01:47 ...	PublishingWebService:2022-03-10 13:47:20.969 GMT

Advanced Search

By default, the basic search option is selected in the application. In the search panel, click **Advanced** to switch to advanced search option. Advanced search allows you to add more search fields to the search criteria. Click **Add Fields** to add more fields.

In the advanced search, the operators of each search field can be changed to other available options.

Click **Basic** to switch back to the basic search option.

Click **Reset** to clear the data from search fields.

To perform an Advanced Search:

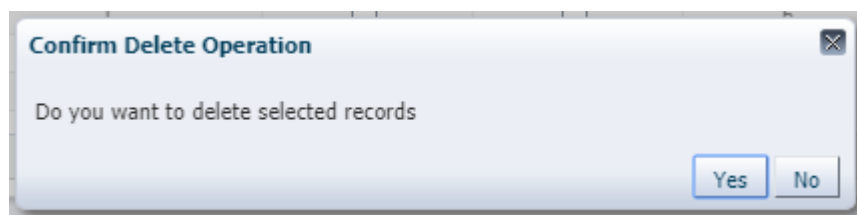
1. Log in to the application.
2. Click **Advanced** in the search panel.

3. Click **Add Fields**. Additional fields are listed. Select the required fields to add to the search criteria.
 - Click the red cross mark icon besides the field to remove the field from the search criteria.
4. Enter values in the respective fields and click Search. The hospital records that match the search criteria are populated in the search results table.

Delete a Message

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

1. Log in to the application.
2. Search for hospital records.
3. Select a row that represents a hospital record.
4. Click **Delete**. A confirmation dialog box appears.



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

Bulk deletion of records from error hospital tables can be done using the following options:

- RetrySelectedRecords - This deletes records that are selected using the multi-select option.
- RetryAllEligibleRecords - This deletes all the eligible records in error hospital irrespective of search result.

 **Note:**

A message that is in queue (as indicated when the check box in the In Queue column is selected) cannot be deleted.

Stop a Message

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

1. Log in to the application.
2. Search for a message.
3. Select a row that represents a hospital record.
4. Click **Stop**. The retry adapter and/or a process does not attempt to reprocess the message until you select the message for Retry.

 **Note:**

A message that is in queue (as indicated when the check box in the In Queue column is selected) cannot be stopped.

Retry a Message

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

1. Log in to the application.
2. Search for a message.
3. Select a row that represents a hospital record.
4. Click one of the following buttons:
 - RetryAllEligibleRecordsInPage - This option will retry all the eligible records in current page which is being displayed. (See note below for delete criteria)
 - RetryAllEligibleRecords - This option will retry all the eligible records in error hospital irrespective of search result.
 - RetrySelectedRecords - This will retry records that are selected using the multi-select option.

 **Note:**

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

View and Edit a Message

This procedure explains how to view a message.

1. Log in to the application.
2. Search for hospital records.
3. Click the **Load Message Details on Selection** check box located in the search results table.
4. Select a row to view the payload of hospital records.
5. Click the **Message Viewer** tab. The message viewer displays the payload in text mode.



6. You can edit the message shown and click **Save** to save the message.

Save a Message Locally

This procedure explains how to save a message locally.

1. Search for a message and select a row.
2. Click **Save To File**. The message is saved to a RibMessage.xml, a text file named by default.

Import a New Hospital Record to Hospital Tables

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

1. Click **Import**
2. Search for a message and select a row.
 - A popup browser opens with an option to browse for a hospital entry to be

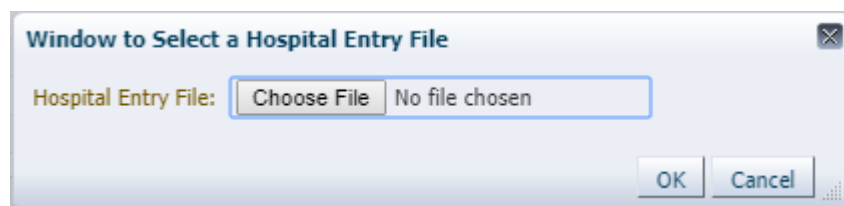
The message must be in the following specified format:

```
<HospitalEntry>
<AdapterClassLocation>AdapterClassLocation</AdapterClassLocation>
<Family>Family</Family>
<Type>Type</Type>
<TopicName>TopicName</TopicName>
<CustomFlag>F</CustomFlag>
<CustomData> <![CDATA[ CustomData ]]> </CustomData>
<ReasonCode>ReasonCode</ReasonCode>
<RibMessagePayloadView>
<RibMessagePayload>
<MessageData> <![CDATA[ <Message Xml> ]]> </MessageData>
</RibMessagePayload>
</RibMessagePayloadView>
<RibMessageRoutingInfoView>
<RibMessageRoutingInfo>
<SeqNumber>0</SeqNumber>
<Name>Name</Name>
<Value>Value</Value>
<Detail1Name>DetailName</Detail1Name>
<Detail1Value>DetailValue</Detail1Value>
</RibMessageRoutingInfo>
</RibMessageRoutingInfoView>
</HospitalEntry>
```

Update an Existing Hospital Record

This procedure explains how to update an existing hospital record location.

1. Search for a message and select a row (see [View and Edit a Message](#)).
2. Save the hospital entry locally (See [Save a Message Locally](#)).
3. Edit the hospital entry file.
 - Do not edit or remove any of the <MessageNum> attributes.
4. Click **Import**.



The message must be in the same format in which it was saved.

Format the hospital entry to be updated.

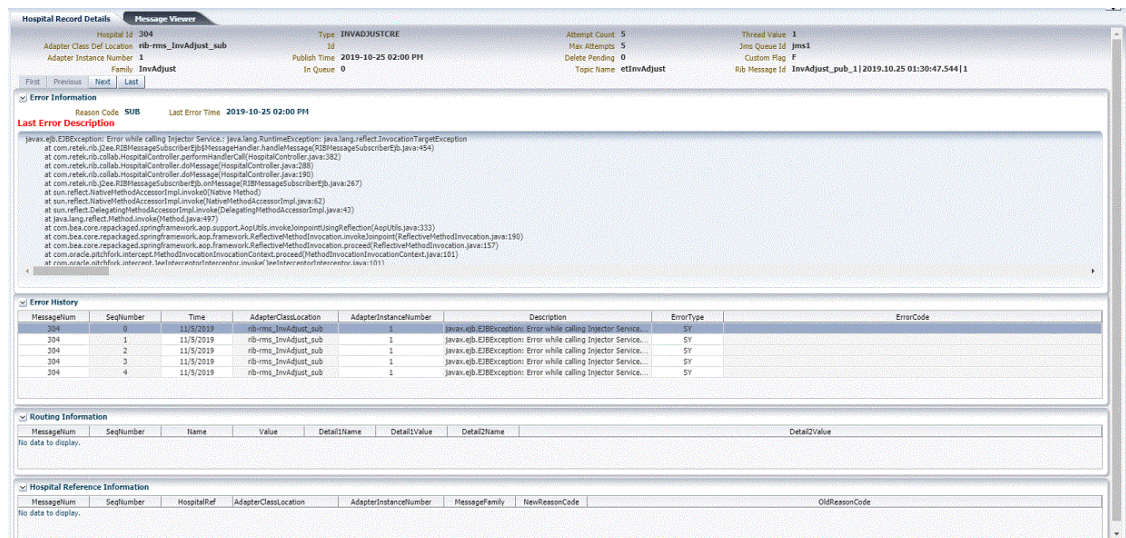
```

<HospitalEntry>
  <MessageNum>12345</MessageNum>
  <AdapterClassLocation>AdapterClassLocation</AdapterClassLocation>
  <Family>Family</Family>
  <Type>Type</Type>
  <RibMessageId>RibMessageId</RibMessageId>
  <Id>Id</Id>
  <PublishTime>YYYY-MM-DD HH:MM:SS</PublishTime>
  <TopicName>TopicName</TopicName>
  <ThreadValue>ThreadValue</ThreadValue>
  <JmsQueueId>jmsId</JmsQueueId>
  <CustomFlag>F</CustomFlag>
  <CustomData> <![CDATA[ CustomData ]]> </CustomData>
  <ReasonCode>ReasonCode</ReasonCode>
  <RibMessagePayloadView>
    <RibMessagePayload>
      <MessageNum>12345</MessageNum>
      <MessageData> <![CDATA[ <Message Xml> ]]> </MessageData>
    </RibMessagePayload>
  </RibMessagePayloadView>
  <RibMessageRoutingInfoView>
    <RibMessageRoutingInfo>
      <SeqNumber>0</SeqNumber>
      <Name>Name</Name>
      <Value>Value</Value>
      <Detail1Name>DetailName</Detail1Name>
      <Detail1Value>DetailValue</Detail1Value>
    </RibMessageRoutingInfo>
  </RibMessageRoutingInfoView>
</HospitalEntry>

```

View Hospital Record Details

This procedure explains how to see detailed information about a hospital record.



1. Search for a message (see "View and Edit a Message").
2. Select a row that represents a hospital record.

- By default, the Hospital Records Detail tab is active and displays the selected row's hospital record details.
- The size of the pane can be adjusted by using the arrow mark located in the right side of the pane.

View the Error History of a Message

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

MessageNum	SeqNumber	Time	AdapterClassLocation	AdapterInstanceNumber	Description	ErrorType	ErrorCode
304	0	11/9/2019	rib-rms_invaJust_sub	1	javax.ejb.EJBException: Error while calling Injector Service...	SY	
304	1	11/9/2019	rib-rms_invaJust_sub	1	javax.ejb.EJBException: Error while calling Injector Service...	SY	
304	2	11/9/2019	rib-rms_invaJust_sub	1	javax.ejb.EJBException: Error while calling Injector Service...	SY	
304	3	11/9/2019	rib-rms_invaJust_sub	1	javax.ejb.EJBException: Error while calling Injector Service...	SY	
304	4	11/9/2019	rib-rms_invaJust_sub	1	javax.ejb.EJBException: Error while calling Injector Service...	SY	

1. Search for a message (see "[View and Edit a Message](#)").
2. Select a row that represents a hospital record.
 - By default the Hospital Records Details tab is active and displays hospital record details for the selected row.
 - Click on the arrow located near the error history. This will expand the pane and display errors associated with each of the possible retry attempts.

View the Hospital Reference Information of a Message

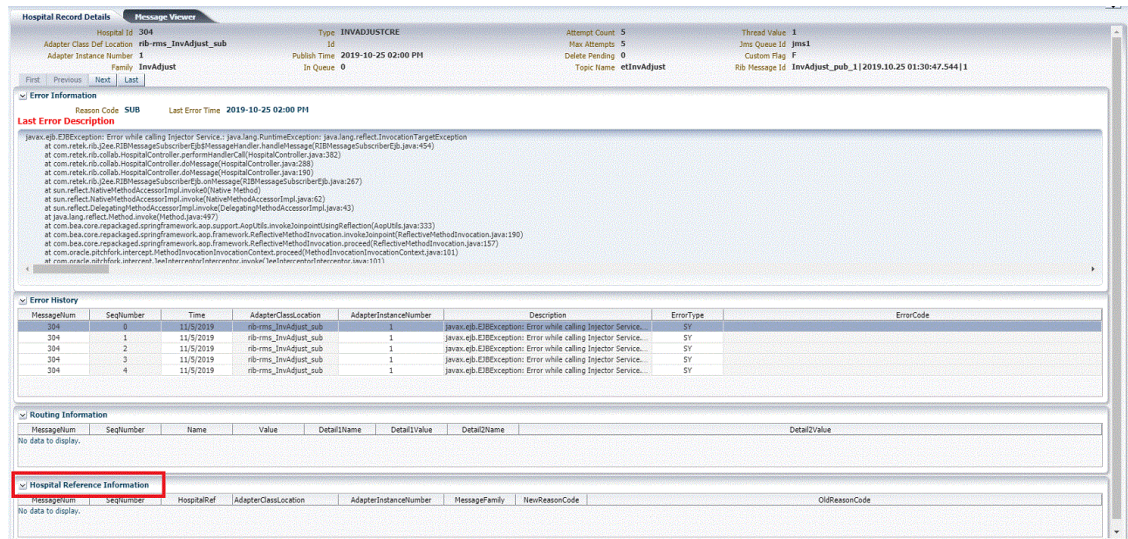
This procedure explains how to view a message's hospital reference information.



Note:

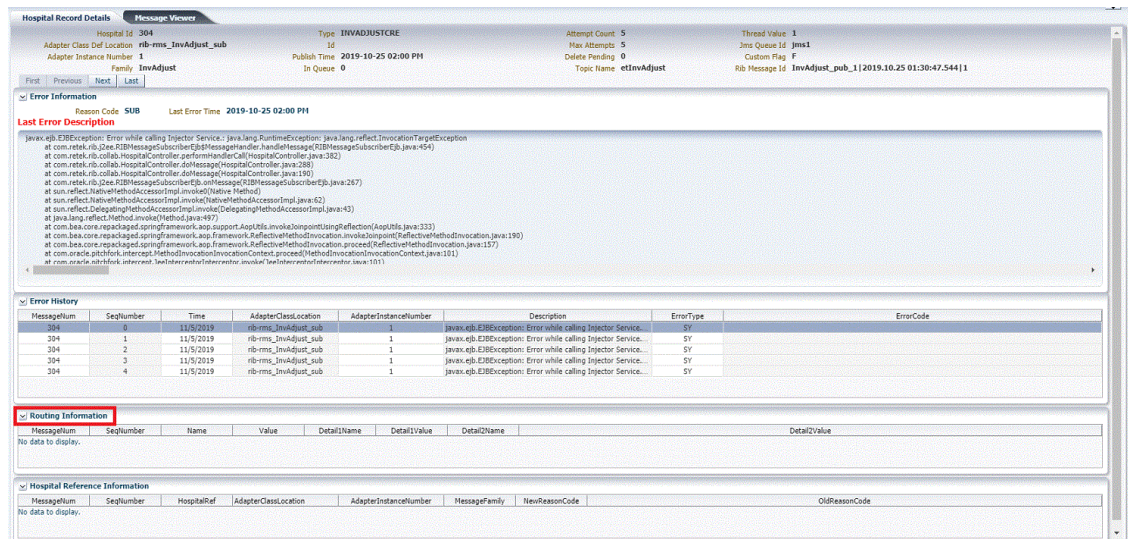
This pane contains data that applies only to retailers who have access to the custom code.

This pane displays records that are already in the RIB_MESSAGE table but are prevented from being retried until another record has been successfully retried. Once the 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. View the hospital record details for a message (See [View Hospital Record Details](#)).



1. Search for a message (See “View and Edit a Message”).
2. Select a row that represents a hospital record.
 - By default the Hospital Records Details tab is active and displays hospital record details of the selected row.
 - Click on the arrow located near the hospital reference information. This will expand the pane and display associated reference information.

View the Routing Information of a Message



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

1. Search for a message (See “View and Edit a Message”).
2. Select a row that represents a hospital record.
 - By default the Hospital Records Details tab is active and displays hospital record details of the selected row.

- Click on the arrow located near the routing information. This will expand the pane and display associated reference information.

Enable / Disable Email Notification

Email Notification feature allows users to configure and receive email alerts for the hospital error counts effortlessly. With the ability to specify recipients using comma-separated email addresses, set maximum threshold values for failed messages, and customize email retry intervals in minutes, users can ensure timely and precise notifications tailored to their needs. It's important to note that any configuration changes will take effect with a delay of, at maximum, 10 minutes from the time of saving, ensuring smooth integration and allows users to adjust settings as necessary. These enhancements equip users with the tools to stay informed, responsive, and proactive in managing their systems, ultimately enhancing efficiency and reliability.

List of configurations	Default values of each configuration	Input Description
Enable Notification	No	Enable/Disable Functionality
Email recipients	no_reply@oracle.com	Email ID or list of comma separated Email IDs to which the email needs to be delivered to.
Retry Interval	60	Max error records count targeted for notification. Notification will be triggered after the Error Hospital count exceeds this value.
Threshold value	10000	Email Retry interval in minutes. Example: If the value is set to 20, the recipients will receive notification email every 20 minutes, if the above threshold exceeds.

Important:

This Alerting feature is a self-service tool that allows retailers to customize the frequency of alerts and set error count thresholds according to their specific requirements. Oracle Retail Cloud Operations monitors the same metrics but uses a standard frequency and threshold, which may differ from the customer-defined settings.

Note:

The user will receive a single aggregated email capturing the error record status of all 'Notification-Enabled' RIB applications at scheduled frequency.

Aggregation calculation for sending the email

Emails are generated only when at least one of the RIB applications exceeds its threshold value.

Frequency calculation: Since an aggregated email is sent, it will be sent at the minimal Retry-Interval value from the set of retry intervals.

Email Recipient calculation: Aggregated list of all the configured recipients.

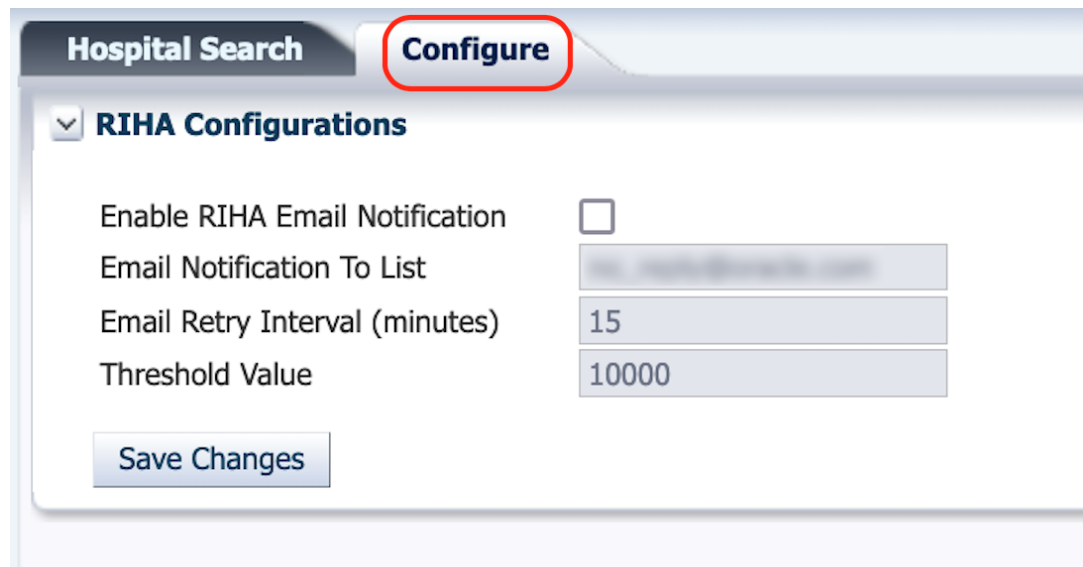
Notification must be enabled separately for each RIB application. This is not a universal setting for all RIB applications at once.

Example:

Application	Retry Interval (In Minutes)	Email Recipient	Email Notification
rib-sim	10	simMaintainer@example.com	Email will sent to simMaintainer@example.com, tafrMaintainer@example.com, rmsMaintainer@example.com every 10 minutes, as this is the least frequency.
rib-tafr	20	tafrMaintainer@example.com	
rib-rms	30	rmsMaintainer@example.com	

Enable RIHA Email Notification

1. Log into RIHA and go to the **Configure** Tab.



2. Click the **Enable RIHA Email Notification** Checkbox and update the required fields:

The screenshot shows a web interface with two tabs: 'Hospital Search' and 'Configure'. Under the 'Configure' tab, there is a section titled 'RIHA Configurations' with a dropdown arrow. Below this section are four configuration items, each with a text input field to its right:

- 'Enable RIHA Email Notification' has a checked checkbox, which is circled in red.
- 'Email Notification To List' has an input field containing 'hl_reply@oracle.com'.
- 'Email Retry Interval (minutes)' has an input field containing '15'.
- 'Threshold Value' has an input field containing '10000'.

At the bottom left of the configuration area is a 'Save Changes' button.

- a. **Email Notification to List:** Email ID or list of email IDs to which the email needs to be delivered to (Use comma-separated email IDs).
- b. **Threshold Value:** Max threshold value of failed messages.
- c. **Email Retry Interval (minutes):** Email Retry interval in minutes.

 **Note:**

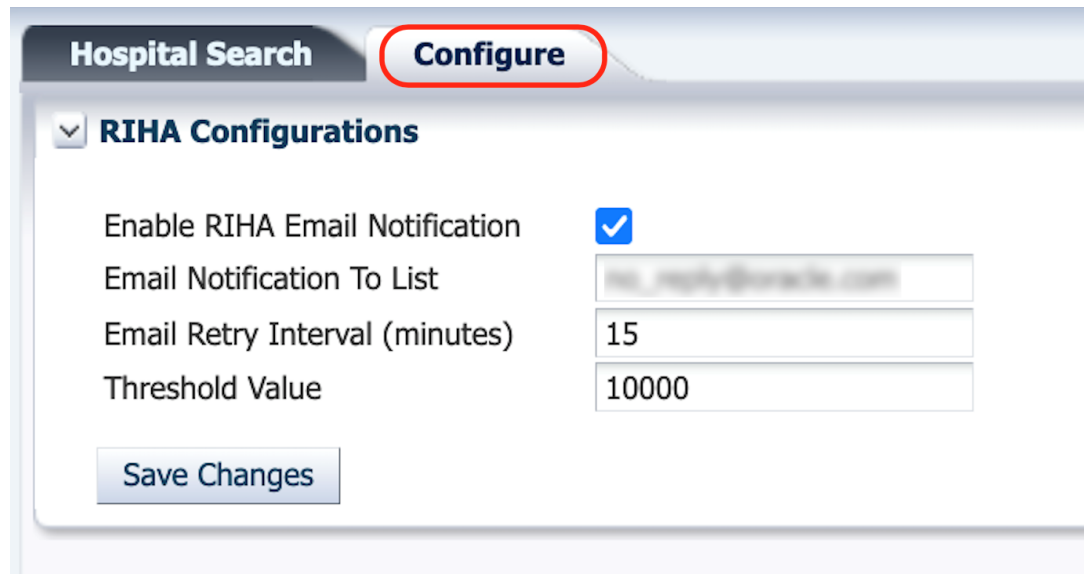
Configuration changes will take effect within a maximum of 10 minutes after saving the changes.

- 3. Click the **Save** button to save the changes.

This screenshot is identical to the one above, showing the 'RIHA Configurations' section. The 'Save Changes' button at the bottom left is now circled in red, indicating it is the next step in the process.

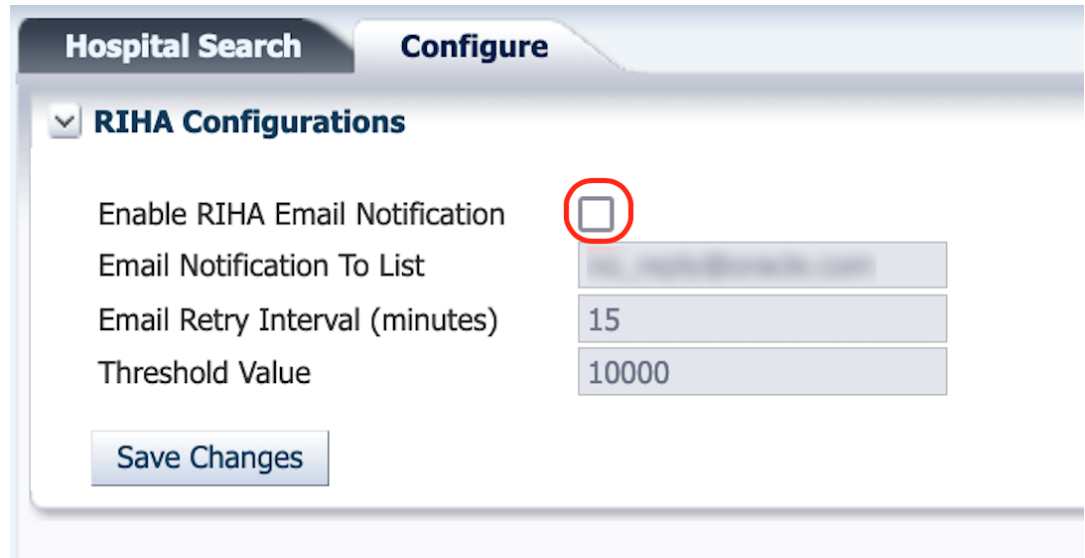
Disable RIHA Email Notification

1. Login into RIHA and go to the **Configure** tab.



The screenshot shows the 'Hospital Search' interface with the 'Configure' tab selected. Under the 'RIHA Configurations' section, the 'Enable RIHA Email Notification' checkbox is checked. Other fields include 'Email Notification To List' (rl_reply@oracle.com), 'Email Retry Interval (minutes)' (15), and 'Threshold Value' (10000). A 'Save Changes' button is visible at the bottom.

2. Click **Enable RIHA Email Notification** Checkbox to uncheck the box.



The screenshot shows the same 'Hospital Search' interface with the 'Configure' tab selected. In this step, the 'Enable RIHA Email Notification' checkbox is unchecked and is circled in red. The other fields and the 'Save Changes' button remain the same as in the previous screenshot.

3. Click on **Save** button to save changes.

Hospital Search **Configure**

▼ **RIHA Configurations**

Enable RIHA Email Notification

Email Notification To List

Email Retry Interval (minutes)

Threshold Value

Save Changes

Sample Email

1. **Email Subject line:** The subject line mentions the alert is generated from which subnamespace/customer environment.

For example: "Oracle Retail RIB exceeded the set error threshold and needs attention.
[<SubNamespace>/rics-tools-riha-ms-pod-0/RIHA]

2. **Email Content:**

- **Section 1:** This section needs attention from the email recipient. **Action mandatory.**
Includes a list of all the RIB applications whose Error Hospital Record count has exceeded the threshold.
In this example, the Error Hospital record count for both rib-rms and rib-sim have exceeded the configured threshold.

 **Note:**

The thresholds can be different for each application. However, it is advisable to have a generic setting.

- **Section 2:** This section provides information about the current error hospital count for RIB applications, even though threshold has not been exceeded. **No action needed.**
- **Section 3:** This section is just an FYI section to let the user know that email alerts are not configured for certain applications.

If email notification is not enabled, users will not receive the alerts even if the threshold is met.

You are receiving this email as you enabled notifications for RIB error hospital counts. To Unsubscribe, Log into RIHA UI and Disable the Email notifications via the Configuration tab.

=====

RIB applications EH counts that exceeded the set threshold and need attention. Login to RIHA app for error details and take action.

=====

rib-rms. (ErrorHospital-Count / Threshold) 120/100
rib-sim. (ErrorHospital-Count / Threshold) 250/200

=====

RIB applications EH counts that are within the threshold. No ACTION REQUIRED.

=====

rib-ext. (ErrorHospital-Count / Threshold) is 15/100

rib-tafr. (ErrorHospital-Count / Threshold) is 75/100

===== Information =====

Email alerts not enabled for application (rib-igf).
Email alerts not enabled for application (rib-rob).
Email alerts not enabled for application (rib-rwms).

A

Glossary

Table A-1 Glossary

Term	Definition
Attempt Count	The number of times the system 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: <code><id>PONumber=12345</id> <id>ItemID=321</id></code>
In Queue	If Yes, messages in the queue are waiting to be reprocessed. If No, messages are not being reprocessed.
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: <code><JMS host name>:<JMS host port></code>
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.
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.

Table A-1 (Cont.) Glossary

Term	Definition
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.