



## Mass HIway Massachusetts Health Information Highway Statewide Health Information Exchange

# Differences in CBHI Node Responses in Clinical Gateway for Version 1.0 and 2.0

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The Mass HIway is operated by the Commonwealth of Massachusetts' Executive Office of Health and Human Services (EOHHS). For more information visit [www.masshiway.net](http://www.masshiway.net).

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## *Introduction*

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In January 2018, the Commonwealth decided to upgrade its operations to Hlway 2.0, which entails the incorporation of the latest standards in the industry. With this in mind, the Clinical nodes, which help our DPH bureaus' providers to communicate to their backend systems, have been upgraded to cater to the latest standards. Certain improvements have also been made to the code for each of the nodes and they are outlined below.

Listed in the following sections are the differences between CBHI Clinical Gateway Node Version 1.0 & Version 2.0 responses.

Note: The following convention is used in this document to improve readability:

- The actual text that appears in the responses is in regular Arial font and in some cases part of the text is highlighted in **Bold** for business/human friendly readability.
- In order to give additional clarity for the scenarios listed, we provided text in *Purple*, formatted to *Italic* and underlined to provide additional information about the outcome. In the example below, the following text is not a response from the clinical node, but it is provided for additional information:
  - *There is no file naming convention*

## Clinical Gateway Node: CBHI

### For Webmail / HISP Users (SMIME)

Scenario	Response Message that is sent back Ver 1.0	Response Message that is sent back Ver 2.0
When the message contains empty payload. (attachment with no data/ content in the payload)	<pre>&lt;soapenv:Faultxmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;CG202&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;Invalid payload or payload is empty&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>Invalid payload or payload is empty</b>&lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt; &lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds-b:2007"&gt; &lt;urn:payload&gt;Please Contact Mass HiWay Customer Service&lt;/urn:payload&gt; &lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt; &lt;/soapenv:Detail&gt; &lt;/soapenv:Fault&gt;</pre>	<u>No Response sent back</u>
When the message contains multiple payloads	Please attach only one file with each submission. Please resend your information with one attachment.	Application does not support multiple payloads
When the message contains an invalid payload	<pre>&lt;soapenv:Faultxmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;CG201&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;Invalid CBHI Message&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>Invalid CBHI Message</b>&lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt;</pre>	Invalid CBHI Message. Please Contact Mass HiWay Customer Service

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	<pre>&lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegister DocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds- b:2007"&gt; &lt;urn:payload&gt;Please Contact Mass HiWay Customer Service&lt;/urn:payload&gt; &lt;/urn:DocumentRepository_ProvideAndRegiste rDocumentSet-bFault&gt; &lt;/soapenv:Detail&gt; &lt;/soapenv:Fault&gt;</pre>	
<p>When the message could not be delivered to the CBHI application</p>	<pre>&lt;soapenv:Fault&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;soapenv:Sender&lt;/soapenv:V alue&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;CG204&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>Message processing error, Please check message value</b>&lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt; &lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegister DocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds- b:2007"&gt; &lt;urn:payload&gt;ERROR Message ID :1.193276186752.78089&lt;/urn:payload&gt; &lt;/urn:DocumentRepository_ProvideAndRegiste rDocumentSet-bFault&gt; &lt;/soapenv:Detail&gt; &lt;/soapenv:Fault&gt;</pre>	<p>Failed to process the request, please contact Mass Hiway Customer Service</p>
<p>When the sender's domain is not authorized or cannot be authorized</p>	<pre>&lt;soapenv: Faultxmlns: soapenv="http://www.w3.org/2003/05/soap- envelope"&gt; &lt;soapenv: Code&gt; &lt;soapenv:Value&gt;CG103&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;Organization not Authorized. &lt;/soapenv: Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>Organization is not authorized. Please contact Customer Service</b>&lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;Direct Gateway&lt;/soapenv:Node&gt;</pre>	<p>Organization is not Authorized.</p>

**Mass Hiway 2.0-Differences in CBHI Node Responses in Clinical Gateway for Version 1.0 and 2.0**

	<pre>&lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegister DocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds- b:2007"&gt; &lt;urn:payload&gt;<b>Please Contact Mass HiWay Customer Service</b>&lt;/urn:payload&gt; &lt;/urn:DocumentRepository_ProvideAndRegiste rDocumentSet-bFault&gt; &lt;/soapenv:Detail&gt; &lt;/soapenv:Fault&gt;</pre>	
When a success or failure response is received from CBHI application	<u>Same in CG 1.0 &amp; CG 2.0(Since there is no Business Validation changes)</u>	<u>Same in CG 1.0 &amp; CG 2.0(Since there is no Business Validation changes)</u>
When the message could not be delivered to the CBHI application	<pre>&lt;soapenv:Faultxmlns:soapenv=\http://www.w3. org/2003/05/soap-envelope\&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;soapenv:Sender&lt;/soapenv:V alue&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;CG201&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt;&lt;soapenv:Text&gt;<b>CBHI Application is not available, Please contact Customer service</b> &lt;/soapenv:Text&gt;&lt;/soapenv:Reason&gt;&lt;soapenv: Node&gt;CBHI&lt;/soapenv:Node&gt; &lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegister DocumentSet-bFaultxmlns:urn=\urn:ihe:iti:xds- b:2007\&gt; &lt;urn:payload&gt;ERROR Message ID :1.193276200704.78106&lt;/urn:payload&gt;&lt;/urn:D ocumentRepository_ProvideAndRegisterDocu mentSet- bFault&gt;&lt;/soapenv:Detail&gt;&lt;/soapenv:Fault&gt;</pre>	CBHI Application is not available, please contact Customer Service
When the message could not be delivered to the CBHI application	<pre>&lt;soapenv:Faultxmlns:soapenv=\http://www.w3. org/2003/05/soap- envelope\&gt;&lt;soapenv:Code&gt;&lt;soapenv:Value&gt;e rrorCode&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;errorDetail&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt;&lt;soapenv:Text&gt;<b>ErrorMess age</b>&lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt;&lt;soapenv:Node&gt;CBHI&lt;/so</pre>	Failed to process the request, please contact Mass Hiway Customer Service

**Mass HIway 2.0-Differences in CBHI Node Responses in Clinical Gateway for Version 1.0 and 2.0**

	<pre> apenv:Node&gt; &lt;soapenv:Detail&gt;&lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn=\urn:ihe:iti:xds-b:2007\&gt; &lt;urn:payload&gt;ERROR Message ID :1.193276200704.78106&lt;/urn:payload&gt;&lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt;&lt;/soapenv:Detail&gt;&lt;/soapenv:Fault&gt; </pre>	
<p>When the message could not be delivered to the CBHI application</p>	<pre> &lt;soapenv:Faultxmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;CG201&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;Timeout&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>Backend service is not available, Please Contact Customer service</b>&lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt; &lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds-b:2007"&gt; &lt;urn:payload&gt;Backend service is not available, Please Contact Customer service&lt;/urn:payload&gt; &lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt; &lt;/soapenv:Detail&gt; &lt;/soapenv:Fault&gt; </pre>	<p>Failed to process the request, please contact Mass HIWay Customer Service</p>
<p>When the Clinical cannot accept the message due to unusual high volume</p>	<pre> &lt;soapenv:Faultxmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;CG201&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;Timeout&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>Backend service is not available, Please Contact Customer service</b>&lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt; &lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds- </pre>	<p><u><i>No Response sent back</i></u></p>

## Mass HIway 2.0-Differences in CBHI Node Responses in Clinical Gateway for Version 1.0 and 2.0

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	<pre>b:2007"&gt; &lt;urn:payload&gt;Backend service is not available, Please Contact Customer service&lt;/urn:payload&gt; &lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt; &lt;/soapenv:Detail&gt; &lt;/soapenv:Fault&gt;</pre>	
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## LAND & XDR Users

- When the message contains multiple payloads, the first payload will be processed and send the response back. Subsequent messages will be dropped (\*1)

The table below lists the comparison between the HIway 1.0 and HIway 2.0 differences with the CG Ver. 1.0 and Ver. 2.0 messages for various scenarios.

Scenario	In Ver. 1.0 this is the Response Message	In Ver. 2.0 this is the Response Message
When the message contains empty payload (XDR Msg from EMR system-No Data/content in Document tag/Document tag is missing)	<pre>&lt;soapenv:Faultxmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;CG202&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;Invalid payload or payload is empty&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>Invalid payload or payload is empty</b>&lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt; &lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds-b:2007"&gt; &lt;urn:payload&gt;Please Contact Mass HiWay Customer Service&lt;/urn:payload&gt; &lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt; &lt;/soapenv:Detail&gt; &lt;/soapenv:Fault&gt;</pre>	<u>No Response sent back</u>
When the message contains multiple payloads (*1)	<p><u>For successfully processed message, a response similar to the following will be shown:</u>  MSH ^~\&amp;   20171215114528123-0500  ACK 796 D^R D  MSA AA RTY4T454</p> <p><u>For failed message a response similar to the following will be shown:</u>  MSH ^~\&amp;   20171217143027707-0500  ACK 213 P 2.3.1  MSA AR 14  ERR   207 E   "Under the Guardianship of' is not a valid value for Caregiver Relationship</p>	Application does not support multiple payloads

**Mass HiWay 2.0-Differences in CBHI Node Responses in Clinical Gateway for Version 1.0 and 2.0**

<p>When the message contains empty payload (LAND folder drop-No Data/content in file)</p>	<p><u>Same in CG 1.0 &amp; CG 2.0 (File will not be picked up from folder).</u></p>	<p><u>Same in CG 1.0 &amp; CG 2.0(File will not be picked up from folder.)</u></p>
<p>When the message contains an invalid payload</p>	<pre>&lt;soapenv:Fault xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"&gt;   &lt;soapenv:Code&gt;   &lt;soapenv:Value&gt;CG201&lt;/soapenv:Value&gt;   &gt;   &lt;soapenv:Subcode&gt;   &lt;soapenv:Value&gt;Invalid CBHI Message&lt;/soapenv:Value&gt;   &lt;/soapenv:Subcode&gt;   &lt;/soapenv:Code&gt;   &lt;soapenv:Reason&gt;   &lt;soapenv:Text&gt;<b>Invalid CBHI Message</b>&lt;/soapenv:Text&gt;   &lt;/soapenv:Reason&gt;   &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt;   &lt;soapenv:Detail&gt;   &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault xmlns:urn="urn:ihe:iti:xds-b:2007"&gt;   &lt;urn:payload&gt;<b>Please Contact Mass HiWay Customer Service</b>&lt;/urn:payload&gt;   &lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt;   &lt;/soapenv:Detail&gt;   &lt;/soapenv:Fault&gt;</pre>	<p>Invalid CBHI Message. Please Contact Mass HiWay Customer Service.</p>
<p>When the message could not be delivered to the CBHI application</p>	<pre>&lt;soapenv:Fault&gt;   &lt;soapenv:Code&gt;   &lt;soapenv:Value&gt;soapenv:Sender&lt;/soapenv:Value&gt;   &lt;soapenv:Subcode&gt;   &lt;soapenv:Value&gt;CG204&lt;/soapenv:Value&gt;   &gt;   &lt;/soapenv:Subcode&gt;   &lt;/soapenv:Code&gt;   &lt;soapenv:Reason&gt;   &lt;soapenv:Text&gt;<b>Message processing error, Please check message value</b>&lt;/soapenv:Text&gt;   &lt;/soapenv:Reason&gt;   &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt;   &lt;soapenv:Detail&gt;</pre>	<p>Failed to process the request, please contact Mass Hiway Customer Service.</p>

**Mass HIway 2.0-Differences in CBHI Node Responses in Clinical Gateway for Version 1.0 and 2.0**

	<pre>&lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds-b:2007"&gt; &lt;urn:payload&gt;ERROR Message ID :1.193276186752.78089&lt;/urn:payload&gt; &lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt; &lt;/soapenv:Detail&gt; &lt;/soapenv:Fault&gt;</pre>	
When the sender's domain is not authorized or cannot be authorized	<pre>&lt;soapenv: Faultxmlns: soapenv="http://www.w3.org/2003/05/soap-envelope"&gt; &lt;soapenv: Code&gt; &lt;soapenv:Value&gt;CG103&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;Organization not Authorized.&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>Organization is not authorized. Please contact Customer Service.</b> &lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;Direct Gateway&lt;/soapenv:Node&gt; &lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds-b:2007"&gt; &lt;urn:payload&gt;<b>Please Contact Mass HiWay Customer Service</b>&lt;/urn:payload&gt; &lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt; &lt;/soapenv:Detail&gt; &lt;/soapenv:Fault&gt;</pre>	Organization is not Authorized
When a success or failure response is received from CBHI application	<p><u><i>Same in CG 1.0 &amp; CG 2.0(Since there is no Business Validation changes)</i></u></p>	<p><u><i>Same in CG 1.0 &amp; CG 2.0(Since there is no Business Validation changes)</i></u></p>
When the message could not be delivered to the CBHI application	<pre>&lt;soapenv:Faultxmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;soapenv:Sender&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;CG201&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt;</pre>	CBHI Application is not available, please contact Customer Service

**Mass Hiway 2.0-Differences in CBHI Node Responses in Clinical Gateway for Version 1.0 and 2.0**

	<pre> &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>CBHI Application is not available, Please contact Customer Service</b>&lt;/soapenv:Text&gt; &lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt; &lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn=\urn:ihe:iti:xds-b:2007\&gt; &lt;urn:payload&gt;ERROR Message ID :1.193276200704.78106&lt;/urn:payload&gt;&lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt;&lt;/soapenv:Detail&gt;&lt;/soapenv:Fault&gt; </pre>	
<p>When the message could not be delivered to the CBHI application</p>	<pre> &lt;soapenv:Faultxmlns:soapenv=\http://www.w3.org/2003/05/soap-envelope&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;errorCode&lt;/soapenv:Value&gt;&lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;errorDetail&lt;/soapenv:Value&gt;&lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>errorMessage</b>&lt;/soapenv:Text&gt;&lt;/soapenv:Reason&gt; &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt; &lt;soapenv:Detail&gt; &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn=\urn:ihe:iti:xds-b:2007\&gt; &lt;urn:payload&gt;ERROR Message ID :1.193276200704.78106&lt;/urn:payload&gt;&lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt;&lt;/soapenv:Detail&gt;&lt;/soapenv:Fault&gt; </pre>	<p>Failed to process the request, please contact Mass Hiway Customer Service.</p>
<p>When the message could not be delivered to the CBHI application</p>	<pre> &lt;soapenv:Faultxmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"&gt; &lt;soapenv:Code&gt; &lt;soapenv:Value&gt;CG201&lt;/soapenv:Value&gt; &lt;soapenv:Subcode&gt; &lt;soapenv:Value&gt;Timeout&lt;/soapenv:Value&gt; &lt;/soapenv:Subcode&gt; &lt;/soapenv:Code&gt; &lt;soapenv:Reason&gt; &lt;soapenv:Text&gt;<b>Backend service is not</b> </pre>	<p>Failed to process the request, please contact Mass Hiway Customer Service.</p>

**Mass Hlway 2.0-Differences in CBHI Node Responses in Clinical Gateway for Version 1.0 and 2.0**

	<p><b>available, Please Contact Customer service</b>&lt;/soapenv:Text&gt;          &lt;/soapenv:Reason&gt;          &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt;          &lt;soapenv:Detail&gt;          &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds-b:2007"&gt;          &lt;urn:payload&gt;Backend service is not available, Please Contact Customer service&lt;/urn:payload&gt;          &lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt;          &lt;/soapenv:Detail&gt;          &lt;/soapenv:Fault&gt;</p>	
<p>When the Clinical cannot accept the message due to unusual high volume</p>	<p>&lt;soapenv:Faultxmlns:soapenv="http://www.w3.org/2003/05/soap-envelope"&gt;          &lt;soapenv:Code&gt;          &lt;soapenv:Value&gt;CG201&lt;/soapenv:Value&gt;          &gt;          &lt;soapenv:Subcode&gt;          &lt;soapenv:Value&gt;Timeout&lt;/soapenv:Value&gt;          &lt;/soapenv:Subcode&gt;          &lt;/soapenv:Code&gt;          &lt;soapenv:Reason&gt;          &lt;soapenv:Text&gt;<b>Backend service is not available, Please Contact Customer service</b>&lt;/soapenv:Text&gt;          &lt;/soapenv:Reason&gt;          &lt;soapenv:Node&gt;CBHI&lt;/soapenv:Node&gt;          &lt;soapenv:Detail&gt;          &lt;urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFaultxmlns:urn="urn:ihe:iti:xds-b:2007"&gt;          &lt;urn:payload&gt;Backend service is not available, Please Contact Customer service&lt;/urn:payload&gt;          &lt;/urn:DocumentRepository_ProvideAndRegisterDocumentSet-bFault&gt;          &lt;/soapenv:Detail&gt;          &lt;/soapenv:Fault&gt;</p>	<p><u><a href="#">No Response sent back</a></u></p>