



# CJIS Broker Appendix

## Frequently Asked Questions

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# Frequently Asked Questions

## About This Appendix

This appendix to the *CJIS Broker Overview* document includes answers to frequently asked questions for troubleshooting your interaction with the CJIS Broker. It includes common questions as well as more technical questions intended for developers trying to implement a particular transaction. The appendix is intended to be used as a supplement in conjunction with the *CJIS Broker Overview* document and other appendices.

## FAQs

Click a topic area below or scroll down to view additional information for each question.

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## Public Safety Data Center: How can I contact the Public Safety Data Center (PSDC)?

The Public Safety Data Center is staffed 24/7, and can be reached by the following methods:

- For critical issues, contact by telephone at: 617-660-4620.
- For non-critical issues, contact by email: OTIS-DL-PSDCOperations@state.ma.us

Prior to contacting the PSDC about an issue, please be prepared to provide additional information such as:

- Agency Details (Name, ORI, IP Addresses, etc.)
- Symptoms and/or Error Messages related to the issue
- Type of transaction being submitted
- Additional troubleshooting steps already taken by the agency to diagnose the problem

## Role: What is the difference between a service requestor and a service provider? How do I know which one I am? Is the CJIS Broker a requestor or provider?

Which agency/vendor system is acting as the requestor or provider varies based on the transaction.

*Note: In some instances, an agency/vendor is simply the recipient of information sent via the CJIS Broker. For example, an agency/vendor may receive data or a communication message sent via an Event Transaction. In such instances, the receiver of the information is not considered a provider as it only needs to acknowledge receipt and does not need to provide a business response.*

It is possible for a single entity to serve as both a Service Requestor, and a Service Provider; the CJIS Broker is an example of this case.

For more information please see "Service Requestors and Service Providers" in the *CJIS Broker Overview* document.

Please be aware that one Request Transaction can have multiple Service Requestors and Providers and that the CJIS Broker can serve as both a Service Requestor and Service Provider for the same Request Transaction. For example, if a police department requests the driver's history for a person:

1. The **PD requests** that the CJIS Broker provides the driver's history
2. After acknowledging the police department's request, the **CJIS Broker requests** that the RMV provides the driver's history
3. After acknowledging the CJIS Broker's request, the **RMV responds** to the CJIS Broker with the requested driver's history
4. After acknowledging the RMV response, the **CJIS Broker responds** to the PD with the requested driver's history
5. The PD acknowledges the CJIS Broker's response

**CJIS Web Service Definition Web Service Methods:** How do I know which web service methods in the CJIS Web Service Definition I need to implement?

The role that you are playing for a transaction determines which aspects of the CJIS Web Service Definition (CJISService.wsdl) you need to implement for that transaction.

For more information please see “Establishing a CJIS Web Service Endpoint” in the *Connecting and Communicating* appendix.

**CJIS Web Service Endpoint Creation:** What should I do if I am having challenges creating the CJIS Web Service Endpoint from the CJIS Web Service Definition?

It is important that you use the CJIS Web Service Definition (CJISService.wsdl) information as provided. If you have cut and pasted the CJIS Web Service Definition into different style or reformatted the information, it will not work properly. Please ensure you have implemented the CJIS Web Service Definition using the style and format provided. If that does not resolve the problem, please contact the Public Safety Data Center.

**CJIS Broker Unavailable:** What should I do if the CJIS Broker is unavailable?

First, you should determine whether 1) the CJIS Broker itself is unavailable, 2) whether one of the service providers is unavailable (e.g., NLETS is unavailable) or 3) whether your CJIS Web Service Endpoint is unavailable.

To do so, send a Request, Response, or Event Transaction to the CJIS Broker and check if you receive an Acknowledgment in the return value of the web service method call for your transaction type (processRequest, processResponse, processEvent).

- If you receive an Acknowledgment, then the CJIS Broker is available. Look at the Transaction Status Code and Transaction Status Description information provided to help determine what the problem is and therefore next steps.

*Note: If your CJIS End Point Service has been disabled due to unavailability, the Acknowledgment will have a Transaction Status Code and a Transaction Status Description indicating this.*

See the *Transaction Status* appendix for additional information.

- If you do not receive an Acknowledgment and instead receive a connection timeout, please contact the Public Safety Data Center.

**Determining Transaction Status:** How can I determine the Transaction Status Code returned in a Response Transaction or an Acknowledgment?

When a Response Transaction, or an Acknowledgment is returned, a “Transaction” element will be present in the appropriate Header. This element will contain both “TransactionStatus” and “TransactionDescription” elements. The value present in “TransactionStatus” along with the *Transaction Status* appendix can be used to determine the status of the transaction.

### **No Acknowledgment Received:** Why didn't I receive an Acknowledgment for the transaction I sent?

This generally indicates that the CJIS Broker did not receive your message, which could be due to a number of factors, including network connectivity issues. Please ensure that your client is able to successfully invoke the verify web service method on the CJIS Broker.

If a successful Acknowledgment is not received for a transaction sent to the CJIS Broker, then the transaction should not be regarded as having been received. The CJIS Broker uses these Acknowledgments to enforce Guaranteed Delivery. Generally, this indicates that the CJIS Broker is either: unavailable due to planned maintenance, or unavailable due to another issue.

To help determine which scenario is occurring, check for any notices from the DCJIS which would indicate the time and duration of planned maintenance outages.

Otherwise, please contact the Public Safety Data Center.

### **No Acknowledgment Transaction:** Where can I find an example of an Acknowledgment Transaction?

An Acknowledgment is never sent as a stand-alone asynchronous transaction. The Acknowledgment of a Request Transaction, Response Transaction, or Event Transaction is produced **synchronously** as the return value of the corresponding method call (e.g., processRequest, processResponse, or processEvent respectively).

Please see the appropriate transaction handling section of the *CJIS Broker Overview* document for additional information on the Acknowledgment.

### **No Response Transaction Received:** Why didn't I receive a Response Transaction for the Request Transaction I sent? Do I need to resend my Request Transaction?

First, please check that an acknowledgment was received for the Request Transaction which was sent. If an Acknowledgment was not received, please refer to the FAQ: "No Acknowledgment Received".

If an Acknowledgment was received, lookup the meaning of the Transaction Status Code received in the Acknowledgment in the *Transaction Status* appendix. The meaning of the status will dictate whether you will receive a Response Transaction for this particular Request Transaction.

If you receive a Transaction Status Code indicating that sending to your CJIS Web Service Endpoint has been disabled, please see FAQ: "CJIS Web Service Endpoint Disabled".

Ensure that your CJIS Web Service Endpoint is available and accessible by the CJIS Broker.

*Note: You are responsible for tracking and resubmitting transactions for which you received an acknowledgment indicating that the transaction was not successfully processed (e.g., negative Transaction Status Code).*

**Slow Response:** What should I do if I am receiving Response Transactions but it is taking a very long time?

Please note that the time taken to receive a Response Transaction can vary depending on the service provider, and the specific business needs of the transaction (e.g., A particular transaction may require the service provider to prepare a manual response).

If an Acknowledgment was received, lookup the meaning of the Transaction Status Code received in the Acknowledgment in the *Transaction Status* appendix. In certain instances, the CJIS Broker will return Transaction Status Codes indicating current system status, such as system slowness, in the acknowledgment of the transaction.

Attempt to isolate whether the issue is related to a particular type of transaction by issuing a separate transaction of a different type.

Ensure that your CJIS Web Service Endpoint (CJISService.wsdl) is operating properly and able to process messages.

If slowness is still experienced, please contact the Public Safety Data Center Operations Center.

**CJIS Web Service Endpoint Disabled:** Why was sending to my endpoint disabled?

If the CJIS Broker is continually unable to send to your CJIS Web Service Endpoint, sending to your endpoint will be disabled.

If this situation arises, you will be notified via the Transaction Status Code in the Acknowledgment of transactions sent to the CJIS Broker. In this case, any new transactions destined for the disabled endpoint, will not be accepted by CJIS Broker.

You should check that your CJIS Web Service endpoint is available, and accessible.

Periodically, the CJIS Broker will attempt to communicate with the disabled endpoint, by invoking the verify method, and if communication is successful, the endpoint will be re-enabled automatically.

If you require further assistance in troubleshooting, please contact the Public Safety Data Center.

**New CJIS Transaction:** What should I do if I want to implement another CJIS transaction?

Agencies and their vendors must be certified by the Department of Criminal Justice Information Services for each criminal justice transaction they wish to implement via the CJIS Broker. If you have already been certified to provide one or more CJIS transactions and would like to implement additional transactions, you must get approval from the DCJIS. See [www.mass.gov/cjis](http://www.mass.gov/cjis) for additional information on the certification process.

## Revision History

Version	Date	Nature of Changes
2.0	07/20/2015	Initial version.