

Attachment Problem of Zero Attachments

Zero attachments occur when CSIONet gets so busy that it fails to add attachments to the download. When this happens, MASTERCAM sends the following “**A Non-Success <Status> Reply on a CSIONet Retrieval**” alert email to the Administrators.

Subject: A Non-Success <Status> Reply on a CSIONet Retrieval

Please forward this email to the CSIO Help Desk helpdesk@csio.com and ask the Help Desk to requeue this download with its attachment.

```
<Response xmlns:json="http://james.newtonking.com/projects/json">
  <MessageGUID>ab684178-4682-45a8-9928-b1ead16ad72b</MessageGUID>
  <FromEndpoint></FromEndpoint>
  <FromEmailAddress>csioxml2@broker.edi.csio.com</FromEmailAddress>
  <MessageType>EDI</MessageType>
  <MessageSubject>EDI Xmit Msg-Id#:20180611180438@testharness.com Hans-WS-1</MessageSubject>
  <Verified>?</Verified>
  <MessageBody></MessageBody>
  <DateTime>2018-06-11T14:04:44.44Z</DateTime>
  <Attachments count="0" />
  <Status>Failed - attachment issue</Status> </Response>
```

Attachment Problem of Missing Attachments

This email alerts the user of missing attachments.

Subject: “CSIONet Download - Attachment Missing”

The file "X75087953-5_XLN_2018-01-16_dec_pg_x750879535_201802161202.pdf" specified in the XML Business Message was not part of the download. Contact the insurance company and report the error.