

## First steps for troubleshooting EDI issues in Acquisitions?

- **Product:** Voyager
  - **Product Version:** All
  - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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### Question

What are first steps / initial information to gather to troubleshoot an EDI issue?

### Answer

Find answers to following set of questions:

- Is issue with outgoing (sending messages; Serial Claim or Purchase Order) or incoming (loading messages; Invoices or Serial Claim Responses) messages?
- What is EDI Connection Profile used?
- Where is message file on server (file name and path)?
  - Has file name been used before (non-unique)? Voyager will not allow processing of filenames used previously.
  - Is file name greater than 30 characters? Prior to 10.3, Voyager will not allow processing of filenames exceeding 30 characters (file won't show up in "Receive a File").
- Can issue be replicated?
- What message does client give?
- Are you certain the vendor is certified? See below for more information.

### Additional Information

[EDI Certification Process and Certified Vendors List](#)

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