

DHSEIN 10: Service temporarily unavailable

Last Modified on 08/04/2022 10:48 am ACST

Symptom:

When submitting a Medicare Request, you see an error similar to:

Medicare Request

Transaction ID	
Message ID	
Sent	Fri, 08 Apr 2022 10:45:01 +1000
Request Type	Pci
Transmission Status	Ws Error

The request failed: DHSEIN 10: Service temporarily unavailable

This is an error message from the underlying Medicare Web Service, indicating they have a temporary outage.

Resolution:

- Attempt to resubmit the request after 30-60 seconds. If the error is temporarily, it may have resolved itself in this period.
- If it still fails, escalate a request to Medicare to report the outage.

As of April 2022, there is no known status page similar to https://www2.medicareaustralia.gov.au/pext/ECLIPSEMonitor/external/eclipse_status.jsp