

DOT20 processing problems

The last couple of days, you might have received a processing report with more HLA errors than expected which resulted in more rejected records as well. Some organisations didn't even receive their processing report as the email was too large to receive.

The HLA reference tables were not properly created last weekend or only partially created, which resulted in wrong tables and lot of non-recognized HLA in the processed files. The tables have been updated again and we started to manually process again all files that have been received after the onset of these issues. You will therefore receive a new processing report from a file you have been sending some days ago.

After all files have been processed again, the data will be sent to the matching service OptiMatch to get the most recent data in the Search & Match Service. After that, we will restart the automatic processing and we hope it will be functioning as expected.

We are sorry for the inconvenience it might have caused. If you keep having problems or experience strange or unexpected errors in your processing reports, please inform us as soon as possible.