



30 March 2017
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Error codes

If your submission was unsuccessful you will be able to find out the reason for this by viewing the error code inside the acknowledgement message. The error codes below reflect common errors which might be received when sending submissions via the Web Client or Gateway:

Error Code	Error Code Message	Problem Description	
2	Failed to unzip (unrecognised format). Failed to unzip.	Problem with the unzipping of the submission.	Check for errors in compression software & refer to guidance in Q & A http://esubmission.ema.europa.eu/esubmission.html
6	NOK_MOVED	Move operation from [src_name] to [dest_name] failed for [message_name]	Contact the service portal: https://servicedesk.ema.europa.eu
16	NOK_SEND_EMAIL	Failed to send e-mail	Contact the service portal: https://servicedesk.ema.europa.eu
20	NOK_SEND_ACK, ErrorType.SYSTEM	Error caught while generating Ack File	Contact the service portal: https://servicedesk.ema.europa.eu
31	Error while creating the submission definition... Submission has not been processed correctly Unknown submission type Error while creating the submission definition... Unknown submission format Error while creating the submission definition... A	Errors related to the filename format or a basic error in the structure of the submission (index file for eCTD format submissions or CTD.ToC for NeeS format submissions is missing.)	Check folder structure (e.g. system not finding sequence directory – should follow eCTD or NeeS Specification).



Error Code	Error Code Message	Problem Description	
	<p>required value is missing</p> <p>Submission has an invalid ectd structure</p> <p>Could not find sequence directory</p> <p>Cannot have an ectd and Nees format at the same time</p> <p>Submission has an unknown structure</p>		
34	<p>The path is not of a legal form</p> <p>Illegal attempt to associate a collection with two open sessions</p> <p>The dossier \'{DossierTitle}\' already contains the submission \'{SequenceNumber}\'.No submission imported.</p> <p>Submission \'{SequenceNumber}\' must be imported as first submission.</p> <p>Plus any of the ECTD errors that the validation might produce.</p>	<p>Error related to the automatic validation / import to the EMA review system.</p>	<p>Examples:</p> <p>The dossier '002589' already contains the submission '0000'.No submission imported.</p> <p>Submission '0000' must be imported as first submission.</p>
36	<p>Error while creating EURS automation file (System internal error)</p>	<p>Error while creating EURSrs automation file</p>	<p>Contact the service portal: https://servicedesk.ema.europa.eu</p>
45	<p>NOK_INPUT_FILE_VALIDATE</p>	<p>Submission type has not been properly defined.</p> <p>Product number should contain a 6 digit id</p> <p>EurdId should contain an 8" digit id.</p>	
47	<p>NOK_VALIDATE_ROUTING_IDS</p>	<p>Wrong sender routing id: []. No Ack has been sent</p> <p>Wrong community routing id</p>	
48	<p>CONFIGURATION_ERROR</p>	<p>A required field is blank...</p>	
49	<p>NOK_CREATE_TEMP_DIRECTORY</p>	<p>Error Creating temp directory</p>	
51	<p>NOK_COMMUNICATE_WORKING_</p>	<p>Error reported while creating working</p>	

Error Code	Error Code Message	Problem Description
	FOLDERS	<p>directory folder.</p> <p>Some working documents have not been sent due to attachment size limits.</p> <p>Current submission data is not correctly set.</p>
53	NOK_POPULATED_P SUR_Q	Unable to send message to the queue
55	NOK_METADATA_PROCESS	<p>Error in initialisation...required field is empty</p> <p>Wrong extension used in file name</p> <p>The filename cannot exceed 255 characters</p> <p>Filename can only contain the following characters: a-z, A-Z, 0-9, _, ., -</p> <p>Something is wrong... Could not determine the submission type from the metadata</p> <p>Error while creating the submission definition...</p> <p>Wrong PIP number format</p> <p>Wrong Medicinal Product Name format</p> <p>Wrong EMA Number format</p> <p>Wrong Recipient routing id format</p> <p>Wrong Sender routing id format</p> <p>Wrong regulatory activity format</p> <p>Wrong sequence format</p> <p>White space not allowed in</p>
58	NOK_ESUBMISSION_TYPE_CREATE	<p>Could not determine the submission type from the metadata</p> <p>Error while creating the submission definition...</p>
59	NOK_XML_VALIDATION_ERROR	<p><u>XML Validation Errors</u></p> <p>Could not find metadata in the submission.</p> <p>Error while validating delivery.xml.</p>

Error Code	Error Code Message	Problem Description
		Could not determine submission type... XML Validation and parsing errors.
60	NOK_Psur_DATA_VALIDATION_ERROR	<u>PSUR metadata related errors:</u> Wrong PSUSA Procedure Number. Wrong Eurd Id Number. Wrong DataLockPoint. Wrong MAH format. Error while trying to validate Metadata. Validation Error in provided metadata. Error while trying to validate Metadata.
61	NOK_ESUB_DATA_VALIDATION_ERROR	<u>Non-psur metadata validation errors</u> Error while trying to validate Metadata. Validation Error in provided metadata. Error while trying to validate Metadata

If you experience any issues during using the Web Client or Gateway please contact:

<https://servicedesk.ema.europa.eu>