



February 2014

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.
6	NOK_MOVED	Move operation from [src_name] to [dest_name] failed for [message_name]
16	NOK_SEND_EMAIL	Failed to send e-mail
20	NOK_SEND_ACK, ErrorType.SYSTEM	Error caught while generating Ack File
21	NOK_CHECK_ARCHIVE_XML_NOT_FOUND	Malformed Zip file detected
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 required value is missing Submission has an invalid ectd structure	Errors related to the filename format or a basic error in the structure of the submission (index file is missing.)



Error Code	Error Code Message	Problem Description
	<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>
36	<p>Error while creating Eurs automation file (System internal error)</p>	<p>Error while creating Eurs automation file</p>
38	<p>Error while generating filemaker input file (System internal error)</p>	<p>Error while generating filemaker input</p>
40	<p>Could not move archive to the invalid area</p> <p>Error while removing the staging directory.</p>	<p>Internal system error</p>
41	<p>ARCHIVE_NOT_PRESENT_EURS_INVALID_IMPORT_H ANDLING</p>	<p>Internal system error, archived file not found or already moved to the invalid area...</p> <p>Could not move archive to the invalid area</p>

Error Code	Error Code Message	Problem Description
		Error while removing the staging directory:
42	<p>Error in initialisation...required field is empty</p> <p>Filename cannot contain any form of whitespace...</p> <p>The filename cannot exceed 255 characters.</p> <p>Wrong extension used in file name.</p> <p>Wrong number of file name parts.</p> <p>Error while creating the submission definition...</p> <p>FileNamePartEnum should not be null.</p> <p>Wrong format in filename</p>	Errors related to the filename convention
43	NOK_INPUT_FILE_PARSE	<p>Error in initialisation... required field is empty</p> <p>Wrong extension used in file name:[]. Please review file naming conventions.</p> <p>The filename cannot exceed 255 characters.</p> <p>Filename cannot contain any form of whitespace...</p> <p>Error while creating the submission definition...</p> <p>FileNamePartEnum () should not be null. Please review file naming conventions.</p> <p>Wrong format:[].</p>
44	<p>Submission type has not been properly defined.</p> <p>Product number should contain a 6 digit id.</p> <p>Wrong sender routing id used. No Ack has been sent.</p>	Errors related to file validations
45	Internal system error, archived file not found or already moved to the invalid area...	Internal system error
47	NOK_VALIDATE_ROUTING_IDS	Wrong sender routing id: []. No Ack has been sent

Error Code	Error Code Message	Problem Description
		Wrong community routing id
48	CONFIGURATION_ERROR	A required field is blank...
49	NOK_CREATE_TEMP_DIRECTORY	Error Creating temp directory

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

eCTD@ema.europa.eu