28 March 2022
EMA/353182/2013

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
4	NOK_REMOVED	Remove operation failed	
6	NOK_MOVED	Move operation from [src_name] to [dest_name] failed for [message_name]	Contact the service portal: https://servicedesk.ema.europa.eu
10	NOK_CHECK_ARCHIVE_XML_FOUND	Xml file was not found in Archive	
12	NOK_VALIDATE_XML	errors found during parsing: [xml name]	
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
21	NOK_CHECK_ARCHIVE_XML_NOT_FOUND	Unknown file type Malformed Zip file detected	
24	NOK_CHANGE_LAST_MODIFIED_DATE	Could not change lastModified date for file [filename]	

Error Code	Error Code Message	Problem Description	
26	NOK_TRANSFORM_XSL	errors found during transform	
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 Could not find sequence directory Cannot have an ectd and Nees format at the same time Submission has an unknown structure	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.
34	The path is not of a legal form Illegal attempt to associate a collection with two open sessions The dossier \'{DossierTitle}\' already contains the submission \'{SequenceNumber}\'.No submission imported. Submission \'{SequenceNumber}\' must be imported as first submission. Plus any of the ECTD errors that the validation might produce.	Error related to the automatic validation / import to the EMA review system.	Examples: The dossier '002589' already contains the submission '0000'.No submission imported. Submission '0000' must be imported as first submission. Error reported during EURS batch import operation:
36	Error while creating EURS automation file (System internal error)	Error while creating EURSrs automation file	Contact the service portal: https://servicedesk.ema.europa.eu
40	NOK_EURS_INVALID_IMPORT_HA	Error while removing the staging	

Error Code	Error Code Message	Problem Description	
	NDLING	directory:File does not exist [filepath]	
41	ARCHIVE_NOT_PRESENT_EURS_INVALID_IMPORT_HANDLING	Internal system error, archived file not found or already moved to the invalid area...	
45	NOK_INPUT_FILE_VALIDATE	Submission type has not been properly defined. Product number should contain a 6 digit id EurdId should contain an 8" digit id.	
47	NOK_VALIDATE_ROUTING_IDS	Wrong sender routing id: []. No Ack has been sent Wrong community routing id	
48	CONFIGURATION_ERROR	A required field is blank...	
49	NOK_CREATE_TEMP_DIRECTORY	Error Creating temp directory	
51	NOK_COMMUNICATE_WORKING_FOLDERS	Error reported while creating working directory folder. Some working documents have not been sent due to attachment size limits. Current submission data is not correctly set.	
53	NOK_POPULATED_PSUR_Q	Unable to send message to the queue	
55	NOK_METADATA_PROCESS	Error in initialisation...required field is empty Wrong extension used in file name The filename cannot exceed 255 characters Filename can only contain the following characters: a-z, A-Z, 0-9, _, ., - Something is wrong... Could not determine the submission type from the metadata Error while creating the submission definition... Wrong Procedure Number format Wrong Medicinal Product Name format	

Error Code	Error Code Message	Problem Description	
		Wrong EMA Number format	
		Wrong Recipient routing id format	
		Wrong Sender routing id format	
		Wrong regulatory activity format	
		Wrong sequence format	
		White space not allowed in	
58	NOK_ESUBMISSION_TYPE_CREATE	Could not determine the submission type from the metadata	
		Error while creating the submission definition...	
59	NOK_XML_VALIDATION_ERROR	**XML Validation Errors**	
		Could not find metadata in the submission.	
		Error while validating delivery.xml.	
		Could not determine submission type...	
		XML Validation and parsing errors.	
60	NOK_PSUR_DATA_VALIDATION_ERROR	**PSUR metadata related errors:**	
		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	**Non-psur metadata validation errors**	
		Error while trying to validate Metadata.	
		Validation Error in provided metadata.	
		Error while trying to validate Metadata	
		101 - Sequence Number should be 4 digit number	
		102 - Centralised Product does not have valid data	

Error Code	Error Code Message	Problem Description	
		103 - Grouping/Worksharing number is not valid	
		104 - National Product does not have valid data	
		105 - Referrals Article should have valid data	
		106 - Referral does not have valid data	
		107 - PreSubmission Request does not have valid data	
		108 - PMF Product does not have valid data	
		109 - Please enter a valid Procedure number	
		110 - ASMF Substance does not have valid data	
		111 - National Product does not exist	
		112 - Mandatory customer info e.g. name email) not present in delivery file	
		113 - VAMF number is invalid	
		114 - VAMF procedure number is invalid	
		115 - VPTMF number is invalid	
		116 - VPTMF procedure number is invalid	
63	NOK_CONTROL_SPECIAL_CHARACTER	Current submission data is not correctly set. [Exception Message]	

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

https://servicedesk.ema.europa.eu