



EU Compliance Reporting Troubleshooting Quick Reference

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Revision History

| Revision Date | Revisions | Sections |
|---------------|-------------------|------------------|
| 08 Feb 2019 | Initial document. | All |
| 17 Jun 2019 | Added #A68. | EMVO Alert Codes |



EMVO ERROR CODES

How to Read EMVO Error Codes

EMVO error codes have a letter and a number. The letter indicates the type of error:

| Begins With | Error Type |
|-------------|----------------|
| #A | Application |
| #I | Infrastructure |
| #O | Operations |
| #S | Security |

EMVO Alert Codes

Review the error codes below for troubleshooting information:

| Error Code | Error Name | Description | Who Resolves It |
|------------|------------------------------------|---|-----------------|
| #A0 | User Error | The system functioned as expected, but the EU Hub could not complete the request. Retry the request later. | Customer |
| #A1 | Product Not Found | The requester tried to create or update packs for a product that does not exist. The request is rejected. | Customer |
| #A2 | Batch Not Found | The requester tried to update packs for a product batch that does not exist. The request is rejected. | Customer |
| #A3 | Pack Not Found | The requester tried to update the state of a pack that does not exist. | Customer |
| #A4 | Time Limit Exceeded | The time-limit for an undo was exceeded. | Customer |
| #A5 | Attempted Undo by Different Party | An undo action was attempted by a party other than the one that originally completed the action. | Customer |
| #A6 | Attempted Undo in Different Market | An undo action was attempted by a party in a market other than the one that originally completed the action. | Customer |
| #A7 | Pack Already in Requested State | The pack state change is invalid because the pack is already in the requested state. | Customer |
| #A8 | Pack Expired | The requester tried to create packs with an expiry date in the past or update packs to have an expiry in the past. The request is rejected. | Customer |
| #A9 | Pack on Recall | The action cannot be completed because the pack has been recalled. | Customer |



| Error Code | Error Name | Description | Who Resolves It |
|------------|--|--|-----------------|
| #A10 | Pack Already Supplied | The pack state change is invalid because the pack marked as dispensed. | Customer |
| #A11 | Pack Already Decommissioned | The pack state change is invalid because the pack marked as decommissioned. | Customer |
| #A12 | Pack Already Checked-Out | The pack state change is invalid because the pack marked as repacked. | Customer |
| #A13 | Pack Already Exported | The pack state change is invalid because the pack marked as exported. | Customer |
| #A16 | Data Validation Error | The format of the request was invalid. The request is rejected. | Customer |
| #A17 | Distribution Failed | Product master data was submitted, but a national system did not acknowledge it within the configured time-period. | EU Hub |
| #A18 | Distribution Rejected by National System | The product data was rejected by a national system. The reason provided by the national system will be indicated in the description field. Where the product is multi-market it is possible that it will be accepted by some markets and rejected by others. | EU Hub |
| #A19 | Invalid Transaction | Transition to requested state is not possible from current state. | EU Hub |
| #A20 | Invalid GTIN for Recall | The EU Hub does not recognize the submitted GTIN. | Customer |
| #A21 | Invalid Batch ID for Recall | The EU Hub does not recognize the submitted Batch ID or Lot Number. | Customer |
| #A22 | Market Not Found | A market for which this product was configured is no longer associated with the EMVO. The pack data can never be delivered. | Customer |
| #A24 | Status Change Could Not Be Performed | The pack state change could not be performed because the pack's state was previously changed. | Customer |
| #A27 | Invalid Report Parameters | The supplied report parameters were invalid. | Customer |
| #A28 | Unknown Report | The supplied report type is invalid. | Customer |
| #A32 | Duplicate Serial Number | The requester tried to create a pack that already exists. The request is rejected in all markets that where the pack exists. <div style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 10px; margin-top: 10px;"> <p> This may leave the national systems in an inconsistent state. It is the responsibility of the requester to submit the appropriate requests to correct the state.</p> </div> | Customer |
| #A46 | For Repack Buffer Exhausted | There are not enough doses available for repackaging. | Customer |
| #A52 | Expiry Date Mismatch | The update of the product batch supplied an original expiry data that does not cross check with the existing expiry date. The request is rejected. | Customer |
| #A54 | Insufficient Randomisation of | The requester tried to upload packs with serial numbers that | Customer |

| Error Code | Error Name | Description | Who Resolves It |
|------------|-------------------------------|--|------------------------|
| | Serial Numbers | the EMVO considers insufficiently random. The request will be processed, but the EMVO administrators will be alerted to the issue. | |
| #A57 | Organisation Not Found | The specified organization does not exist. | Customer |
| #A58 | Max Client Number Allocated | The maximum number of clients has been reached. No more clients can be added. | Customer and TraceLink |
| #A59 | Decryption Failed | The decryption of a message has failed. | Customer and TraceLink |
| #A60 | Client Account Not Found | The client account does not exist. | Customer and TraceLink |
| #A61 | Report Failed | The report could not be generated. | Customer and TraceLink |
| #A62 | Batch Expired | The action could not be completed because the batch is expired. | Customer |
| #A63 | Repack Buffer ID Data Problem | The original Product Code or Lot Number (Batch ID) was not supplied. | Customer |
| #A64 | Pack Level Errors | There are errors associated with individual packs. | Customer |
| #A68 | Batch Number Mismatch | The action could not be completed because the lot number does not match the one that was initially reported. | Customer |
| #A69 | Product Withdrawn | The action could not be completed because the product is withdrawn. | Customer |
| #A99 | Possible Counterfeit | A potential counterfeit pack has been detected. | Customer |

EMVO SOAP Error Codes

Review the error codes below for troubleshooting information:

| Error Code | Error Name | Description | Who Resolves It |
|------------|--------------------------------|--|------------------------|
| #S1 | Missing User Access Permission | An authenticated account with the EU Hub attempted to use a resource that it does not have access to. | Customer and TraceLink |
| #S2 | Client Authorization Failure | The account with the EU Hub has been disabled. | Customer and TraceLink |
| #S3 | User Authentication Failure | The request could not be authenticated. Either the user name/security session token is incorrect, or the client certificate has expired. | Customer and TraceLink |
| #S4 | Client Authentication Failure | The request could not be authenticated. Either the user name/security session token is incorrect, or the client certificate has expired. | Customer and TraceLink |

| Error Code | Error Name | Description | Who Resolves It |
|------------|-------------------------------------|---|---|
| #S5 | User Account Locked | An account had too many unsuccessful log in attempts with the EU Hub and is locked out. | Customer and TraceLink |
| #S6 | Client Account Locked | An account had too many unsuccessful log in attempts with the EU Hub and is locked out. | Customer and TraceLink |
| #S7 | User Timeout | An account authentication was timed out. | Customer and TraceLink |
| #S8 | Client Timeout | An account authentication was timed out. | Customer and TraceLink |
| #S9 | Intrusion Detection | A potential intrusion has been detected. | Customer, TraceLink, and EU Hub  TraceLink works with both the Customer and the EU Hub to correct this error, if it occurs. |
| #S10 | Request Not Authorized | The requester tried to update data they are not entitled to change. The request is rejected. EMVO administrators will be alerted to the issue. | Customer |
| #S11 | Data Discrepancy | Master data sent from TraceLink does not match the data held at the EU Hub. | Customer and Partners |
| #S12 | Decryption Error | The EU Hub was unable to decrypt the message. | EU Hub |
| #S13 | SecuritySessionToken create Refused | There was an issue creating the token that connects the account securely to the EU Hub. | Customer and TraceLink |
| #01 | System Not Available | The EU Hub was unable to process the request. Retry the request later.  This error can be resolved only after the EU Hub becomes available. | EU Hub |
| #02 | No Response | The EU Hub did not acknowledge the request message. | EU Hub |
| #03 | No Report Available | The EU Hub cannot retrieve the report. | Customer and TraceLink |
| #04 | Response Timeout Exceeded | The EU Hub was unable to get a verification response from any of the national systems that hold data for this product batch. | EU Hub |
| #05 | Duplicate Message | The EU Hub cannot accept the message because it is the same as one that was already received. | Customer |
| #I1 | Invalid File Format | The EU Hub cannot use the submitted file format (e.g. CSV). Resubmit the file in a different format. | Customer and TraceLink |