



# **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