

# Error Management



## Deprecated Error code page

This page is the OLD PAGE and should no longer be updated at this point as the reference error code page is located on the eTIR.org website at the following URL:

<https://etir.org/documentation/error-codes>

The following SOP explains how to add new error codes on the eTIR.org error code page: [How to add a new error code](#)

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## Introduction

The **eTIR international system** is based on **web services** that are exchanged between the different stakeholders. The **messages** exchanged using these web services are specified and used according to the rules detailed in the **eTIR Specifications**. When the eTIR international system receives and processes a message, it performs a **series of validation** on the message itself, on the context of related guarantee, holder or transport and issues a response to the system which has sent the message in the first place. If anything goes wrong during these validation and processing steps, an **error** is sent back in the response. This error is presented as an **Error code** with a **Pointer** which can be used to point towards a specific field of the message. The list of all error codes is available in the **Code List 99** and is also reproduced on this page for ease of reference, and as a living document, representing the latest version of these codes.

## Specifications of the Error Codes

- This list of error codes is specific to eTIR as it allows IT teams to better understand errors while implementing the interconnection to the eTIR international system. This should result in a faster implementation overall and more accurate responses to errors from the system sending messages to the eTIR international system.
- Furthermore, a detailed error code system will also greatly simplify the communication between the stakeholders and the Help Desk of the TIR Secretariat, in case of issue, to identify and correct the underlying issue.
- The list of error codes is based on best practices from the IT industry. Like the list of HTTP status codes, all error codes have three digits, and the first digit of the status code defines the class of response:
  - **1XX - Validation**: validation of the message and if its parameters
  - **2XX - Workflow**: workflow related errors
  - **3XX - Functional**: other functional errors
  - **4XX - Internal**: eTIR international system internal errors
  - **5XX - Customs**: errors raised by Customs
- Each class of response has a default error code which indicates at least the class of the error if it cannot be more precise.

## List of error codes

In the following list, the following terms are used:

- **Message**: An XML message
- **Field**: An XML element or attribute
- **Value**: The value mentioned in an XML element or attribute

### 1XX - Validation errors

Error code	Error name	Description	Pointer is set to	Observations
100	Invalid message	The message is invalid, and no additional details are available for this error	Root of the message	This is the default error code for this class

101	Missing field	A required field is missing in the message	The pointer is set to the missing field	All requests
102	Invalid domain for the value	The value is outside a defined list of acceptable values	The pointer is set to the invalid field	All requests
103	Malformed date	A field containing a date value cannot be properly converted	The pointer is set to the invalid field	I1/I2, I7/I8, I9/I10, I11/I12, I13/I14, I17/I18, E1/E2, E3/E4, E9/E10, E11/E12, E13/E14
104	Not an integer	A numeric field contains a value that is not numeric	The pointer is set to the invalid field	I7/I8, E9/E10, E11/E12, E13/E14
105	Field value length exceeded	A String field contains a value with too many characters	The pointer is set to the invalid field	All requests
106	Invalid pattern	A String field does not match the pattern for the field defined in the XML Schema Definition of the message	The pointer is set to the invalid field	All requests
107	Invalid field	The specified field does not follow the order defined in the XML Schema Definition of the message	The pointer is set to the invalid field	All requests
108	Missing XML attribute	The specified XML tag is missing a required attribute (e.g. formatCode for all date fields)	The pointer is set to the invalid field	I1/I2, I7/I8, I9/I10, I11/I12, I13/I14, I17/I18, E1/E2, E3/E4, E9/E10, E11/E12, E13/E14
109	Invalid XML attribute	The specified XML tag has an invalid attribute value (e.g. formatCode for all date fields)	The pointer is set to the invalid field	I1/I2, I7/I8, I9/I10, I11/I12, I13/I14, I17/I18, E1/E2, E3/E4, E9/E10, E11/E12, E13/E14
110	Too many digits	The number has too many digits	The pointer is set to the invalid field	I7/I8, E9/E10
111	Too much precision	The number has a decimal part with too many digits	The pointer is set to the invalid field	I7/I8, E9/E10
120	Invalid eTIR specifications version	The version specified in the metadata fields is not the one (s) approved to function in the eTIR system	The pointer is set to the invalid metadata field	All messages
151	Condition C001 failure	The condition C001 is not satisfied	The pointer is set to the invalid field	I7/I8, I15/I16, E9/E10, E11/E12
152	Condition C002 failure	The condition C002 is not satisfied	The pointer is set to the invalid field	I7/I8, I15/I16, E9/E10, E11/E12
153	Condition C003 failure	The condition C003 is not satisfied	The pointer is set to the invalid field	I7/I8, I15/I16, E9/E10, E11/E12
154	Condition C004 failure	The condition C004 is not satisfied	The pointer is set to the invalid field	I7/I8, I15/I16, E9/E10, E11/E12
155	Condition C005 failure	The condition C005 is not satisfied	The pointer is set to the invalid field	I7/I8, I15/I16, E9/E10, E11/E12
156	Condition C006 failure	The condition C006 is not satisfied	No pointer	This condition applies to all response messages
157	Condition C007 failure	The condition C007 is not satisfied	No pointer	This condition applies to response messages: E9/E10, E13/E14
158	Condition C008 failure	The condition C008 is not satisfied	The pointer is set to the invalid field	I7/I8, E9/E10
159	Condition C009 failure	The condition C009 is not satisfied	No pointer	This condition applies to response messages: E11/E12
160	Condition C010 failure	The condition C010 is not satisfied	The pointer is set to the invalid field	I15/I16, E11/E12
181	Rule R001 failure	The rule R001 is not satisfied	The pointer is set to the invalid field	I7/I8, I15/I16, E9/E10
182	Rule R002 failure	The rule R002 is not satisfied	The pointer is set to the invalid field	I7/I8, I15/I16, E9/E10
188	Rule R008 failure	The rule R008 is not satisfied	The pointer is set to the invalid field	I7/I8, I15/I16, E9/E10, E11/E12
190	Rule R010 failure	The rule R010 is not satisfied	The pointer is set to the invalid field	I17/I18, E11/E12
194	Rule R014 failure	The rule R014 is not satisfied	No pointer	I7/I8
195	Rule R015 failure	The rule R015 is not satisfied	No pointer	I7/I8

## 2XX - Workflow errors

Error code	Error name	Description	Pointer is set to	Observations
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200	Invalid state	The state of an internal object is invalid, and no additional details are available for this error	Root of the message	This is the default error code for this class
201	Invalid guarantee status	The guarantee is not in a state that allows to perform the required operation	Root of the message	I1/I2, I9/I10, I11/I12, I13/I14
203	Guarantee not cancellable	The guarantee is not in a state that allows to cancel it	Root of the message	E3/E4
204	Guarantee already registered	The guarantee has already been registered	Root of the message	E1/E2
205	Guarantee already cancelled	The guarantee is already cancelled or the request to cancel it has already been sent	Root of the message	E3/E4
210	Operation already started	The operation is already started	Root of the message	I9/I10
211	Operation already terminated	The operation has already been completed	Root of the message	I11/I12
212	Operation already discharged	The operation is already discharged	Root of the message	I13/I14
213	Operation not yet started	The operation is not yet started	Root of the message	I11/I12, I13/I14, E11/E12
214	Operation ID already registered	The "refusal to start" is an operation on its own and must have a unique operation ID	Root of the message	I17/I18
215	Operation sequence already registered	The "refusal to start" is an operation on its own and must have a unique operation sequence	Root of the message	I17/I18
216	Refusal to start not authorized	The "refusal to start" cannot be performed because of the current guarantee status or because it is the first operation for this transport	Root of the message	I17/I18
220	Declaration not yet received	The operation cannot be started because the declaration was not received	Root of the message	I9/I10
299	Duplicate message	The same message was already received from the same source	Root of the message	I9/I10, I11/I12, I13/I14

### 3XX - Functional errors

Error code	Error name	Description	Pointer is set to	Observations
300	Invalid operation	An invalid operation was performed, and no additional details are available for this error	Root of the message	This is the default error code for this class
301	Guarantee not found	The guarantee was not found in the database	To the guarantee reference (if applicable)	I1/I2, I5/I6, I7/I8, I9/I10, I11/I12, I13/I14, I17/I18, E3/E4, E5/E6, E9/E10, E11/E12, E13/E14
302	Guarantee chain not found	The guarantee chain was not found in the database	Root of the message	I9/I10, I11/I12, I13/I14, I17/I18, E1/E2, E3/E4
303	Guarantee type not found	The guarantee type was not found in the database	Root of the message	I9/I10, I11/I12, I13/I14, I17/I18, E1/E2, E3/E4
304	Customs office not found	This error code is not used in the eTIR specifications v4.3, except in the context of the message pair I19/I20	Root of the message	I19/I20
305	Country not found	The country was not found in the database	Root of the message	I7/I8, I9/I10, I11/I12, I13/I14
306	Control type not found	The control type was not found in the database	To the control type field, if applicable	I9/I10, I11/I12, I17/I18
307	Declaration not found	The related declaration was not found in the database		I7/I8
308	Forward information not found	The eTIR international system could not find information on whom to forward the message to	Root of the message	E9/E10 / E11/E12, E13/E14
309	Seals information already registered	The information received about the mentioned seal was already recorded in the database	TransportEquipment /Seal/ID	I9/I10, I11/I12
310	Seals information should not be sent	The seal's information should not be sent in the record declaration data message	TransportEquipment /Seal/ID	I7/I8
320	Holder/Guarantee mismatch	The holder id value and the guarantee reference value do not match what is recorded in the database	Root of the message	I1/I2, I7/I8, E3/E4
321	Holder not authorized	The holder is not authorized in the International TIR Data Bank (ITDB)	Root of the message	E1/E2, I1/I2, I9/I10, I11/I12, I13/I14

322	Holder not found	The holder is not found in ITDB	The holder/Principal ID	E1/E2, E5/E6, I1/I2, I3/I4, I5/I6, I9/I10, I11/I12, I13/I14
330	Guarantee chain not authorized	The guarantee chain is not authorized in the database	Root of the message	I1/I2, E1/E2, E5/E6
331	Guarantee chain /Guarantee mismatch	The guarantee chain code value and the guarantee reference value do not match what is recorded in the database	Root of the message	I1/I2, E3/E4
332	Guarantee type /Guarantee mismatch	The guarantee type value and the guarantee reference value do not match what is recorded in the database	Root of the message	I1/I2, E3/E4
333	Declaration reference not found	The FunctionalReferenceID value does not match what is already recorded in the database	Declaration /FunctionalReference ID	E11/E12, E13/E14
334	Declaration already cancelled	The declaration could not be modified because it was already cancelled	Declaration	E11/E12, E13/E14
335	Transport equipment not registered	The transport equipment not found in the database	Consignment /TransportEquipment /ID	I9/I10, I11/I12
336	Declaration already received	The declaration could not be registered because it was already received	InterGov/Declaration	I7/I8

## 4XX - Internal errors

Error code	Error name	Description	Pointer is set to	Observations
400	eTIR internal error	An internal error in the eTIR international system occurred and no additional details are available for this error	Root of the message	This is the default error code for this class

## 5XX - Customs errors

Error code	Error name	Description	Pointer is set to	Observations
500	Customs declaration processing error	The message was not accepted by customs and no additional details are available for this error	Root of the message	This is the default error code for this class
501	Advance TIR data not accepted	Customs did not accept the advance TIR data	Root of the message	E9/E10
502	Advance amendment data not accepted	Customs did not accept the advance amendment data	Root of the message	E11/E12