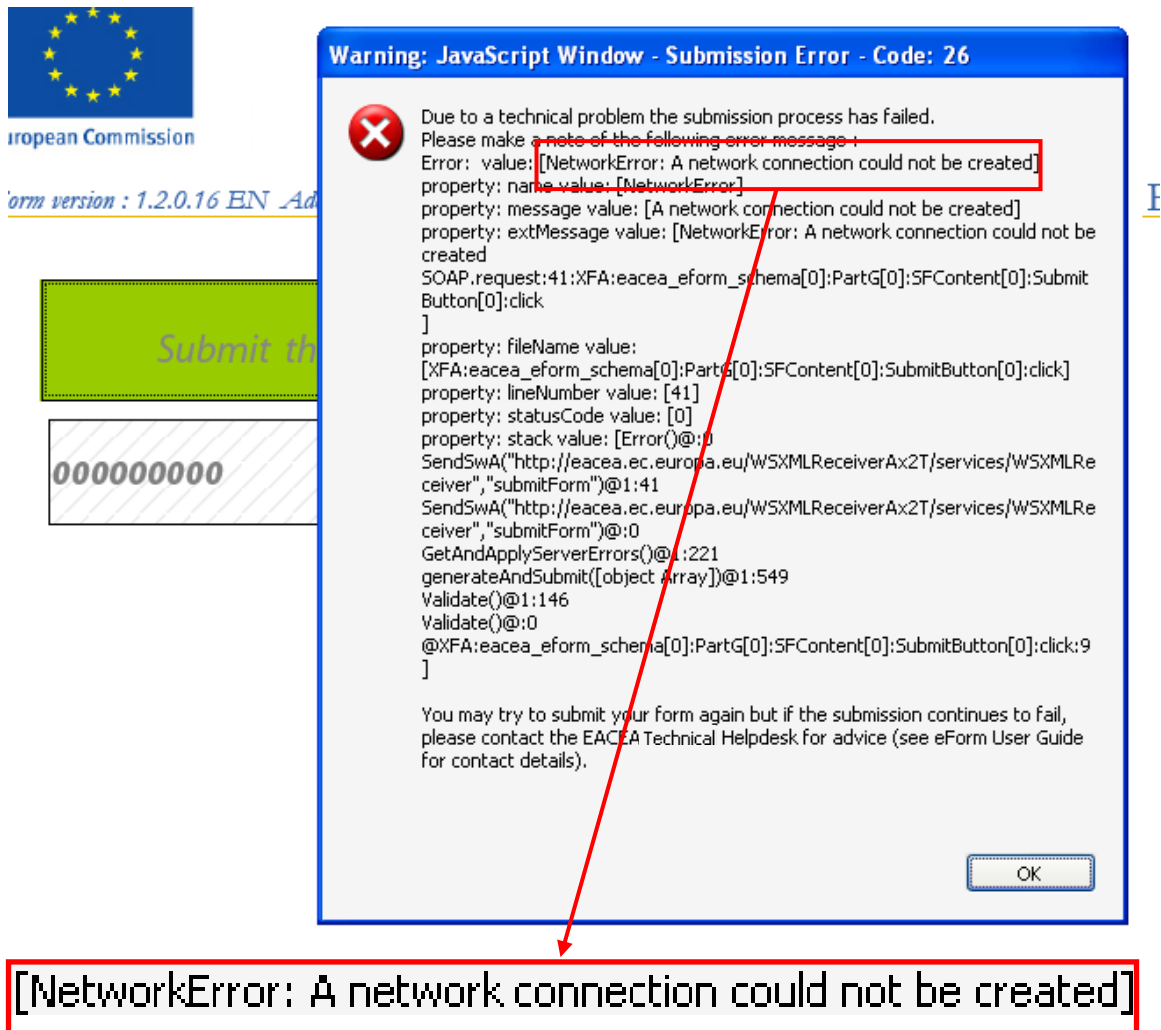


## Network Error during eForm submission

### How the Network Error presents itself

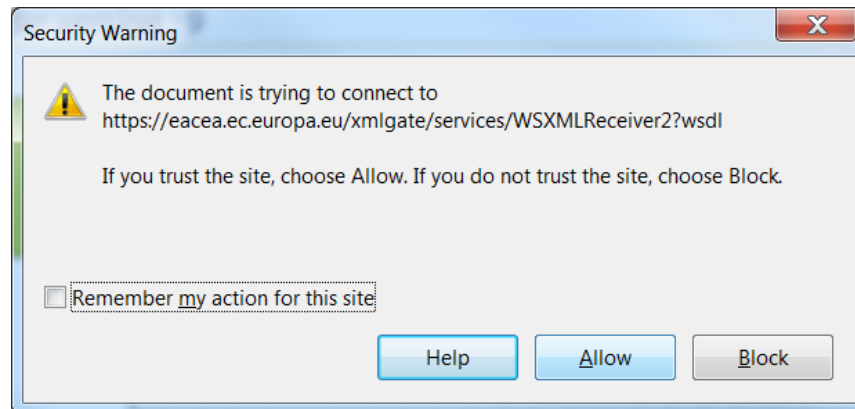
A 'network error' that occurs during the eForm submission process can be identified by the explicit error message that appears on-screen.

This error message can be seen in the following screenshot (English language version):



Other language versions of the error can be found in Appendix A of this document.

Typically the message appears just after you have clicked *Allow* in response to the Security Warning pop-up window:



### The cause of the error

When you carry out the submission of your eForm, the eForm attempts to establish a connection to the EACEA applications server in Brussels via the internet.

There are two main reasons why this might fail:

**Scenario A:** your local internet connection is disconnected or not working.

**Scenario B:** If your computer's access to the internet is via a **proxy server** and/or a company **firewall**, one or both of these items could be blocking the connection attempt (as part of a predefined security policy). If you work in an office / organisation / LAN environment it is highly likely that your computer's access to the internet will be controlled in this way.

### How to resolve the error

#### **Scenario A**

Check to see if you can *generally* reach websites on the internet. If you are unable to generally connect to internet websites then contact your local IT service or your Internet Service Provider for assistance. Before you do this, you are recommended to check that your local cabling and browser configuration are properly set up.

#### **Scenario B**

You have three options:

(i) Contact your local IT service for support. They must intervene to stop the proxy server / company firewall from blocking the connection to the Agency's applications server.

(ii) Transfer your eForm application to a computer that has a direct connection to the internet (i.e. a connection that doesn't pass via a proxy server / company firewall) and submit the form from that computer. For example, a **home computer** will often have a direct connection, along with more relaxed firewall settings.

(iii) Send your completed and validated eForm to the EACEA Helpdesk. The Helpdesk staff will submit the form on your behalf and send you back the submitted version, bearing the submission number.

For this third option, **the form you send to the Helpdesk MUST be completed, validated AND its content LOCKED.** 'Locked' means that the content is no longer modifiable. The content becomes locked when you attempt the submission (as explained in the Proposal Submission User Guide, STEP 6). If you send us a form that is not locked it indicates that you have not attempted the submission. In this situation we would not perform the submission on your behalf but would simply ask you to attempt the submission yourself.

#### Network error experienced but submission number received by email

It is possible that you could experience the network error message **after** a submission number has been generated and displayed to you. In this scenario, you will have seen a submission number appear on-screen and the nominated contact person for your application will have received the acknowledgement email bearing the same submission number. However, the submission number will not have been automatically recorded in the submission number box on the last page.

If you experience this scenario you must contact the EACEA Helpdesk for assistance:

[eacea-helpdesk@ec.europa.eu](mailto:eacea-helpdesk@ec.europa.eu)

#### Further advice concerning errors during submission

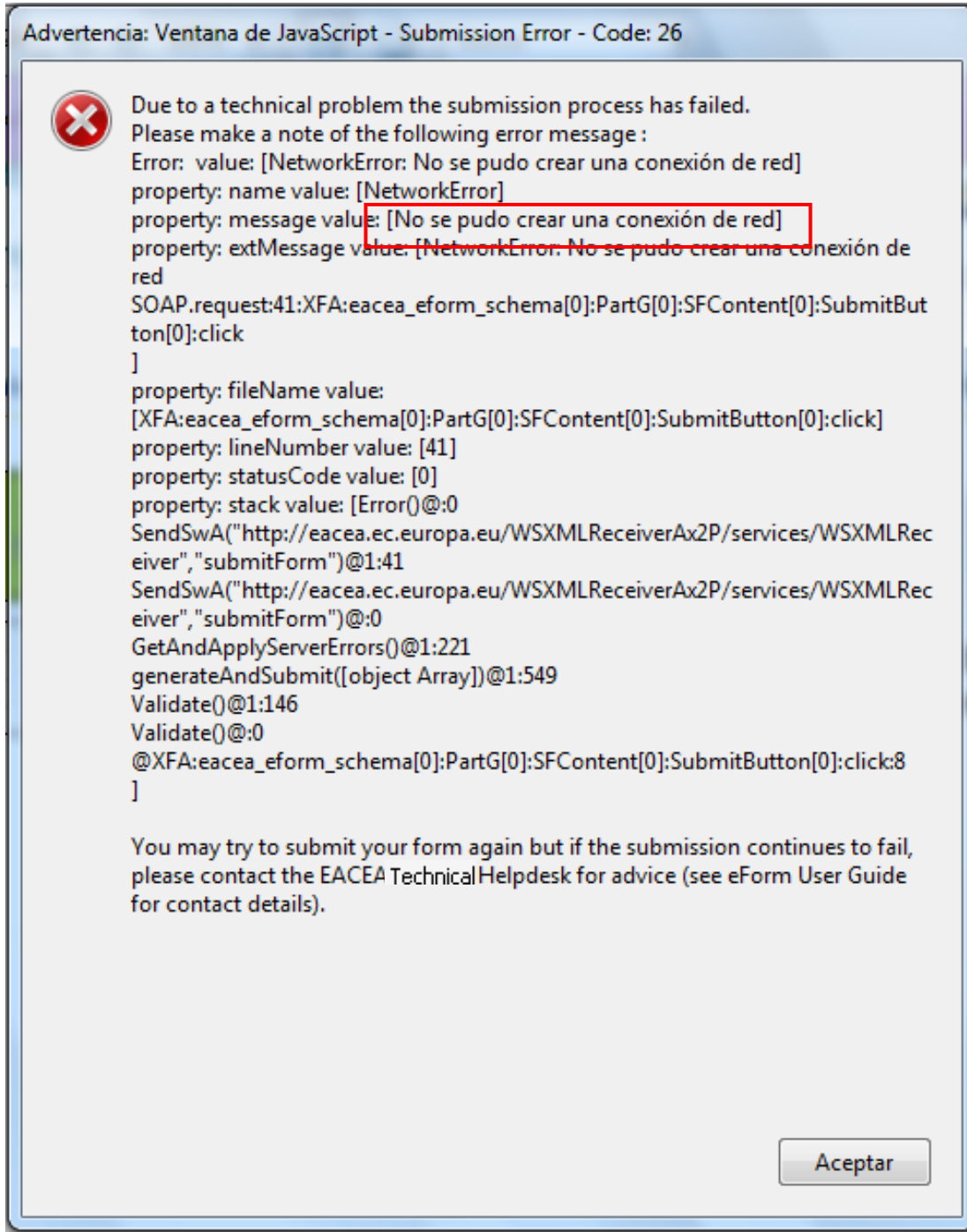
If you encounter any kind of error message when performing the submission of your eForm, please ensure that you retain a copy of the error message by taking a 'Print Screen' / screenshot of it. This can significantly help the Agency to diagnose the problem and provide a timely resolution.

As documented elsewhere in the Agency's eForm documentation, applicants are strongly advised **not to leave the submission of their eForms to the last moment.**

## Appendix A

### Other language versions of the network error message

No se pudo crear una conexión de red:



Impossibile creare una connessione alla rete:

Avviso: finestra JavaScript - Submission Error - Code: 26


 Due to a technical problem the submission process has failed. Please make a note of the following error message :

Error: value: [NetworkError: Impossibile creare una connessione alla rete.]  
property: name value: [NetworkError]  
property: message value: [Impossibile creare una connessione alla rete.]  
property: extMessage value: [NetworkError: Impossibile creare una connessione alla rete.]  
SOAP.request:41:XFA:eacea\_eform\_schema[0]:PartG[0]:SFContent[0]:SubmitButton[0]:click  
]  
property: fileName value:  
[XFA:eacea\_eform\_schema[0]:PartG[0]:SFContent[0]:SubmitButton[0]:click]  
property: lineNumber value: [41]  
property: statusCode value: [0]  
property: stack value: [Error()@:0  
SendSwA("http://eacea.ec.europa.eu/WSXMLReceiverAx2P/services/WSXMLReceiver", "submitForm")@1:41  
SendSwA("http://eacea.ec.europa.eu/WSXMLReceiverAx2P/services/WSXMLReceiver", "submitForm")@:0  
GetAndApplyServerErrors()@1:221  
generateAndSubmit([object Array])@1:549  
Validate()@1:146  
Validate()@:0  
@XFA:eacea\_eform\_schema[0]:PartG[0]:SFContent[0]:SubmitButton[0]:click:8  
]

You may try to submit your form again but if the submission continues to fail, please contact the EACEA Technical Helpdesk for advice (see eForm User Guide for contact details).

Es konnte keine Netzwerkverbindung hergestellt werden:

**Warnung: JavaScript-Fenster - Übertragungsfehler - Code: 26**

 Aufgrund eines technischen Problems war die Einreichung nicht erfolgreich. Bitte beachten Sie die folgende Fehlermeldung:

Error: value: [NetworkError: Es konnte keine Netzwerkverbindung hergestellt werden.]


property: name value: [NetworkError]  
property: message value: [Es konnte keine Netzwerkverbindung hergestellt werden.]  
property: extMessage value: [NetworkError: Es konnte keine Netzwerkverbindung hergestellt werden.  
SOAP.request:41:XFA:eacea\_eform\_schema[0]:PartG[0]:SFContent[0]:SubmitButton[0]:click  
]  
property: fileName value:  
[XFA:eacea\_eform\_schema[0]:PartG[0]:SFContent[0]:SubmitButton[0]:click]  
property: lineNumber value: [41]  
property: statusCode value: [0]  
property: stack value: [Error()@:0  
SendSwA("http://eacea.ec.europa.eu/WSXMLReceiverAx2T/services/WSXMLReceiver", "submitForm")@1:41  
SendSwA("http://eacea.ec.europa.eu/WSXMLReceiverAx2T/services/WSXMLReceiver", "submitForm")@:0  
GetAndApplyServerErrors()@1:221  
generateAndSubmit([object Array])@1:540  
Validate()@1:146  
Validate()@:0  
@XFA:eacea\_eform\_schema[0]:PartG[0]:SFContent[0]:SubmitButton[0]:click:9  
]

Sie können erneut versuchen, das Formular einzureichen sollte dies jedoch erfolglos bleiben, wenden Sie sich bitte an den externen EACEA-Helpdesk (Kontaktangaben siehe Anleitung E-Formular)

OK

## La création d'une connexion réseau a échoué

**Avertissement : Fenêtre JavaScript - Submission Error Message**

 Due to a technical problem the submission process has failed. Please make a note of the following error message :

Error: value: [NetworkError: La création d'une connexion réseau a échoué.]  
property: name value: [NetworkError]  
property: message value: [La création d'une connexion réseau a échoué.]  
property: extMessage value: [NetworkError: La création d'une connexion réseau a échoué.]  
SOAP.request:41:XFA:eacea\_eform\_schema[0]:PartG[0]:SFContent[0]:Submit Button[0]:click  
]  
property: fileName value:  
[XFA:eacea\_eform\_schema[0]:PartG[0]:SFContent[0]:SubmitButton[0]:click]  
property: lineNumber value: [41]  
property: statusCode value: [0]  
property: stack value: [Error()@:0  
SendSwA("http://eacea.ec.europa.eu/WSXMLReceiverAx1P/services/WSXMLReceiverAx1", "submitForm")@1:41  
SendSwA("http://eacea.ec.europa.eu/WSXMLReceiverAx1P/services/WSXMLReceiverAx1", "submitForm")@:0  
GetAndApplyServerErrors()@1:212  
generateAndSubmit([object Array])@1:808  
Validate()@1:142  
Validate()@:0  
@XFA:eacea\_eform\_schema[0]:PartG[0]:SFContent[0]:SubmitButton[0]:click:7  
]

You may try to submit your form again but if the submission continues to fail, please contact the EACEA Technical Helpdesk for advice (see eForm User Guide for contact details).

OK