Error Codes

The following are error codes that appear on the user’s screen if there is an issue with the eCF system working with your system.

1001: IEEE’s eCF system does not recognize the URL of the manuscript submission system trying to connect to it. Submission system URLs must be registered and associated with the source code assigned to your publication. If you have registered a submission URL and have updated or changed it in any way, you must contact the IPR Office at ecopyright@ieee.org, and provide the following details:
- Publication title
- Source code
- Previous submission URL
- New submission URL
- Error code 1001

1002: IEEE’s eCF system does not recognize the source code in the data that is being sent by the manuscript submission system. For conferences, the source code is the 5 digit Conference Record Number provided to you after your publication title is registered. If your publication title was registered, please check the source code data in your manuscript submission system. If the code is entered correctly, you must contact the IPR Office at ecopyright@ieee.org, and provide the following details:
- Publication title
- Source code
- Submission URL
- Error code 1002

1003: IEEE’s eCF system does not recognize the publication title in the data that is being sent by the manuscript submission system. The publication title must be registered, and must match the title being used in the eCF system EXACTLY. If your publication title was registered, please check the spelling of the title in your manuscript submission system. Make sure there are no extra spaces at the end of the title. If the title is entered correctly, you must contact the IPR Office at ecopyright@ieee.org, and provide the following details:
- Publication title
- Source code
- Submission URL
- Error code 1003

1004: IEEE’s eCF system was not set up correctly for this publication. IPR Office staff will need to reregister the title in the eCF system. Please contact the IPR Office at ecopyright@ieee.org, and provide the following details:
1005: IEEE’s eCF system was not set up correctly for this publication. IPR Office staff will need to reregister the title in the eCF system. Please contact the IPR Office at ecopyright@ieee.org, and provide the following details:
   - Full publication title
   - Error code 1005

1006: IEEE’s eCF system was not set up correctly for this publication. IPR Office staff will need to reregister the title in the eCF system. Please contact the IPR Office at ecopyright@ieee.org, and provide the following details:
   - Full publication title
   - Error code 1006

1007: The email data was not formatted or entered correctly. The email format must be valid (example@email.com) and, if multiple emails are used, each must be separated by commas. If the emails are formatted and entered correctly, and there is still an error, please contact the IPR Office at ecopyright@ieee.org, and provide the following details:
   - Full publication title
   - Full paper title
   - Author name(s)
   - Email address(es)
   - Error code 1007

1008: The eCF system is unable to recognize the referred header of the site attempting to connect. This usually happens when the submission system is behind a firewall that is interfering with the passing of data. You should disable the firewall and retry the connection to see if this corrects the problem. If it does, please set the firewall to pass the information to the eCF system. If you continue to have problems with connecting due to the same error, please contact the IPR Office at ecopyright@ieee.org, and provide the following details:
   - Publication title
   - Source code
   - Submission URL
   - Error code 1008

1009: The eCF system did not receive all the required data from your manuscript submission system. The following data needs to be passed to the eCF

<table>
<thead>
<tr>
<th>Data name</th>
<th>Description of data</th>
</tr>
</thead>
</table>

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<table>
<thead>
<tr>
<th>PubTitle</th>
<th>Publication title that the paper is associated with.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ArtTitle</td>
<td>Article Title.</td>
</tr>
<tr>
<td>AuthName</td>
<td>Authors of the paper.</td>
</tr>
<tr>
<td>ArtId</td>
<td>Unique article identifier.</td>
</tr>
<tr>
<td>ArtSource</td>
<td>Each referrer site will be assigned a unique code. Conference ArtSource code is the five-digit Conference Record Number assign with the Letter of Acquisition.</td>
</tr>
<tr>
<td>AuthEmail</td>
<td>Authors e-mail address. If multiple emails are present, they should be comma separated.</td>
</tr>
<tr>
<td>rtnrurl</td>
<td>URL referring back to the source web site or any URL where the user should be taken to after completing the copyright submission.</td>
</tr>
</tbody>
</table>

Please check the coding to ensure all fields are included in the data being sent from your system. If you continue to have problems with connecting due to the same error, please contact the IPR Office at ecopyright@ieee.org, and provide the following details:

- Publication title
- Source code
- Submission URL
- Error code 1009

1010: There was a problem with the article identifier data being received by the eCF system. Valid characters that can be used in article identifiers are: a-z, A-Z, 0-9,- (hyphen), _ (underscore), . (period), / (slash), ( (open parenthesis), ) (closed parenthesis), ; (semicolon). If you correct the ID and still receive this message, please contact the IPR Office at ecopyright@ieee.org, and provide the following details:

- Full publication title
- Full paper title
- Author name(s)
- Article Identifier
- Error code 1010

2003: There is a problem with the information being received by the eCF system. Please contact the IPR Office at ecopyright@ieee.org, and provide the following details:

- Full publication title
- Full paper title
- Author name(s)
- Error code 2003
**2004:** There is a problem with the article identifier data being received by the eCF system. Please contact the IPR Office at ecopyright@ieee.org, and provide the following details:

- Full publication title
- Full paper title
- Author name(s)
- Article Identifier
- Error code 2004

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**3001:** The article identifier that is being sent by the manuscript submission system matches a previously used article identifier in the eCF system for that same publication title. The data for each article must have a unique article identifier. If the article identifier being sent by the manuscript submission system is unique and the error still occurs, you must contact the IPR Office at ecopyright@ieee.org, and provide the following details:

- Publication title
- Source code
- Article ID
- Error code 3001

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**3002:** During the eCF submission process, authors are asked if they are authorized to sign the publication agreement. If they indicate “no” they are NOT authorized, authors must then enter the name and email address of the person who IS authorized to sign. It appears that you have selected “no” and entered a name and address. You should contact the person to whom you have designated the signing of the agreement. They should have received an email with instructions for entering the eCF system and completing the publication agreement. If that person did not receive an email, or you need to designate a different person, you must contact the IPR Office at ecopyright@ieee.org, and provide the following details:

- Publication title
- Paper title
- Author name(s)
- Designated person’s name
- Error code 3002

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**3003:** There is a problem with the information that was sent in the email by the eCF system to the person whom was designated as the person to sign the publication agreement. Please contact the IPR Office at ecopyright@ieee.org, and forward the email that was sent by the eCF system to the designated person, and provide the following details:
- Correct publication title
- Correct paper title
- Correct author name(s)
- Error code 3003

3004: Authors who enter the eCF system by way of an emailed link and login credentials should copy and paste the user name and password from the email. Typing in the information can introduce mistakes. If you have tried copying and pasting the information but still receive an error message, you must contact the IPR Office at ecopyright@ieee.org, and provide the following details:
  - Publication title
  - Paper title
  - Author name(s)
  - Error code 3004

4001: The eCF system experienced a technical issue that will need to be investigated by the team at IEEE. Please contact the IPR Office at ecopyright@ieee.org, and provide the following details:
  - Publication title
  - Paper title
  - Author name(s)
  - Error code 4001