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Adobe Reader Error Messages

Common Error Messages Defined

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Adobe Reader Error Messages

Purpose

This document outlines and defines common error messages encountered by applicants while completing an Adobe Reader application package.

Error Messages

1. An Error Occurred During File Transmission

This error message means that you are experiencing network connectivity issues or the network is slow. The file that you are attempting to upload is not being fully transmitted to Grants.gov. It is recommended that you check your internet connection or contact your IT support staff to check on your network connectivity and then try again.

2. COS Parsing Exception at Postion

If you receive this error message, the application package you submitted is corrupt and you will have to resubmit a new application. If the deadline has already passed, you will have to contact the agency point of contact (agency POC) for more information.

Contact information for the grantor is listed on the synopsis for the grant opportunity and the coversheet of the application package.

3. Error: org.xml.sax.SAXParseException:

In most cases this error indicates the form was opened with an unsupported software such as:

- An incompatible version of Adobe Acrobat Professional
- An incompatible version of Adobe Reader (other than 8.1.2)
- Other software

In order to submit an Adobe Reader application package, you must have a compatible version of Adobe Reader. If you have received this error message it is recommended to download a NEW version of the application package then open, complete and submit it with the compatible version of Adobe Reader. (If you collaborate on the application package with your peers, please ensure they have the compatible version of Adobe Reader.)

4. Failure To Retrieve Opportunity

This error message means that the grantor agency has deleted the application package. For more information on the deleted application package please contact the agency point of contact (agency POC)

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Contact information for the grantor is listed on the synopsis for the grant opportunity and the coversheet of the application package.

5. File Damaged and Cannot Be Repaired

This error message means that your application package is corrupt. In order to successfully submit an application package you will need to download a new application and resubmit. To avoid corruption you must use a compatible version of Adobe Reader to view and complete a grant application package.

6. Incompatible Version of Adobe

You received this error message because your application package was opened with software other than a compatible version of Adobe Reader. Any and all edits made to an Adobe Reader application package must be made with the compatible version of Adobe Reader. Grants.gov does not guarantee to support other versions of Adobe Reader released prior to version 8.1.2.

**Please note Adobe Acrobat is compatible for use with Grants.gov; however we recommend using Adobe Reader software version 8.1.2.*

The compatible version of Adobe Reader is available to download for free on the Grants.gov website at: http://www.grants.gov/help/download_software.jsp.

Click here to verify that your Adobe Reader version is compatible with Grants.gov:
<http://www.grants.gov/applicants/AdobeVersioningTestOnly.jsp>

7. Schema Validation Error

In most cases this error message indicates the application package was opened at one point in time with an unsupported version of:

- Adobe Reader
- Adobe Professional
- Other software

You should download a new application package, open, complete the package manually and submit, using a supported version of Adobe Reader. You cannot use an existing corrupted package or data from the package to export and populate a new package because it will cause submission errors.

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8. VIRUSDETECT - Check Attachment Name

If you are receiving an error message for an Adobe Reader package that states VIRUSDETECT, please check the following:

In some cases if these guidelines are not followed, your application may be rejected.

- **Use a virus protect program to run a virus scan on your entire application package.**
This will ensure that your package is completely free of viruses before resubmission.
- **Check the length of your file attachment names.**
File attachment names longer than approximately 50 characters can cause problems processing packages.
- **Avoid using any special characters (example: -, &, *, %, /, #) or spacing in the file names.**
If you need spaces in the name of your files, use the underscore (example: my_Attached_File.pdf) in naming the attachments.

9. " Intake Servlet Is Unable To Save The Data. Broken Pipe "

If you receive the "Broken Pipe" message, this means that there were intermittent interruptions during submission. As a result, the submission confirmation page did not display properly after you submitted your application package (application package sent for validation by the Grants.gov system). Although you may receive this error message ("Broken Pipe"), your submission may have been properly received by the Grants.gov system. If the "Broken Pipe" error message displays, you will not automatically receive a Grants.gov tracking number for your application package.

To ensure that your application package was received properly by Grants.gov you have three options:

1. Visit the ["Track Your Package"](#) section to login into the Grants.gov system and view your submitted applications. If you do not see your submitted application listed, follow the instructions in **Option 2** below.
2. Open an internet browser window (ex: Internet Explorer) and resubmit your application package as normal. If you still do not receive the confirmation page after you resubmit your application package, contact the Grants.gov Contact Center (**see Option 3 below**).
3. Call or email the Grants.gov Contact Center at 1-800-518-4726 or support@grants.gov to verify that your submission was received by the Grants.gov system and to receive a tracking number for your application package.