

e@syFile Errors

Cannot save certificate Error # 1009



Background

The user tries to save a certificate (manually created or existing amended), however is unable to save the certificate, and gets the following error message:

Possible Solution:

- This is usually due to missing information or an incorrect character in a field. Essentially e@syfile is expecting something and getting an unexpected result and throws an error message
- Check the personal details, including the country code under the employee's address details, to ensure all field are completed with valid details.