

List of IT Changes & Errors received by NCAs / Europa Website

The table summarises the change requests and errors identified and reported by the National Competent Authorities.

- **ID:** Internal Identification number of the change;
- **Type of Change:** A change is classified as a System Error or as a Future Improvement. In case of a system error we provide the internal reference number;
- **Status:**
 In Progress: The change is currently under analysis. It might have also been assigned on a specific CBAM Release
 Pending Investigation: The change has been registered but no analysis started;
 Resolved: The change has been implemented
- **Release:** Release number that implements the specific change.
- **Resolution Date:** Date when the change will be implemented. This is a provisional date, and it can change.

The acronym **N/A** means Not Applicable. While the acronym **TBD** means To Be Defined at a later stage

ID	Title	Description	Resolution	Type of Change (System Error/ Improvement)	Status	Release	Resolution Date (Provisional)
1	XML / XSD Validation Errors	Several XSD errors were confirmed when trying to upload the Quarterly Report XSD file.	The following errors have been identified and will be fixed in an upcoming release of CBAM Portal. <ul style="list-style-type: none"> • MIME • Binary • Exchange Rate • ApplicableMethodologyConfirmation 	System Error (CBAM - 1130)	IN PROGRESS	1.2.0.10	TBD
2	Glossary for common errors messages	NCAs would like to have a consolidated list of the different error types and explanation of those errors	B3 to publish first draft of glossary will be shared in February	Improvement	RESOLVED	N/A	18 Feb 2024
3	Minimal net values issues	Some user experienced issues while entering minimal net value	Due to small mass values, it was decided that the below fields will increase the decimals supported from 5 to 7 (format will change from n..16,5 to n..16,7) <ul style="list-style-type: none"> • Report Level Total emissions • Goods Level Goods emissions per unit of product, Goods total emissions, Goods direct emissions, Goods indirect emissions • Emissions Level Installation total emissions, Installation direct emissions, Installation indirect emissions, Specific direct embedded emissions, Total embedded emissions of electricity imported, Specific indirect embedded emissions 	System Error (CBAM - 1225)	IN PROGRESS	1.2.0.9	TBD
4	Electricity default value issue	Some user has issues while use default value for electricity	This fix was included in the CBAM and is in PRODUCTION on 03/02/2024	System Error (CBAM - 1364)	RESOLVED	1.2.0.5	03 Feb 2024
5	Notification for planned maintenance	NCAs would like to receive notification regarding the system unavailability as early as possible	TAXUD will improve the communication with the NCAs. The standard procedures are already applied. The "sorry page" webpage was added to inform Declarants when CBAM system is not available	Improvement	RESOLVED	N/A	03 Feb 2024
6	Draft report access for NCA	NCAs would like to have access to the draft reports of declarants in order to assist them in completing them.	A PDF of the draft report will be available for the NCA – Release planning to be defined	Improvement	IN PROGRESS		TBD
7	FAQ updates for IT issues	NCAs requested to have an explanation of common IT questions that declarants and NCA users are facing.	The FAQ document that currently exist in CBAM Europa page will be enhanced with some IT questions, TAXUD is getting	Improvement	IN PROGRESS	N/A	TBD
8	Limit of 100 Declarants	Users cannot view more than 100 Declarants. When attempting to view registered declarants, access is limited to the first page without the ability to scroll beyond. The forward and backward buttons for navigation are disabled on the relevant page. Notably, NCAs can view only the first 100 Declarants.	This is indeed an error and will be solved in a future release of CBAM.	Improvement	IN PROGRESS	1.3.0.0	TBD

9	List of Known Errors	NCA's would like to have a view of the list of errors and a possible resolution date	NCA's and Declarants can view the files: 1. IT Releases - Fixes in CBAM Transitional Registry : there they can view the scope of the upcoming releases. 2. List of IT Changes and Fixes for CBAM Transitional Registry: There they can view all improvements and fixes.	Improvement	RESOLVED	N/A	19 Feb 2024
10	Validation Errors regarding: 1- the Rules R0022 and R0023 2- The roles of Importer for all Goods, Declarant Acts as Importer, Representative for all Goods, Declarant acts as representative.	NCA's still experience 500 errors after entering information at Goods Item or Header Level.	The specific error 500 is solved with the release 1.2.0.4. An SQL Query was executed on the 06 /02/2024 to handle past cases of the specific error. There is a bug regarding the validation of importer/representatives (Rules R0022 & R0023) When selecting as a role 'Importer for all Goods' and 'Declarant acts as Importer', the validation comes up about the goods -> Importers. It should be acceptable not to declare Importer at goods level In a similar scenario, When selecting as a role 'Representative for all Goods' and 'Declarant acts as Representative', the validation comes up about the goods -> Representative. It should be acceptable not to declare Representative at goods level In addition: a) when the Importer is declared at header, the goods should not have an importer declared. In case the header importer is not declared, then, the goods' importer should have at least two different importers (importer is mandatory at goods level). b) when the Representative is declared at header, the goods should not have a representative declared. In case the header representative is not declared, then, the goods' representative is optional (only if ALL goods have a representative declared , at least two occurrences should be different)c	System Error (CBAM - 1287)	RESOLVED	1.2.0.4	06 Feb 2024
11	Button for delayed submission	It was requested to provide information to enable the button after the 31st of January	The button is enabled for declarants from the 1st of February. It can be found in the quarterly reports screen	Improvement	RESOLVED	1.2.0.4	14 Feb 2024
12	Explanation how to use Button for delayed submission	It was requested to provide information how to use it	the user manual of the declarants contains information how to use the button. Guidelines have been published by the Policy units. NCA's have provided feedback to this explanation.	Improvement	RESOLVED	1.2.0.4	05 Feb 2024
13	Declarants lost draft or not saved data while creating a report / Autosave features	Some declarant reported that information was lost while creating a report	The "save" functionality of the portal will be improved: 1. Additional warning message that data is saved (CBAM - 1439) 2. Linking of saved good with report without the need of "saving as draft" action will be implemented in a future release of CBAM (CBAM - 1440) 3. Once a good is saved and the user views the goods imported table, a warning message will be displayed when navigating away that goods were not saved in the report (CBAM - 1443) In cases you had such problem, please contact the support teams of TAXUD (Support@itsmtaxud.europa.eu) and provide your EORI number and a timestamp you faced this problem. For past cases of BE & DE, the data that are retrievable will be sent to the NCA's & the concerned declarants to agree on restoration actions.	System Error (CBAM - 1439, CBAM - 1440, CBAM - 1443)	IN PROGRESS	1.2.0.10	TBD
14	For some CN codes there is a differences between the CONF and PROD	NCA's reported differences in CN code used in the testing environment CONF and in the Production PROD environment. Some CN codes are missing in CONF,	On 02/02, we reverted the CONF environment and the CN codes of CONF and PROD are now aligned	System Error	RESOLVED	1.2.0.4	02 Feb 2024
15	UUMDS "Customs" and "CBAM" domain	It is confusing for Declarants which domain to choose	The CBAM using the EC corporate solution for the authentication – a change will be requested – planning will be shared when available. In FAQ, we will publish the list of those NCA's who are using the Customs Domain and of those who are using the CBAM domain	Improvement	IN PROGRESS	N/A	TBD

16	EORI validation for UUMDS	In some case, when Declarant is used wrong EORI he can create account in UUMDS but will not be able to log in CBAM. CBAM validates EORI detects invalid EORI - connection is rejected	The CBAM using the EC corporate solution for the authentication. Also the 1st step of the authentication is happening at a national level. In case of an error you are requested to contact the service desk of TAXUD (Support@itsmtaxud.europa.eu) and provide the relevant EORI number	Improvement	RESOLVED	N/A	01 Feb 2024
17	Language translation	AT, BG, CZ, EE, FI, FR, GR, HR, HU, NL, PL, PT, RO, SI,SK communicated the translation in December BE, CY, DE, LU will use the translations provided by other NCAs IE and MT will use EN	AT, DE, GR, CY, HR, HU, LV, BE, NL, PT : The Translation of those countries are uploaded in CONF environment (from 09/02) BG, CZ, FR, LU, BE, RO, SI, SK: The Translation of those countries will be uploaded in CONF environment (from 14/02). DK, ES, IT, LT: NO Translation has been provided by those NCAs In case of an error or missing translation please contact us Upon NCAs verification the translations will be uploaded in the Production environment	Improvement	IN PROGRESS	N/A	TBD
19	IT system and performance	Performance issues were reported at the end of January causing problems to several declarants that were not able to access the portal	Major actions were taken to avoid performance issues. System is continuously monitored to identify new issues and apply improvements.	System Error	RESOLVED	N/A	02 Feb 2024
20	Templates for the CBAM Reports	NCAs would like to have models for the CBAM Reports depending on the sector.	To be discussed with the policy unit, to provide realistic business xml examples or pdf	Improvement	PENDING INVESTIGATION	N/A	TBD
22	Information about the declarants who failed to provide the report	In what format will the NCAs be receiving the list of declarants that have not made a report in the registry?	<ul style="list-style-type: none"> For Q4-2023 the list of declarants that have failed to submit a quarterly report will be provided as XLS or CSV file (to be confirmed) but this list will eventually be available within the NCA portal as of release 1.3.0.0 at the latest. The EORI number of reporting declarant will be provided in the list of declarants that failed to comply with the Q4-2023 reporting obligation 	Improvement	IN PROGRESS	N/A	TBD
23	Clarifications on the Request of Delay Button	NCAs to view the reports on the delayed submission	<ul style="list-style-type: none"> "Request delayed submission" <u>notifications are currently not sent to the NCAs</u> but could be implemented as an improvement in upcoming releases. NCAs can view the reports that were submitted using the "Request delayed submission" button via the "CBAM Control Center" screen using the "Delayed Report Submission" filter in the General tab Statistics on the usage of the "request delayed submission" button by declarant per NCA are currently provided Newly registered declarants can still use the request delayed submission button within the applicable timeframe. Depending on the NCAs preference/decision the declarant can select either one of the two "Delayed Submission Reason" options (NCA /Technical) to request the delayed submission For the "Request by NCA" reason selection the NCA will need to provide a "reference number" to the declarant to fill-in the "Reference number provided by the NCA". The reference number can be freely defined/assigned to the declarant by the NCA 	Improvement	IN PROGRESS	TBD	10 Feb 2024
24	Error 500 when exporting Quarterly Report PDF / Short Term Solution	PL and some other NCA reported that this error happens for some declarants.	<p>After analysing the system behaviour during high traffic hours, we identified that there is an excessive memory consumption due to PDF export. One short term solution is to split and merge the PDFs in-memory, reducing the memory footprint of the Jasper library while creating PDFs, this will provide more capacity to the system.</p> <p>A long term and better solution will be implemented in major release of CBAM 1.3.0.0</p>	System Error (CBAM-1463; CBAM-1528)	IN PROGRESS	1.2.0.9	TBD
25	Email Notification sent to the declarants when new notification is received in CBAM	BE requested to send a notification to the declarants on the e-mail indicated in the contact details	Improvement for Notification functionality is logged for subsequent major release (approx. June).	Improvement	PENDING INVESTIGATION	TBD	TBD

27	Create Draft Report button is resulting in error 500	Several NCAs mentioned the case of getting an error when pressing the button to open a Draft Report	When "/" or "&" is used in the draft report ID, the report cannot be opened and results to Error 500. In the CBAM 1.2.07, a validation will be added when the Draft report ID is edited not to allow the illegal characters.	System Error (CBAM - 1313)	RESOLVED	1.2.0.7	11 Feb 2024
28	Updates not recorded / Autosave Functionality	In certain situations, when declarant apply changes in report and save those. Later there are no changes saved in the report	There is a problem with the saved as draft functionality. When you add new imported goods to an already Draft report, the Save as Draft feature disappears. This will be fixed in an upcoming release of CBAM. When the good is saved, it will be associated with the report without replicating the "Save as draft" which is a process that can cause performance issues. As a workaround, until this feature is in production, a declarant can submit an amendment and later to amend it again.	System Error (CBAM - 1443)	IN PROGRESS	1.2.0.9	TBD
29	Report download results in error 500	In some case the download of button results in error 500 being generated	CBAM 1.2.0.7 will solve the issue of getting an error 500 when someone tries to access the "My Quarterly Reports" page, The Download PDF button should only be available in View Report as it does not add any business value at this screen in Preview. In Under Amendment state in Preview screen the Download PDF button is visible and should be removed.	System Error (CBAM - 1422)	RESOLVED	1.2.0.7	11 Feb 2024
30	The representative s need a feature to report print out per Declarant	When representatives do reports for many declarants, they would need a possibility to print our report per Declarant to share it individually with declarants	This improvement will be further analysed with the business colleagues.	Improvement	PENDING INVESTIGATION	TBD	11 Feb 2024
31	Label not found	some problems downloading pdf file, labels not presented, "label not found" error but the data seems to be correct	This issue is related to the translation. Some labels were not included in the translation file received by the NCAs	Improvement	IN PROGRESS	N/A	TBD
32	Reports download in XLS	It would be interesting to have possibility to download report in XML, the data which is declarant data part in XLS	This improvement will be further analysed with the business colleagues	Improvement	PENDING INVESTIGATION	N/A	TBD