PCR ERROR CODES

The following list shows the error codes you may come across when trying to access the PCR system along with solutions:

PCR Code 101 Association Error: Technical/General Error – No valid ePharmacy certificate found. Please ensure that you are performing this operation on your main PMR server. If you are using your main PMR server please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 102 Association Error: Technical Error – Certificate not accessible. Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 103 Association Error: Technical Error – Unable to sign association request. Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 104 Association Error: An invalid Contractor Code was entered. If you believe the contractor code to be correct, please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 105 Association Error: our Contractor Code is not valid with your ePharmacy certificate. If you believe the contractor code to be correct, please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 106 Association Error: Your association request could not be verified by the PCR server (Invalid EPOC). Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 107 Association Error: Technical Error – Your association request could not be verified by the PCR server (Invalid signature). Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

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PCR Code 108 Association Error: Technical Error – Your association request could not be verified by the PCR server (Invalid certificate). Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 109 Association Error: Technical Error – Your association request could not be verified by the PCR server (no signature present). Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 110 Association Error: Technical Error – Please check that the time and date on your PC is correct. Check and, if necessary, correct the time and date on your computer. If this error reoccurs please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 111 Association Error: Technical Error – No timestamp present in the association message. Please ensure that you have followed all the association steps in the PCR User Guide. If this issue reoccurs please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 112 Association Error: Technical Error – Your association request could not be processed. The timestamp is not in a valid format. If this error reoccurs please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 113 Association Error: An invalid Contractor Code was entered. If you believe the contractor code to be correct, please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 114 Association Error: Technical Error – Your association request could not be verified by the PCR server. (no signature present). Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

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PCR Code 201 Authentication Error: Incorrect User ID or Password entered. Please try again, entering your correct User ID or Password.

PCR Code 202 Authentication Error: Your password must be changed before attempting the association process. Please change your password and then associate yourself.

PCR Code 203 Authentication Error: You do not have permission to perform this action. Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 204 Authentication Error: Your account is suspended. Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 205 Authentication Error: Incorrect User ID or Password entered when changing password or your account is locked. If you have forgotten your password, please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 206 Error: You are no longer associated with a pharmacy. Please re-associate with a pharmacy before attempting to change your password.

PCR Code 207 Reset Password Error: Your new password must be at least 8 characters and contain at least 1 non-alphanumeric character, at least 1 digit, at least 1 uppercase character and at least 1 lowercase character. A password must be different to the previous 12 passwords. Please re-enter a new password.

PCR Code 208 Authentication Error: You do not have permission to access PCR. Please contact the PSD ePharmacy helpdesk on 0131 275 6600 or by email at NSS.PSDHelp@nhs.scot for support.

PCR Code 210 Reset Password Error: Your new password must not be the same as your current password. Please re-enter a new password.

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PCR Code 701 Server Certificate: This will happen when your computer IT system updates and doesn't recognise the PCR licence. An error code will appear and won't let you use the PCR system until the issue is rectified with the computer server.

Please contact your own computer server to rectify this issue.