I have received an error, what should I do?

Q: I have received an error, what should I do?

A: In general, we advise you to refer to the UN Comtrade Knowledge Base for questions relating to the use of UN Comtrade, the definition of terms, and/or interpretation of data. If you do not find your answers, you could email us at comtrade@un.org and submit the error message and a screen snapshot of your error.

Before sending the email, we kindly request you to perform the following steps:

1. Make sure that you can re-create or reproduce the same error at a different time. We frequently update our system, so there is a possibility that our upgrading caused the error.
2. Ensure that you are using a browser compatible with Internet Explorer 6.0 or above.
3. If you decide to send the error to us, please describe the exact steps performed leading the error. The whole screen snapshot will be helpful. Please include the URL as well.
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