

## Error Message when Creating a Bibliography

### Question

Why do I sometimes see this error when creating a bibliography "Sorry, we were unable to process your request. Please contact customer service or try again later"?

### Answer

This error is usually caused when the page field includes a minus sign (-), individual digits preceded by a minus sign or other non-numeric characters. It may also be caused by a double DOI. View your account in Table view to see which references have this issue and edit them by remove the errant characters from the page field or the duplicate DOI.