

# Common

## What is error code 20?

You may get the following error message when trying to netfile or efile a return:

### **Cannot connect to CRA server: Code 20**

It simply means that CRA servers are not available at this time. CRA performs daily system maintenance 3 hours a day.

Here are their scheduled daily system maintenance window for each timezone. During this window you **cannot** file any returns.

| <b>Time Zone</b>  | <b>Daily System Maintenance</b> |
|-------------------|---------------------------------|
| Pacific time      | Midnight to 3:00 a.m.           |
| Mountain time     | 1:00 a.m. to 4:00 a.m.          |
| Central time      | 2:00 a.m. to 5:00 a.m.          |
| Eastern time      | 3:00 a.m. to 6:00 a.m.          |
| Atlantic time     | 4:00 a.m. to 7:00 a.m.          |
| Newfoundland time | 4:30 a.m. to 7:30 a.m.          |

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