9.4 Error codes

In spite of our painstaking efforts, sometimes errors occur. But don't worry, it is always possible to recover your product.

In most cases, errors are caused by communication problems. Always make sure to check all cable connections and, if you are using Bluetooth, stay as close to the product as possible. Sometimes you may need to remove the Bluetooth pairing information from your device in order to be able to reconnect with your product.

In the following list, you can check possible errors and descriptions.

Check chapter 10.3 of this manual for Troubleshooting firmware updates. When asking for help, make sure to always mention the error code.

VE.Direct products

Error	Description
D3	No VE.Direct product(s) found.
D4	Unknown error occurred. Try again and check the product settings once updated.
D10	Error closing com port.
D20	Could not start updating, no updatable product found.
D26	Updating failed, communication lost. The product might be unusable. Check connection and power supply. Try again and check the product settings once updated.
D29	Could not start updating, the firmware file is corrupt.
D31	Updating failed, the product is unusable. Try again and check the product settings once updated.
D32	Could not start updating, entering boot mode failed.
D33	Could not start updating, the firmware file is not found.
D90	Could not start updating, the firmware is not for this product.
D91	Could not start updating, an unknown product was found.
D92	Updating failed, erasing firmware failed. The product might be unusable. Try again and check the product settings once updated.
D93	Error starting firmware after updating. Power cycle (off/on) your product and if that does not help try updating again, and check the product settings once updated.
D94	Product updated successfully, but an error occurred reading the previous settings. Check the product settings.
D95	Product updated successfully, but an error occurred restoring the previous settings. Check the product settings.
D96	Updating failed due to version mismatch. Power cycle (off/on) your product and if that does not help try updating again, and check the product settings once updated.
D97	Dup executable too old.
D98	Firmware file is not a valid dup file.
D99	Product updated successfully, but an error occurred restoring the settings. Check the product settings.
D100	Cannot migrate settings because the application is not active. Manual action required.

Blue Smart Charger, SmartLithium, and VE.Direct Bluetooth Smart dongle

Error	Description
B1	Error reading file.
B2	Victron BLE service not found. Please remove the product from the list of paired devices and retry.
B3	Dfu BLE service not found. Please remove the product from the list of paired devices and retry.
B4	The product disconnected unexpectedly. Perhaps the bond information is no longer valid? Please remove the product from the list of paired devices and retry.
B5	A write to the device failed.
B6	The product did not activate its bootloader - although it should have.
B7	The product did not disconnect - although it should.
B8	Timeout waiting for access to the Victron BLE service.
B9	Timeout waiting for access to the Dfu BLE service.
B10	Timeout waiting for a response.
B11	Timeout while writing to the product. Perhaps a pairing dialogue is shown? Please retry.
B12	Device was no longer found. Perhaps out of range? Please retry.
B96	An internal error occurred (Opcode not supported). Please send a service report to Victron Energy.
B97	The requested encryption is not supported by the product. Please send a service report to Victron Energy.
B98	An internal error occurred (Data size exceeds limits). Please send a service report to Victron Energy.
B99	The product could not store the firmware in its memory. Please retry, and if the problem persists, please contact Victron Energy.
B100	An internal error occurred (CRC error). Please send a service report to Victron Energy.
B101	An internal error occurred (Data length error). Please send a service report to Victron Energy.
B102	An internal error occurred (Not allowed). Please send a service report to Victron Energy.

VE.Bus Products

Error	Description
V2	No product detected. Please check all the cable connections and try again.
V3	An unexpected timeout was triggered. Please check all the cable connections and try again.
V4	Incomplete vff file. Nonce missing. Please make sure you selected a valid update file and try again.
V5	Incomplete vff file. EEPROM lines missing. Please make sure you selected a valid update file and try again.
V6	The vff file contains more eeprom data than supported. Please make sure you selected a valid update file and try again.
V7	The calibration map in the file exceeds the device calibration map. Please make sure you selected a valid update file and try again.
V8	Device calibration data size bigger than expected. Please make sure you selected a valid update file and try again.
V9	Bootloader did not respond to bootloader setup. Please check all the cable connections and try again.
V10	Bootloader response to version request failed.
V11	Incompatible bootblock. Function version invalid.

Error	Description
V12	Incompatible bootblock. Version invalid.
V13	Bootloader did not start after bootblock update.
V14	Incompatible bootblock type.
V15	No or unexpected response to target id query.
V16	No or unexpected response to eeprom read action.
V17	No or unexpected response to calibration map query.
V18	The supplied firmware contains new unsupported calibration values. The updater does not know how to handle them.
V19	No response received to eeprom write command. Please check all the cable connections and try again.
V20	Invalid response received to eeprom write command. Please check all the cable connections and try again.
V21	No response received to code write command. Please check all the cable connections and try again.
V22	Invalid response received to code write command.
V23	The MK2/MK3 did not respond. Please check all the cable connections and try again.
V24	The connected product does not match the specified model in the file. Please make sure you selected a valid update file and try again.
V25	The hardware revision specific eeprom defaults data is corrupt. Please make sure you selected a valid update file and try again.
V26	Updates can not be performed with a VEBUS BMS connected.
V27	Updates can not be performed with a DMC connected.
V40	Failed to start Update. could not allocate memory. Malloc error.
V50	Failed to start Update. File open error. Please check the file location and access permissions. Make sure you selected a valid update file and try again.
V51	Failed to start Update. File write error. Please check file location and access permissions. Make sure you selected a valid update file and try again.
V52	Failed to start Update. File read error. Please check file location and access permissions. Make sure you selected a valid update file and try again.
V53	Failed to start Update. File checksum error. File corrupted or not a valid VFF file. Please make sure you selected a valid update file and try again.
V54	Failed to start Update. File has an incompatible version number. Please make sure you selected a valid update file and try again.
V55	Failed to start Update. File section not found. File corrupted or not a valid VFF file. Please make sure you selected a valid update file and try again.
V56	Failed to start Update. Format error. File corrupted or not a valid VFF file. Please make sure you selected a valid update file and try again.

All other products (XUP update files)

Error	Description
X3	Invalid updater state. Please try again.
X4	Firmware not for Product (Id). Please make sure you selected a valid update file and try again.
X5	Updater (version) too old.
X6	Communication Error. No Callback handler connected. Please check the connection and try again.
X7	Communication Error. Vreg ack-ed with an unexpected error. Please check the connection and try again.

Error	Description
X8	Update (xup) file format not supported. Please make sure you selected a valid update file and try again.
X9	File Error. No Instance Blob could be found in the update file. Please make sure you selected a valid update file and try again.
X10	File Error. Invalid instance Blob attribute. Please make sure you selected a valid update file and try again.
X11	File Error. Instance Blob defined more than once. Please make sure you selected a valid update file and try again.
X12	File Error. No Firmware Version for instance found in the update file. Please make sure you selected a valid update file and try again.
X13	Communication Error. Unexpected Vreg Ack received. Please check the connection and try again.
X14	Communication Error. The instance could not be reached. Please check the connection and try again.
X15	Fail on Minimum Firmware Version check. Please make sure you selected a valid update file and try again.
X16	Failed to Begin Update. Please check the connection and try again.
X17	File Error. No/invalid Firmware data found for instance in the update file. Please make sure you selected a valid update file and try again.
X18	Update Error. Invalid ack on non-final Update Data. Please check the connection and try again.
X19	Update Error. Invalid sequence# in Update Data Ack. Please check the connection and try again.
X20	Update Error. Invalid instance# in Update Data Ack. Please check the connection and try again.
X21	Update Error. Invalid ack on final Update Data. Please check the connection and try again.
X22	Verification Error. Invalid Firmware Version Ack. Please check the connection and try again.
X23	Verification Error. Invalid UDF Version Ack. Please check the connection and try again.
X24	Verification Error. Invalid instance field in Minimum Firmware Version Ack. Please check the connection and try again.
X25	Verification Error. Invalid instance field in Firmware Version Ack. Please check the connection and try again.
X26	Verification Error. Invalid instance field in UDF Version Ack. Please check the connection and try again.
X27	Failed to verify Minimum Firmware Version. Please check the connection and try again.
X28	Failed to verify Firmware Version. Please check the connection and try again.
X29	Failed to verify UDF Version. Please check the connection and try again.
X30	Failed on Minimum Firmware Version verification. Please check the connection and try again.
X31	Failed on Firmware Version verification. Please check the connection and try again.
X32	Still in Bootloader Mode after the update. Please try again.
X33	File Error. No Product Id found in the update file. Please make sure you selected a valid update file and try again.
X34	File Error. No VE.Direct baudrates found in the update file. Please make sure you selected a valid update file and try again.
X35	File Error. No Xup Format Version found in the update file. Please make sure you selected a valid update file and try again.
X36	File Error. No Minimum Updater Version found in the update file. Please make sure you selected a valid update file and try again.

Error	Description
X37	File Error. No Firmware (product) Version found in the update file. Please make sure you selected a valid update file and try again.
X38	File Error. The update file does not match XML standard. Please make sure you selected a valid update file and try again.
X39	Communication Error. Vreg Ack timeout. Please check the connection and try again.
X40	Communication Error. No product found. Please check the connection and try again.
X41	Communication Error. Comm port error. Please check the connection and try again.
X42	Update Error. Failed to set baudrate. Please check the connection and try again.
X43	Update Error. Update in progress on another interface.
X44	Update Error. Invalid instance# in Ack. Please check the connection and try again.
X45	Update Error. Vreg Ack error: Invalid instance. Please check the connection and try again.
X46	Update Error. Vreg Ack error. Please check the connection and try again.

From:
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Last update: **2019-09-20 11:05**