

## 9.4 Error codes

In spite of our painstaking efforts, sometimes errors occur. In the following list, you can check possible errors and descriptions.

### 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, 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, firmware is not for this product.
D91	Could not start updating, unknown product 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	Could not start updating, error reading configuration.
D95	Product updated successfully, but an error occurred restoring the settings. Check the product settings.
D96	Updating failed due to version mis-match. 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 Perhaps the bond information is no longer valid?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.

Error	Description
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 dialog is shown? 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.

## XUP - files

Error	Description
X1	Successful
X2	Generic Failure. Please try again.
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	
X6	Communication Error. No Callback handler connected. Please check the connection and try again.
X7	Communication Error. Vreg ack-ed with unexpected error. Please check the connection and try again.
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 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 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. 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.

Error	Description
X17	File Error. No/invalid Firmware data found for instance in 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 update. Please try again.
X33	File Error. No Product Id found in update file. Please make sure you selected a valid update file and try again.
X34	File Error. No VE.Direct baudrates found in update file. Please make sure you selected a valid update file and try again.
X35	File Error. No Xup Format Version found in update file. Please make sure you selected a valid update file and try again.
X36	File Error. No Minimum Updater Version found in update file. Please make sure you selected a valid update file and try again.
X37	File Error. No Firmware (product) Version found in update file. Please make sure you selected a valid update file and try again.
X38	File Error. 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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