# 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.<br>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<br>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<br>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 Perhaps the bond information is no longer valid?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<br>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:

Permanent link:
**https://www.victronenergy.com/live/drafts:updater-error-codes?rev=1568
028198**

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