

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, 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 | 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 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 Perhaps the bond information is no longer valid?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. |

| Error | Description |
|--------------|---|
| 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 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 | 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. |
| 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. |

| Error | Description |
|--------------|--|
| 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. |
| 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. |

VE.Bus Products

| Error | Description |
|--------------|--|
| V1 | No error. |
| V2 | No product detected. Please check all the cable connections and try again. |

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| 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. |
| 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. |

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| 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. |

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<https://www.victronenergy.com/live/> - **Victron Energy**

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