

FTP Error Codes:

Error No.	Message	Meaning	Workaround
Error while establishing the control connection or logging onto the server			
101	DNS error	Internet access type set to "No internet" A DNS server has to be entered There is no connection to the network	Set the correct access type Enter correct DNS server Check cable and plugs
102	Cannot open socket	Internal error	Backup the yield data and system data files and contact your Support Team
103	Cannot connect socket	The connection is interrupted by a firewall The server is over-loaded	Set the respective authorizations in the firewall Try again later
104	No answer from the server	There is an error on the FTP server	Try again later Start the FTP server again
105	Wrong answer from the server	The FTP server used is not supported or is not configured properly	Use a different FTP server or check the configuration
106	User/password wrong	The user name or the password for the FTP access was entered wrong	Check spelling
107	Wrong directory	The wrong directory was set for the data transfer	Check spelling
Error during the transfer of the back-up file			
108	File could not be sent		
Error during the data transfer <u>without</u> loss of the control connection			
111	Error in the remote file names	This has to do with an internal error	Contact support

Error No.	Message	Meaning	Workaround
112	Error while setting the representation type	The used FTP server is not supported or is not appropriately configured	Use a different FTP server or check the configuration
113	Error while setting the Passive Mode	The FTP server used is not supported or is not configured properly The connection is interrupted by a firewall The Internet connection is interrupted	Use a different FTP server or check the configuration Set the respective authorizations in the firewall Check the Internet connection
114	Socket could not be open	Internal error	Backup the yield data and system data files and contact your Support Team
115	IP address could not be transformed	Internal error	Contact support
116	Socket could not be connected	The connection is interrupted by a firewall The server is over-loaded	Set the respective authorizations in the firewall Try again later
117	Unknown error		
118	STOR failed	The FTP server has a problem	Try again later Start the server again Check the free storage space on the server
119	File could not be opened	Internal error	Contact support
120	Timeout, no answer	The server is over-loaded The connection is interrupted by a firewall	Try again later Set the respective authorizations in the firewall
121	Timeout, transfer error	The server is over-loaded The Internet connection is interrupted	Try again later Check the Internet connection
122	No answer		

Error No.	Message	Meaning	Workaround
123	Transfer has failed	The FTP server has a problem	Try again later Start the server again Check the free storage space on the server
124	Wrong amount of bytes transferred	The server is over-loaded The Internet connection is interrupted	Try again later Check the Internet connection
Error during the data transfer <u>with</u> loss of the control connection The probable cause is the loss of the control connection. This can occur when there an interruption of the Internet connection or when exceeding the maximal FTP connection time.			
131	Error in the remote file name	This has to do with an internal error	Contact support
132	Error while setting the Representation Type	The FTP server used is not supported or is not configured properly	Use a different FTP server or check the configuration
133	Error while setting the Passive Mode	The FTP server used is not supported or is not configured properly The connection is interrupted by a firewall The Internet connection is interrupted	Use a different FTP server or check the configuration Set the respective authorizations in the firewall Check the Internet connection
134	Socket could not be opened	Internal error	Backup the yield data and system data files and contact your Support Team
135	IP address could not be transformed	Internal error	Contact support
136	Socket could not be connected	The connection is interrupted by a firewall The server is over-loaded	Set the respective authorizations in the firewall Try again later
137	Unknown error		

Error No.	Message	Meaning	Workaround
138	STOR failed	The FTP server has a problem	Try again later Start the server again Check the free storage space on the server
139	File could not be opened	Internal error	Contact support
140	Timeout, no answer	The server is over-loaded The connection is interrupted by a firewall	Try again later Set the respective authorizations in the firewall
141	Timeout, transfer error	The server is over-loaded The Internet connection is interrupted	Try again later Check the Internet connection
142	No answer		
143	Data transfer error	The FTP server has a problem	Try again later Start the server again Check the free storage space on the server
144	Wrong amount of bytes transferred	The server is over-loaded The Internet connection is interrupted	Try again later Check the Internet connection
Error on the server			
150	Error while attempting to rename the remote file	Contemporary access attempted	Close all other connections to the FTP server
199	Last data transfer attempt has failed, but error unknown	Internal error	Contact support
Error during data preparation in the internal memory			
200	Error during file generation	Internal error	Contact support

SMTP Error Codes:

Error No.	Message	Meaning	Workaround
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Error No.	Message	Meaning	Workaround
1	Cannot transform the IP address of the SMTP server	<p>Internet access type set to "No internet"</p> <p>A DNS server has to be entered</p> <p>There is no connection to the network</p>	<p>Set the correct access type</p> <p>Enter correct DNS server</p> <p>Check cable and plugs</p>
2	User name or password is wrong or not accepted		Check spelling
3	SMTP server does not react	<p>The connection is interrupted by a firewall</p> <p>The server is over-loaded</p>	<p>Set the respective authorizations in the firewall</p> <p>Try again later</p> <p>Backup the yield data and system data files and contact your Support Team</p>
98	Previous transfer has failed	The Solar-Log™ could not send older emails.	Carry out an email test dispatch and evaluate the error messages displayed
99	Unknown error	Internal error	Contact support