

# Technote 101 – Acquisuite Error Codes

## Purpose

To provide list of error codes and possible solutions.

## High Level Theory

When users log into their Acquisuite, they may notice that one of their devices is showing an error. These error codes can help in diagnosing an issue with the Acquisuite and the remote device. A list of errors can be found in the A8810 manual on page 25 (found here: [http://obvius.com/sites/obvius.com/files/A8810\\_Manual\\_2.pdf](http://obvius.com/sites/obvius.com/files/A8810_Manual_2.pdf)).

These error codes indicate various problems or issues with communication, installation or that a device has failed (Items in red are some of the more common error codes).

## Error Codes

- 1 Operation not permitted
- 2 No such file or directory
- 3 No such process
- 4 Interrupted system call
- 5 Input/output error
- 6 No such device or address
- 9 Bad file descriptor
- 11 Resource temporarily unavailable
- 12 Cannot allocate memory
- 13 Permission denied
- 16 Device or resource busy
- 19 No such device
- 23 Too many open files in system
- 24 Too many open files
- 26 Text file busy
- 28 No space left on device
- 32 Broken pipe
- 52 Invalid Exchange
- 101 Network is unreachable
- 110 Connection timed out
- 111 Connection refused
- 113 No route to host
- 129 Illegal Function (function was not allowed by the slave device)
- 130 Illegal Data Address (the data address is not allowed by the slave device)
- 131 Illegal Data Value
- 132 Illegal Response Length
- 138 Gateway Path Unavailable (the Modbus/TCP gateway may be misconfigured)
- 139 Device Failed to Respond (the Modbus device may be off or disconnected)
- 140 Received invalid Modbus data checksum
- 141 Received response from unexpected device
- 142 Received unsolicited query, assume another Modbus master device is present.
- 143 Modbus device probe function received some good responses and some failures.
- 160 Start log (Entry in log file after EMB Hub starts up)
- 161 Stop log (Entry in log file if EMB Hub is shut down properly)
- 162 System time changed, caused logger to restart logging for intervals.
- 163 System auto-restart
- 164 Log entry corrupt.

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165 Modbus device restart detected.

192 Modbus device does not match the device type in the configuration file.

193 Modbus device's serial number changed. (could be two devices with the same Modbus address)

## Diagnostics and Troubleshooting of common errors

**Errors 110, 111 and 113** are usually seen when adding a Modbus TCP device. This indicates that the Acquisuite is sending a request, but the connection is refused by the device (misconfiguration), the connection timed out or there is no network path to the device. If the Acquisuite and the remote device are configured correctly, this is likely a networking issue and would require coordination with site IT.

**Error 139** is a general error that indicates the Acquisuite is not getting a response from the device. This can be due to miswiring, misconfiguration, a failed unit, or other communication issues. This can be diagnosed at the Acquisuite but is likely something outside of the Acquisuite causing the issue. This is likely the most common error you will see.

**Error 140** can indicate that there is a large amount of noise or a misconfigured device on the Modbus RTU string responding with an incorrect Modbus packet.

**Error 141** indicates that the Acquisuite sent a request to a device, but multiple devices responded. This is usually an indication that the user has not addressed all devices on the Modbus RTU string correctly and there are duplicate addresses.

**Error 142** can indicate that there is more than one Modbus RTU master on the string. Only one Acquisuite is allowed on one Modbus RTU string.

**Errors 160/161** in a log file are not necessarily errors. It usually just means that the Acquisuite has been rebooted. When the unit restarts, an upload is triggered, so the user may see error 160 until the next upload cycle is completed. Forcing an upload or waiting until the next upload should clear this error. The error can usually be ignored. A 160 without a 161 might mean that the device lost power and was powered up (not correctly rebooted/shutdown).

**Error 165** means that a Modbus RTU device has restarted, typical if a change has been made within a Modhopper and the device is restarting.

**Errors 192/193** indicates that the device type or device serial number has changed or that a duplicate device exists on the Modbus RTU string. Delete and then re-add the device within the Acquisuite.

NOTE: If the user sees errors that are not on this list or are not in red above and a resolution cannot be found, then please contact Technical Support for further diagnostics.

Rev	Date	Author	Description of Changes
1			Initial document
2	09/20/2018	TJG	Removed language referencing EMH or BMO
3	10/16/18	TJG	Published