

Displaymessages Saveris 2 Logger

Text on display	Description	Reason / Fixing method
"connect"	The logger is hotspot mode and can be programmed to Wifi by Saveris 2 app.	
"Err AccountID"	The inserted account ID is not valid or not existing.	Please make sure that the inserted account ID matches the account ID which is to be found on the website under the point "configuration-account ID".
"not Active"	The logger has been deactivated in the dashboard and hence can not deliver measuring data towards the cloud.	If the logger should be re-enabled in the "standad -mode" it has to be activated again in the dashboard via "Configuration-Wifi Data logger". If that field is greyed out, the user does not have enough licenses for his loggers.
"no License"	The user has no valid license for this logger.	In order to use this logger, a new license has to be purchased or a currently active logger has to be disabled.
"no AccountID"	The account ID has not yet been allocated to the logger.	To allocate the logger with the account ID, the account ID has to be inserted into the PDF file and the generated XML file has to be sent to the logger.
"Conf Set"	A valid configuration file ("WifiConf_xx.xml") has actually been sent to the logger.	

Errorcodes Saveris 2 Logger

Errorcodes	Description	Reason for Error / fixing method
E - 12	The configuration file WifiConfig.xml indicates an error.	This is based on an either wrong XML or the "WifiConf_Data.xml" has been edited in a wrong way. Please re-create by using "WifiConf"-PDF the XML-file again. This error can also happen in case SSID contains e.g. an invalid character.
E-20	A WPA2 Enterprise EAP connection needs to be configured, but no CA certificate could be found. A CA certificate is essential.	Save the CA certificate in PEM format under the name "ca.pem" together with the XML file or upload it in the web config.
E-21	Incorrect format of the ca.pem certificate.	Check whether the ca.pem certificate is available in a PEM or BASE64 format. To do so, open the certificate using a text editor and check that you can see the string "-----BEGIN CERTIFICATE-----". If you cannot see this string, the IT department or the user must explicitly export the certificate from the Radius server using BASE64, or convert it using openssl. There must be one certificate only, not a bundle, inside the file.
E-22	A WPA2 Enterprise EAP-TLS connection needs to be configured, but no user certificate could be found.	Save the user certificate in PEM format under the name "client.pem" together with the XML file or upload it in the web config.
E - 23	Incorrect format of the client.pem user certificate.	Check whether the client.pem user certificate is available in a PEM or BASE64 format. To do so, open the certificate using a text editor and check that you can see the string "-----BEGIN CERTIFICATE-----". If you cannot see this string, the IT department or the user must explicitly export the certificate from the Radius server using BASE64, or convert it using openssl. There must be one certificate only, not a bundle, inside the file.
E - 23	Older model before 2016 generation (serial number begins with 45): Internal WiFi chip driver could not have been initialized	This error happens usually only if the battery is too low to start the WiFi module. Please exchange the batteries. If the issue persists after having changed the batteries, please try a factory reset of the logger. If this also fails the logger may be defective and shall be sent in for exchange.
E-24	A WPA2 Enterprise EAP-TLS connection needs to be configured, but no private key could be found.	Save the private key in PEM format under the name "private.key" together with the XML file or upload it in the web config.
E-25	Incorrect format of the private.key certificate.	Check whether private.key is available in a PEM or BASE64 format. To do so, open the certificate using a text editor and check that you can see the string "-----BEGIN CERTIFICATE-----". If you cannot see this string, the IT department or the user must explicitly export the certificate from the Radius server using BASE64, or convert it using openssl. There must be one certificate only, not a bundle, inside the file.
E - 26	The logger could not attach to the access point.	There are 4 possible reasons for this error: 1 The access point (WLAN router) is outside the wireless range or is switched off. Check whether the access point is available. If necessary, change the location of the WiFi data logger. 2 The network name (SSID) stored in the WiFi data logger is incorrect. Check the network name of the WLAN network. Use the Quick Start Guide to create a new configuration file with the correct network name and save this onto the WiFi data logger. 3 The access point of the WLAN network does not use one of the following encryption methods: WEP, WPA (TKIP), WPA2 (AES, CCMP). Configure the access point so that one of the supported encryption methods is used. 4 Logger got no IP Address over DHCP: DHCP pool is exhausted. There are no more DHCP IP addresses available because too many devices are connected to network. Limit number of devices or extend numbers that are available in DHCP pool.
E - 32	Older model before 2016 generation (serial number begins with 45): The logger did not receive an IP address over DHCP.	The WiFi data logger has not obtained an IP address. There are 2 possible reasons for this error: 1 The network password is incorrect. Check the password of the WLAN network. Use the Quick Start Guide to create a new configuration file with the correct password and save this onto the WiFi data logger. 2 The access point (WLAN router) has a MAC filter or does not permit the integration of new devices. Check the settings for the access point. 3 DHCP pool is exhausted. There are no more DHCP IP addresses available because too many devices are connected to network. Limit number of devices or extend numbers that are available in DHCP pool.
E - 35	The WiFi data logger has not received any reply to its test ping from the access point (WLAN router).	Make sure that a ping to the gateway is allowed within the access point configuration.
E-36	The DNS could not be resolved.	1 The access point (WLAN router) has no connection to the internet. Check the access point's internet connection. or 2 The routing within the network infrastructure is not working. Check whether too many terminal devices are logged into the access point. 3 When IP configuration is done manually with PDF file with expert mode DNS server has to be filled in too. Please see that field is configured.
E - 41	The logger could not receive an actual time from the time server ("pool.ntp.org").	1 The access point (WLAN router) has no connection to the internet. Check the access point's internet connection. 2 The NTP port (123/UDP) of the access point (WLAN router) is not open. Check whether the NTP port (123/UDP) is opened.
E - 51	The logger failed to attach to the cloud.	The WiFi data logger was not able to connect to the Testo Cloud. 1 If the WiFi data logger has already been connected to the Testo Cloud and this connection is suddenly no longer possible: The Testo Cloud servers are not currently accessible. The servers will be monitored and should be accessible again within a few hours. 2 If the WiFi data logger has not yet been connected to the Testo Cloud: The TCP ports (1883 or 8883) of the access point (WLAN router) are not open. Check whether the TCP ports (1883 or 8883) are open in both directions.
E-52	The logger failed to attach to the cloud.	The data logger could not log into the Cloud because it is already logged into another account. Please log the data logger out of the existing account first.
E - 63	The logger failed to deliver data towards the cloud.	The WiFi data logger could not send any data to the Testo Cloud. 1 The internet connection was interrupted during the transmission. Check whether there is a stable connection from the WiFi data logger to the access point (WLAN router). Check the access point's internet connection. The data will be transferred during the next communication cycle. Alternatively: Initiate data transmission manually by pressing the control key on the WiFi data logger. 2 The Testo Cloud server was not able to process the request for data storage. The servers will be monitored and should be accessible again within a few hours.
E - 75	The firmware update failed.	The internet connection was interrupted during the transmission or the data was not received intact by the WiFi data logger for other reasons. Check whether there is a stable connection from the WiFi data logger to the access point (WLAN router). Check the access point's internet connection. The data will be transferred during the next communication cycle. Alternatively: Initiate data transmission manually by pressing the control key on the WiFi data logger.