

Displaymessages Saveris 2 Logger

Text on display	Description	Reason / Fixing method	Replaces Errorcode
"connect"	The logger is scanning the WiFi for the Access Point. The text "runs" cyclic in the lower half of the display until either a positive response from the access point has been received or the runtime duration has exceeded.		
"Success"	The connection has been successfully established over WiFi.		
"Failed"	Connection establishment failed or runtime duration of WiFi search has been exceeded	The cause is mostly on the access point, as it was not or too late set to the WPS scan mode. Please take care that no other clients simultaneously try to attach to the access point via WPS.	
"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".	E-51 item 1)
"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 "standard-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.	E-51 item 3)
"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.	E-51 item 2)
"Conf Set"	A valid configuration file ("WifiConf_xxx".xml) has actually been sent to the logger.		

Errorcodes Saveris 2 Logger

Errorcodes	Description	Reason for Error / fixing method	
E - 3	The time of the next measurement lies in the past.	Issue is actually covered with the firmware. Time trigger for the next measurement will be newly set. No further action required.	
E - 4	The measuring process does not respond any more.	Firmware has detected this fault and initiates a device restart. No further action required.	
E - 5	The communication process does not respond any more	Firmware has detected this fault and initiates a device restart. No further action required.	
E - 9	The time stamp for the current measurement could not be read.	Timestamp will be calculated: Last measuring timestamp + measuring time period No further action required.	
E - 12	The XML-file is not valid or faulty	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.	
E - 23	Internal WiFi chip driver could not have been initialized	This 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 - 26	The logger could not attach to the access point.	1) The WiFi name (SSID) is wrong. 2) The encryption mode of the router / access point is either not WPA2 or WPA. 3) The router / access point is out of range or switched off. If a correct SSID does not succeed, make sure in the configuration of the router / access point, that encryption modes WPA2 or WPA are in use. Alternitavely you can try to establish the connection via WPS. (If the router / access point supports this).	
E - 32	The logger did not receive an IP adress over DHCP.	1) The password is wrong. 2) The router / access point accepts no further devices in the network (MAC-Filter). If a correct password does not succeed, please check if the access point has a MAC-filter in place (rejects new devices to attach). Alternitavely you can try to establish the connection via WPS. (If the access point supports this).	
E - 35	The logger does not receive a response to his ping towards the access point.	A ping towards the gateway should be enabled in the configuration of the access point. If this is not the case or the logger does not receive a ping-response from the router / access point the connection to the router / access point respectively the communication will be terminated.	
E - 41	The logger could not receive an actual time from the time server ("pool.ntp.org").	1) The router / access point is not connected to the internet. 2) The NTP Port (123/UDP) is not open. 3) No time server available -> very, very unlikely as the project "pool.ntp.org" is covered by a pool of servers. Check if the router / access point has a stable connection to the internet and NTP-Port (123/UDP) are open.	
E - 51	The logger failed to attach to the cloud.	1) The inserted account ID has expired or does not exist. 2) No account ID existing -> retry via PDF. 3) The license has expired or the max. amount of loggers was exceeded 4) The MQTT-Port (1883) is not open. 5) The cloud servers are not reachable. If a logger did not yet manage to attach to the cloud and steps 1) to 3) could be excluded, the issue is probably based in the internal IT infrastructure (Check MQTT-Port : SIGNIFICANT: Port has to be open bi-directional). If a logger was once active in the cloud and suddenly stops to communicate, point 5) may be relevant. If all of the above does not work out and you are sure to have done anything right, a factory reset may solve the issue.	Only FW-Version <1.30 for all FW-versions
E - 63	The logger failed to deliver data towards the cloud.	1) The internet connection may be down. 2) The cloud does not respond. This fault may come up if either the connection to the cloud was interrupted during a message broadcast or the cloud storage suffered an overflow. NOTE: No loss of measurement data, as the logger only empties its storage after having received a receipt confirmation from the cloud . By pressing the front button of the logger you can trigger a new connection establishment between logger and cloud in order to force the data transfer.	
E - 75	The firmware update failed.	1) Not all FW packets have been received. 2) Not all received packets have been intact. During a firmware update, make sure the connection between logger and router / access point is up and stable. There is not more to be influenced . If an update may fail, the logger will receive the update during the next time slot of communication.	