

# Compatible Systems Tech Notes: Occasional FFFFFFFF99 error when cancelling out of Configuration Upload Status dialog

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## Introduction

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## Introduction

This document discusses Knowledge Base Article C000141.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Occasional FFFFFFFF99 error when cancelling out of Configuration Upload Status dialog

### Summary

When this happens, subsequent attempts to upload a configuration fail with the same error.

## Affected Products

CompatiView

## Affected Versions

Specific CompatiView Version 5.3

## More Information

When this error is encountered, it typically means that any subsequent attempt to open another router will also fail with the same error. This dialog is usually followed by:

```
ERROR: Unable to Load Configuration from...<your device>
```

The remedy for this situation is to close CompatiView, and re-launch it. If the behavior continues, close down all applications and re-boot your computer. Launch CompatiView again, and proceed.

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## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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