



## Common Error Messages and Fault Codes

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This section covers the error messages and fault codes that you are most likely to see in Cisco Prime Home. Refer to the following topics for more information:

- [Error Messages, page B-3](#)
- [TR-069 Fault Codes, page B-5](#)

### Error Messages

This topic describes the four most common error messages displayed by Cisco Prime Home and how to best deal with them.

**Error Message** Synchronization failed.

**Explanation** When either a device is informing or you are attempting to save changes to a device, a timeout occurs, resulting in one or more applications failing to complete their synchronization with the device.

**Recommended Action** Use the Synchronization tool to resolve this state:

1. From the left sidebar, expand the Advanced drop-down list and look for "Synchronization."
2. Skim the State column for the "Failed" notification.
3. Check the adjacent check box under the Pending Sync column.
4. Click **Save** to force that specific application to attempt to synchronize again.

These steps may clear the error and put things back on track before you need to resort to a reboot or other potentially service affecting measures.

**Error Message** Device could not be contacted.

**Explanation** This error implies that the physical connection to the device has been severed in some fashion. This could be either a connection issue or another problem within the confines of the customer premise. This message could also indicate network congestion or a variety of possible problems with the outside plant/Telco infrastructure.

**Recommended Action** Do the following:

1. Confirm that the CPE device is plugged in and powered up, and that the LED indicators for WAN connectivity are lit.
2. Unplug and reseat the Ethernet cable from both the wall jack and the CPE WAN port end of the cable.
3. Consider rebooting the CPE device (note that Cisco Prime Home has the means to trigger a reboot remotely).
4. Consider replacing the Ethernet cable if it appears faulty.

**Error Message** Unknown error during refresh. Retry later.

**Explanation** One or more web calls that populate the page contents failed. This symptom may manifest with no message at all and the page simply does not populate completely.

**Recommended Action** Do the following:

1. Reload the page.
2. If the problem persists, try clearing the browser cache, history, cookies, and so on. Then, reload the page again.

**Error Message** Device Not Supported

**Explanation** Prime Home 5.1 has changed how device support is controlled. In previous versions of the product, the system would attempt to work with any device that informed. This caused several problems:

- Synchronizing applications that are not supported on the device; for example, trying to push PPP settings to an STB device.
- Incorrectly pushing other values to a device; for example, pushing "Mixed" as the wireless security type when the device does not support it.
- Displaying UI elements for a device that are not applicable for that device; for example, displaying Time Blocking when the device does not support it.
- Calls to Cisco's operational support team when rogue devices cause problems with system resources.

The Prime Home management platform now employs a white-list for devices. This means that Cisco must explicitly enable support for each device type before devices of that type can be used by the system. If you select a device from the "find device" page and you are taken to a message indicating that your device is not supported, this is expected behavior for devices that have not been configured for your particular instance of Cisco Prime Home.

**Recommended Action** If you require support for a new device type, open a work request with the Prime Home Operational Support team. Please include the following information in your request:

- Manufacturer
- Product class
- Software version
- Hardware version

## TR-069 Fault Codes

This topic describes the actions you should take when Prime Home displays either a TR-069 CPE or ACS fault code.

**Error Message** Refer to [Table B-1](#) and [Table B-2](#) for a list of the fault codes that are generated by CPE and ACS and displayed via the Prime Home user interface.

**Explanation** The device passing one of these codes has probably not been properly tested for interoperability with the Prime Home ACS.

**Recommended Action** Check for the following:

- A new device that was not previously being managed by Prime Home has been placed on the network and is attempting to interact with the ACS.
- An existing device loaded with new firmware from its manufacturer that has not had the benefit of proper testing and driver development has been placed on the network.

In either case, open a work request with the Prime Home group for information on interoperability testing procedures and services.

## CPE Fault Codes

[Table B-1](#) provides a complete listing of the CPE fault codes that can be displayed in Prime Home.

**Table B-1** CPE Fault Codes

Fault Code	Description	Type
9000	Method not supported	Server
9001	Request denied (no reason specified)	Server
9002	Internal error	Server
9003	Invalid arguments	Client
9004	Resources exceeded (when used in association with SetParameterValues, this <i>must not</i> be used to indicate parameters in error)	Server

Table B-1 CPE Fault Codes (continued)

Fault Code	Description	Type
9005	Invalid parameter name (associated with Set/GetParameterValues, GetParameterNames, Set/GetParameterAttributes AddObject, and DeleteObject)	Client
9006	Invalid parameter type (associated with SetParameterValues)	Client
9007	Invalid parameter value (associated with SetParameterValues)	Client
9008	Attempt to set a nonwritable parameter (associated with SetParameterValues)	Client
9009	Notification request rejected (associated with SetParameterAttributes method)	Server
9010	Download failure (associated with Download, TransferComplete, or AutonomousTransferComplete methods)	Server
9011	Upload failure (associated with Upload, TransferComplete, or AutonomousTransferComplete methods)	Server
9012	File transfer server authentication failure (associated with Upload, Download, TransferComplete, or AutonomousTransferComplete methods)	Server
9013	Unsupported protocol for file transfer (associated with Upload and Download methods)	Server
9014	Download failure: unable to join multicast group (associated with Download, TransferComplete, or AutonomousTransferComplete methods)	Server
9015	Download failure: unable to contact file server (associated with Download, TransferComplete, or AutonomousTransferComplete methods)	Server
9016	Download failure: unable to access file (associated with Download, TransferComplete, or AutonomousTransferComplete methods)	Server
9017	Download failure: unable to complete download (associated with Download, TransferComplete, or AutonomousTransferComplete methods)	Server
9018	Download failure: file corrupted (associated with Download, TransferComplete, or AutonomousTransferComplete methods)	Server
9019	Download failure: file authentication failure (associated with Download, TransferComplete, or AutonomousTransferComplete methods)	Server
9800-9899	Vendor-defined fault codes	—

## ACS Fault Codes

Table B-2 provides a complete listing of the ACS fault codes that can be displayed in Prime Home.

**Table B-2** ACS Fault Codes

<b>Fault Code</b>	<b>Description</b>	<b>Type</b>
8000	Method not supported	Server
8001	Request denied (no reason specified)	Server
8002	Internal error	Server
8003	Invalid arguments	Client
8004	Resources exceeded	Server
8005	Retry request	Server
8800 - 8899	Vendor-defined fault codes	—

