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1 Checklist for GPRS

- SIM card activated
- Sufficient credit on the SIM card (Prepaid)
- SIM card correctly inserted
- GPRS antennae connected
- Correct APN of the Provider entered
- User Name and Password entered (possibly a dummy)*
- Correct SIM pin code entered
- Connection test carried out
- GPRS modem selected (under Internet | Access)
- Portal selected (under Internet | Portal)
- Portal registration carried out
- Test transfer carried out

* Even though a GPRS provider may not require a User name / Password to gain access, at least a dummy value must be entered (e.g. "User" and "1234")

2 Common Provider

Provider	APN	User	Password
Telekom / T-Mobile	internet.t-mobile	t-mobile	tm
Vodafone	web.vodafone.de	d2	d2
Eplus	internet.eplus.de	eplus	eplus
O ²	internet	o2	o2
Simyo	internet.eplus.de	simyo	simyo
Swisscom	gprs.swisscom.ch	gprs	gprs
A1	A1.net	ppp@a1plus.at	ppp
Orange	orange.web	web	web

3 Fault messages GPRS

Fault messages GPRS

Error code	Message	Possible cause or remedy
-101	Too many failed attempts	After several failed attempts, the modem goes into an error state. Reboot the device and observe which fault code is displayed first.
-111	Wrong parameter	No SIM pin, user name or password was entered. Enter these parameters even if they are not needed. (e.g. 0000 for the pin or „user“ for the user name)
-135	Connection error	There is no GSM network coverage or the signal is too weak. The antenna has not been properly attached.
10	No SIM card	No SIM card has been inserted. The SIM card has not been inserted correctly.
11	Pin required	No pin or the wrong pin has been entered. The pin lock has not been removed.
16	Wrong password	Enter the correct APN password.
111	Connection to the network not allowed	The SIM card cannot find an allowed network. Try connecting to other providers.
268	Roaming required	To connect to the network the roaming option is required, but is currently deactivated.

4 Error codes external GPRS modem (Firmware < 3.1)

Error codes external GPRS modem (Firmware < 3.1)

Error code	Definition
Error 0	No Error detected.
1	Error during initialization of the serial interface.
2	Error setting the baudrate.
3	Error setting the PDU mode.
4	Error checking the PDU mode.
5	Error during analysis of the PDU mode.
6	Error during query if PIN entry is necessary.
7	Error sending the SIM PIN command.
8	Error setting the SIM PIN.
9	Error during preparation of SMS transmission.
10	Error sending the command to send SMS.
11	Error sending the SMS.
12	Error setting the terminal mode.
13	Error going offline to send SMS.

5 Error codes external GPRS modem (Firmware > 3.1)

Error codes external GPRS modem (Firmware < 3.1)

Error code	Definition
Error 0	No Error detected.
1001	Faulty SMS configuration.
1002	Internal error.
1101	Error during initialization of the serial interface.
1102	Error setting the baudrate.
1103	Error setting the PDU mode.
1104	Error checking the PDU mode.
1105	Error during analysis of the PDU mode.
1106	Error during query if PIN entry is necessary.
1107	Error sending the SIM PIN command.
1108	Error setting the SIM PIN.
1109	Error during preparation of SMS transmission.
1110	Error sending the command to send SMS.
1111	Error sending the SMS.
1112	Error setting the terminal mode.
1113	Error going offline to send SMS.

6 Fault Messages Export

Fault messages export (FTP)

Error code	Message	Possible cause or remedy
101	The server address could not be resolved.	The access type was not configured. An alternative DNS server is required. The wrong server was entered. The network connection was disconnected and could not be reestablished.
102	Cannot open socket.	Possible causes: Unknown. If this error continues to occur, contact our technical support.
103	Cannot connect to the socket	Possible causes: The connection is blocked by a firewall or a router. The wrong server was entered. The server is offline.
104	"No response from the server."	There is a fault on the FTP server.
105	Wrong response from the server.	The FTP server used is not supported or not configured properly.
106	User / password incorrect.	The user name or password for FTP access was entered incorrectly.
107	Wrong directory.	An incorrect directory was set for the transfer.
108	Unable to send the backup file	The connection was closed. The speed was too limited. Not enough disk space is available
109	Too many users	Too many users are logged in with this account.
110	Log in error	Unspecified Error.
111	Error with the remote file names	This is an internal error. Contact support.
112	Error when setting the representation type.	The FTP server used is not supported or not configured properly. Use another FTP server or check the configuration
113	Error when setting the passive mode.	The FTP server used is not supported or not configured properly. Use another FTP server or check the configuration. The connection is being blocked by a firewall => make the necessary firewall configurations to allow the connection. There is a problem with the Internet connection => check if there is a problem with the settings or with the connection in general.
114	Socket could not be opened.	This is an internal error => create a diagnosis report from the Diagnosis Report and send it to support.
115	IP address could not be changed.	This is an internal error => Contact support.
116	Socket could not be connected.	The connection is being blocked by a firewall => make the necessary firewall configurations to allow the connection. Server overloaded => try again later.
117	Unknown error.	
118	STOR failed.	There is a fault on the FTP server. => try again later. => Restart the server. => Check free space on the server.
119	File could not be opened.	This is an internal error => Contact support.

120	Time exceeded, no answer.	Server overloaded => try again later. The connection is being blocked by a firewall => make the necessary firewall configurations to allow the connection.
121	Time exceeded, transmission error.	Server overloaded. => try again later. There is a problem with the Internet connection => check if there is a problem with the settings or with the connection in general.
122	No answer.	
123	Transmission failed.	An FTP server error occurred. => try again later. => Restart the server. => Check free space on the server.
124	Incorrect number of bytes transferred.	Server overloaded => try again later. There is a problem with the Internet connection. => check if there is a problem with the settings or with the connection in general.
131 - 144	Connection error	This can occasionally happen with GPRS connections. Try it again. The network cable has a loose connection. There are problems with your Internet connection.
150	Error when renaming the remote file.	Multiple access attempts => terminate other connections to the FTP server.
160	The proxy NTLM domain is not in the user name.	The user name with NTLM authentication has to have the format domain\user.
161	Proxy NTLM authentication failed.	There is a problem with the NTLM authentication. Check the proxy user and password.
162	No proxy NTLM challenge received.	The proxy server did not send a challenge. Check the proxy settings.
163	Proxy could not reserve the buffer.	Internal error Create a diagnosis report and contact support.
164	Proxy basic authentication failed.	There is a problem with the authentication. Check the proxy user and password.
165	Proxy no authentication header.	The proxy server did not request a supported authentication set to switch to basic or NTLM.
166	Proxy unexpected server reply.	Check the proxy settings.
199	Last transmission attempt failed but no known error.	This is an internal error => contact support.
200	Error when creating files	Incorrect serial number. Error during firmware update.
222	HTTP transfer to the same server	The HTTP and FTP transfer have been configured with the same server. Please enter only the transfer type that was configured for the portal.

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