eKEY Error Codes

Error Code	Short Name	Cause	Message	Resolution
		Keybox Operating Error Codes		
9026	Bad Cookie	Keybox failed to decrypt a cookie.	eKEY is not configured correctly.	Please update your eKEY.
9027	Key Expired	Keybox determines that a cookie is expired.	Access denied. Key is expired.	Please update your eKEY.
9028	Not Enough Data	Key did not send enough data for a message during a KeyBox interaction.	Not enough data.	Please try function again.
9029	Command Denied	Command denied during KeyBox interaction – not authorized or not permitted.	Command denied.	Not authorized to open KeyBox.
902A	Unknown Cookie Type	The keybox is sent a cookie type it does not understand.	eKEY is not configured correctly.	Please update your eKEY.
902B	Invalid Operation Mode	An invalid operation mode was sent to the Keybox in the Start Connection command.	Invalid operation mode.	An unknown operation mode was requested.
902C	Bad Command	The command is unknown, has unexpected data, or invalid options.	Invalid command.	Command unknown or contains unexpected data.
902D	Invalid Expiration Code	The expiration date in the Config Cookie does not decrypt properly.	Access denied. Key is not updated.	Perform a wireless or obtain and enter an emergency update code.
9041	Bad Cookie Lockout	The keybox is in 'Bad Cookie Lockout' mode. Can be returned from any Keybox command.	Authorization invalid.	Lockout is in effect.
9042	Bad ID Cookie	The ID Cookie cannot be verified by the Keybox.	Authorization cannot be verified.	Please update your eKEY.
9043	Bad Config Cookie	The Config Cookie cannot be verified by the Keybox.	Authorization cannot be verified.	Please update your eKEY.
9044	Not Owner of Keybox	The command was denied because the 'Owner Only' option was enabled for this command.	Access denied.	Access only allowed to owner of KeyBox.
9045	Invalid Challenge Response	The programming base response is incorrect.	Connection failed.	Please try again.

9046	Copy Protection Violation	The Keybox is unable to retrieve the code (PIN. Shackle. Programming) due to KPin being incorrect.	Copy protection violation.	Please update your eKEY.
9047	No Public Information Area	The Keybox memory map is not configured properly.	Programming error.	Contact Support.
9048	Clock Not Adjusted	Clock adjustment values sent with the 0x4A command were invalid or caused an invalid date. The Keybox time does not get updated.	Clock not adjusted.	Invalid time entered.
9049	Key Locked Out	The Key Serial number is in the lockout list of the box.	Access denied.	Key is on lockout list.
904A	Crypto Keys Already Rolled	A second crypto rollover was tried after an initial successful rollover. This error simply indicates that the rollover was already complete.	Crypto already rolled.	
906A	Invalid Memory Address	A memory address is out of bounds.	Operation denied.	Memory error.
906B	Read Write Permission Denied	The current operation mode and permissions do not allow the memory address to be read or written.	Access denied.	Verify shackle code and re-enter.
906C	EEPROM Failed	The EEPROM cannot be written because of a hardware failure.	KeyBox failure.	Contact Field Support.
9070	One Time Access error	Keybox reports the GUID associated with One Time Access Code or One Time Cookie has already been used.	Access denied. Key not updated.	Verify device permissions with administrator or obtain and enter an emergency access code.
9071	Incorrect PIN	The user entered an incorrect PIN code.	Access Denied. Incorrect PIN code.	Verify PIN code and re-enter.
9072	Incorrect Shackle	The user entered an incorrect shackle code.	Access Denied. Incorrect Shackle code.	Verify shackle code and re-enter.
9073	Incorrect Programming Code	The user entered an incorrect programming code.	Access Denied. Incorrect Shackle code.	Verify shackle code and re-enter.
9074	Bad Code Lockout	Too many bad codes have been entered. Have to wait 15 minutes and try again.	Access denied.	Lockout is in effect.
9075	Obtain Key Lockout	Too many bad obtain key codes have been entered. Have to wait 15 minutes and try again.	Access denied.	Lockout is in effect.
9076	Key Not Updated	The cookies are not updated.	Access denied. Key not updated.	Perform a wireless or obtain and enter an emergency update code.

9077	Wrong CBS Code	User entered an incorrect CBS code.	Access denied. Incorrect CBS code.	Verify CBS code and reenter.
9078	Wrong Permissions	Cookie permission bytes to not match.	Access denied. Incorrect permissions.	Please update your eKEY.
9079	Wrong Serial or System Code	A cookie does not match the serial number or system code of the Keybox.	Access denied. Incorrect serial or system code.	Please update your eKEY.
907A	Access Hour Restriction	The keybox access hours do not allow access.	Access denied. Timed access restriction.	Access not allowed outside timed access hours. Please call listing agent.
907B	Key Container Lockout	The user did not respond in time to lift up the key container.	Key container timed out.	Perform obtain key operation again.
907C	Charge Pump Failure	The shackle or key container could not be opened due to internal hardware failure.	KeyBox failure.	Contact Field Support.
907D	Invalid Update Code	Keybox fails to decrypt the renewal bytes in a cookie.	Access denied. Key is not updated.	Perform a wireless or obtain and enter an emergency update code.
907E	No More Access Log Entries	No more entries are available in the access log.	No entries in the access log.	
907F	Invalid time	An invalid time is sent to the Keybox in the Write RTC command.	Invalid date and/or time.	Please update your eKEY.
9080	Low Battery Charge Pump	An Obtain Key or Release Shackle operation resulted in a low battery.	Low battery.	Contact Field Support.
90E5	Firmware Flashing Started	Indicates firmware flashing has started and that the box will be inaccessible for a few minutes.	KeyBox not accessible.	Please wait.
90E6	Invalid Checksum	The firmware written into memory is invalid and does not get flashed.	Invalid checksum.	Firmware flash not complete.
9A01	No Devices Found	Bluetooth discovery does not find any devices to communicate with.	No devices are in range.	Please make sure eKEY is in range of Bluetooth iBox and try again.
9A02	Invalid Frame	The key received a frame that was less than 2 bytes long.	Communication Error: Invalid Frame Ack	Please try the operation again.
9A03	Invalid Frame Ack	The first byte of a response frame does not equal the command ID or Ack Error ID.	Communication Error: Receive IO Error	Please try the operation again.
9A04	Receive IO Error	An IOException was caught while receiving a frame.	Communication Error: Send IO Error	Please try the operation again.

9A05	Send IO Error	An IOException was caught while sending a frame.	Communication Error: Parse Failure	Please try the operation again.
9A06	Parse Failure	An incorrect number of bytes were returned from a command.	Communication Error: Parse Failure	Please try the operation again.
9A07	KPin Lookup Failure	eKEY failed to read the kPIN value from local storage. This means that the local database is not initialized or corrupt.	Communication Error: KPin Lookup Failure	Please try the operation again.
9A08	Null Code	Happens if a Null Code (Pin. Shackle, Programming) is passed to a java KeyboxClient command.	Communication Error: Null Code	Please try the operation again.
9A09	Code Too Long	Happens if a code (Pin, Shackle, Programming) longer than 12 digits is passed to a java KeyboxClient command.	Communication Error: Code Too Long	Please try the operation again.
9A0A	Client Busy	Occurs if a Keybox command is started while a command is currently in progress.	Communication Error: Client Busy	Please try the operation again.
9A0B	Cookie Lookup Failure	Occurs when the Keybox Client cannot read a cookie from the Local Database.	Communication Error: Cookie Lookup Failure	Please try the operation again.
9A0C	Discover Bluetooth Error	Occurs when a BluetoothException occurs during the device discovery sequence.	Communication Error: Discover Bluetooth Error	Please try the operation again.
9A0D	Connect IO Error	Occurs when an IOException occurs while trying to connect to a Bluetooth device.	Communication Error: Connect IO Error	Please try the operation again.
9A0E	No Auth Cookies	Occurs when no Authorization Cookies are found in the Local Database when sending the Obtain Key Authorize command.	Communication Error: No Auth Cookies	Please try the operation again.
9A0F	Update Keybox Failure	Occurs when a Keybox Snapshot cannot be saved to local storage. Occurs during a Release Shackle, Read Showings, Read Keybox, and Write Keybox.	Communication Error: Update Keybox Failure	Please try the operation again.
9A10	Update Pending SW Change Failure	Occurs when a Keybox Software Pending Change record cannot be saved to local storage. Occurs during a Write Keybox command.	Communication Error: Update Pending SW Change Failure	Please try the operation again.
9A11	No Response	Occurs when a zero length frame is returned from a Keybox or Translator.	Communication Error: No Response	Please try the operation again.

9A12	Receive Timeout	Occurs when the handheld does not receive a response from the Keybox or Translator within 30 seconds. This can occur during any command.	Time out waiting for response.	Please try the operation again.
9A13	Authorization Cookie Not Found	Occurs when someone tries to communicate with a Keybox from a different system code. The error occurs because eKEY will search its local database for an authorization cookie that matches the current keybox, and when the cookie is not found, this error is returned.	Authorization not found.	Not authorized to open KeyBox.
9A14	Bluetooth Disabled	Occurs when the Bluetooth radio is disabled when attempting to start a keybox operation. (Android only)	Bluetooth Disabled.	Enable Bluetooth in Android.
9A15	eKEY Adapter Disconnected	Occurs when the iPhone eKEY Adapter is disconnected during a keybox operation.	eKEY Adapter was disconnected.	Please connect the eKEY Adapter and try again.
9A16	Wrong Keybox	Occurs when you make changes to a Keybox and attempt to program a different keybox.	Access Denied.	Invalid keybox or keybox swapped during operation.
9D5D	eKEY Adapter IrDA Communication Failure	Occurs when you point an iPhone eKEY Adapter away from a keybox after it has begun communicating.	IrDA communication failure.	Please keep the eKEY Adapter pointed at the keybox and try again.
9AFE	Interrupted	Occurs when the user cancels the operation.	The operation was canceled.	Please try the operation again.
9AFF	Unhandled Error	Occurs when an unhandled Exception is caught.	Communication Error: Unhandled Error	Please try the operation again.
eSYNC Error Codes				
9B00	Connect IO Error	Indicates an IOException occurred when connecting to the server.	Failed connecting to server.	Please perform eSYNC.
9B01	Send IO Error	Indicates an IOException occurred while sending to the server.	Failed sending data to server.	Please perform eSYNC.
9B02	Receive IO Error	Indicates an IOException occurred while receiving from the server.	Failed receiving data from server.	Please perform eSYNC.
9B03	Receive HTTP Error	Error Code returned when an HTTP response does not return 200 OK from the server.	Http error during receive.	Please perform eSYNC.
9B04	Verify IO Error	Indicates an IOException occurred while parsing a response from the server.	Error verifying response.	Please perform eSYNC.

9B05	Verify XML Error	Indicates an XmlPullParserException occurred while verifying a response from the server.	Error verifying XML response.	Please perform eSYNC.
9B06	SOAP Envelope Not Found	Error Code returned when the response XML does not contain a node with an XML namespace = "http://schemas.xmlsoap.org/soap/envelope/" and name = "Envelope".	Missing data in response.	Please perform eSYNC.
9B07	SOAP body not found	Error Code returned when the response XML contains a Soap Fault.	Missing data in response.	Please perform eSYNC.
9B08	SOAP Fault	Error Code returned when the response XML does not contain an XML node that is '{soapAction}Response' where {soapAction} was the soap command that was just sent.	Soap fault.	Please perform eSYNC.
9B09	SOAP response not found	Error Code returned when the response XML does not contain a node with an XML namespace = "http://schemas.xmlsoap.org/soap/envelope/" and name = "Body".	Missing data in response.	Please perform eSYNC.
9B0A	SOAP result not found	Error Code returned when the response XML does not contain an XML node that is '{soapAction}Result' where {soapAction} was the soap command that was just sent.	Missing data in response.	Please perform eSYNC.
9B0B	Prepare IO Error	Indicates an IOException occurred while preparing a command to send to the server.	Error preparing data for upload.	Please perform eSYNC.
9B0C	Authorize DS Sync Error	Indicates a DSSyncError tag was found in an Authorize Client response.	Failed to authorize client.	Please enter an eKEY Authorization code.
9B0D	Challenge DS Sync Error	Indicates a DSSyncError tag was found in an Challenge response.	Challenge failed.	Please enter an eKEY Authorization code.
9B0E	Challenge not found	Indicates the 'Challenge' tag was not found in an AuthorizeClient response.	Missing data in response.	Please enter an eKEY Authorization code.
9B0F	Sync Code Not Found	Indicates the 'SyncCode' tag was not found in an AuthorizeClient response.	Missing data in response.	Please enter an eKEY Authorization code.
9B10	Invalid Sync Code format	Indicates the 'SyncCode' tag was not in the correct format, which is non-null and divisible by two.	Data format incorrect.	Please perform eSYNC.
9B11	KPIN code not found	Indicates the 'KpinCode' tag was not found in an AuthorizeClient response.	Missing data in response.	Please perform eSYNC.

9B12	Invalid KPIN code format	Indicates the 'KpinCode' tag was not in the correct format, which is non-null and divisible by two.	Data format incorrect.	Please perform eSYNC.
9B13	Save Sync Code Failure	Indicates that the 'SyncCode' could not be saved to the database.	Error saving data.	Please perform eSYNC.
9B14	Save KPIN Failure	Indicates that the 'KpinCode' could not be saved to the database.	Error saving data.	Please perform eSYNC.
9B15	Sync Code Location not found	Indicates the 'SyncCodeLoc' tag was not found in an AuthorizeClient response.	Missing data in response.	Please perform eSYNC.
9B16	Invalid Sync Code Location format	Indicates the 'SyncCodeLoc' tag was not in the correct format, which is non-null.	Data format incorrect.	Please perform eSYNC.
9B17	New Sync Code Not Found	Indicates the 'NewSyncCode' tag was not found in an AuthorizeClient response.	Missing data in response.	Please perform eSYNC.
9B18	Invalid New Sync Code Format	Indicates the 'NewSyncCode' tag was not in the correct format, which is non-null and divisible by two.	Data format incorrect.	Please perform eSYNC.
9B19	Read Sync Code failure	Indicates that the 'SyncCode' could not be read from the database.	Challenge failed.	Please perform eSYNC.
9B1A	Security Response Not Found	Indicates that the 'SecurityResponse' tag was not found in the RespondToChallenge response.	Missing data in response.	Please perform eSYNC.
9B1B	Save New Sync Code Failure	Indicates that the New Sync token could not be saved to the database after a valid response to the RespondToChallenge command.	Error saving data.	Please perform eSYNC.
9B1C	Not Authorized	Error returned when the Respond To Challenge 'SecurityResponse' node does not contain the text 'Authorized'.	Not authorized.	Reset auth tokens.
9B1D	Server Response Not Found	Indicates that the 'ServerResponse' tag was not found in the SyncData response.	Missing data in response.	Please perform eSYNC.
9B1E	Meta data mismatch	Indicates that the AppID attribute of the 'ServerResponse' tag did not match the value in the applications current meta data.	Unexpected Error	Please perform eSYNC.
9B1F	Upload status not found	Indicates that the 'UploadStatus' tag was not found in the SyncData response.	Missing data in response.	Please perform eSYNC.
9B20	Downlaod Data not found	Indicates that the 'DownloadData' tag was not found in the SyncData response.	Missing data in response.	Please perform eSYNC.

9B21	Acknowledge not found	Indicates that the 'Acknowledgement' tag was not found in the SyncAcknowledge response.	Missing data in response.	Please perform eSYNC.
9B22	Acknowledge Failed	Error returned when the Acknowledgment status is not equal to 'OK'.	Failed to acknowledge sync.	Please perform eSYNC.
9B23	Cookie Lookup failure	Error returned when the Key Config cannot be loaded from local storage.	Error reading data from local storage.	Please perform eSYNC.
9B24	Key Config Lookup Failure	Error returned when the Key Config cannot be loaded from local storage.	Error reading data from local storage.	Please perform eSYNC.
9B25	No Coverage	Error returned when the Blackberry does not have BIS-B coverage available.	No network coverage.	Please perform eSYNC.
9BFE	Interrupted	Occurs when the user cancels the operation.	The operation was canceled.	Please perform eSYNC.
9BFF	Unhandled Error	Occurs when an unhandled Exception is caught.	Unexpected Error.	Please perform eSYNC.