

# eKEY® Application

## Error Codes

The resolutions provided are for operations that have been attempted at least two (2) times and the error is not a one-time occurrence. For any error that does not show on this list or that is not resolved, contact Supra® Support at 1-877-699-6787.

Keybox Operating Error Codes		
Error Code	Key Message	Resolutions to Try
9026	eKEY is not configured correctly.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Restart the phone.</li> <li>Uninstall and install the eKEY application.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> </ul>
9027	Access denied. Key is expired.	<p>The key is expired, the programming in the key is damaged, or an old update code was entered into the eKEY app.</p> <ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Uninstall and install the eKEY application.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> <li>Free up memory on the phone.</li> </ul>
9028	Not enough data.	<p>The command sent did not have enough information to complete the operation.</p> <ul style="list-style-type: none"> <li>Uninstall and install the eKEY application.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> </ul>
9029	Command denied.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Uninstall and install the eKEY application.</li> </ul>
902A	eKEY is not configured correctly.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Uninstall and install the eKEY application.</li> </ul>
902C	Invalid command.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Uninstall and install the eKEY application.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> <li>Free up memory on the phone.</li> </ul>
902D	Access denied. Key is not updated.	<p>The eKEY app is not updated for the system code the keybox is programmed with.</p> <ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Contact Supra Support to verify the eKEY app has access to the keybox.</li> </ul>
9041	Authorization invalid.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> </ul>
9042	Authorization cannot be verified.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Uninstall and install the eKEY application.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> <li>Free up memory on the phone.</li> </ul>
9043	Authorization cannot be verified.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Uninstall and install the eKEY application.</li> </ul>
9044	Access denied.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> </ul>



9045	Connection failed.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> </ul>
9046	Copy protection violation.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Verify the keybox is from an organization the key is cooperating with.</li> <li>Uninstall and install the eKEY application.</li> </ul>
9049	Key Locked Out	The key serial number is in the lockout list of the keybox. Keybox must be reprogrammed at your organization.
904A	Crypto already rolled.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> </ul>
906A	Operation denied.	<ul style="list-style-type: none"> <li>Restart the phone.</li> <li>Uninstall and install the eKEY application.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> </ul>
906B	Access denied.	Verify the shackle code and enter the code again.
906C	Keybox failure.	Keybox must be reprogrammed.
9070	Access denied. Key not updated.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Verify the keybox is from an organization the key is cooperating with.</li> <li>Uninstall and install the eKEY application.</li> </ul>
9071	Verify PIN code and re-enter.	Verify the PIN code with your organizational support team.
9072	Access Denied. Incorrect Shackle code.	Verify the shackle code with your organizational support team.
9073	Access Denied. Incorrect Shackle code.	Verify shackle code with your organizational support team.
9074	Access denied.	Wait 10 minutes, verify the code entered, and try again.
9075	Access denied.	Wait 10 minutes, verify the code entered, and try again.
9076	Access denied. Key not updated.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Verify the keybox is from an organization the key is cooperating with.</li> <li>Keybox may require a CBS code, obtain the code from the listing agent.</li> </ul>
9077	Access denied. Incorrect CBS code.	Verify Call Before Showing (CBS) code with the listing agent.
9078	Access denied. Incorrect permissions.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Verify the keybox is from an organization the key is cooperating with.</li> <li>Uninstall and install the eKEY application.</li> </ul>
9079	Access denied. Incorrect serial or system code.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Verify the keybox is from an organization the key is cooperating with.</li> <li>Uninstall and install the eKEY application.</li> </ul>
907A	Access denied. Timed access restriction.	Access not allowed outside the timed access hours for the keybox. Contact the listing agent, the organization, or Supra Support to verify hours.
907B	Key container timed out.	Try again and open the key container sooner after process is successful.
907C	Keybox failure.	<ul style="list-style-type: none"> <li>Restart the phone.</li> <li>It may be an issue with the keybox, try to open a different keybox.</li> </ul>
907D	Access denied. Key is not updated.	<ul style="list-style-type: none"> <li>Perform a wireless update on the eKEY app.</li> <li>Verify the keybox is from an organization the key is cooperating with.</li> </ul>
907E	No entries in the access log.	<ul style="list-style-type: none"> <li>Restart the phone and try the process again.</li> <li>Uninstall and install the eKEY application.</li> </ul>
907F	Please update your eKEY.	Verify the date and time are correct on the phone. Perform a wireless update on the eKEY app.
9080	Low battery.	The battery in the keybox is too low and the keybox must be replaced. Contact the listing agent or Supra Support.
90E5	Keybox not accessible.	<ul style="list-style-type: none"> <li>Restart the phone.</li> <li>Try process again.</li> </ul>
90E6	Invalid checksum.	Perform a wireless update on the eKEY app.

9A01	No devices are in range.	<ul style="list-style-type: none"> <li>• Turn Bluetooth® off, wait 5 seconds, turn Bluetooth back on.</li> <li>• Turn the eKEY Fob on after entering PIN/Shackle code.</li> </ul>
9A03	Communication Error: Receive IO Error	Uninstall and install the eKEY application.
9A04	Communication Error: Send IO Error	<ul style="list-style-type: none"> <li>• Do not hold the button down on the eKEY Fob.</li> <li>• If the fob lights are blinking red, replace the fob batteries.</li> <li>• Unpair and pair the fob.</li> <li>• Restart the phone.</li> </ul>
9A06	Communication Error: Parse Failure	Uninstall and install the eKEY application.
9A07	Communication Error: KPin Lookup Failure	Uninstall and install the eKEY application.
9A09	Communication Error: Code Too Long	<ul style="list-style-type: none"> <li>• Unpair and pair the eKEY Fob.</li> <li>• Restart the phone.</li> </ul>
9A0A	Communication Error: Client Busy	<ul style="list-style-type: none"> <li>• Do not hold the button down on the eKEY Fob.</li> <li>• If the fob lights are blinking red, replace the fob batteries.</li> </ul>
9A0B	Communication Error: Cookie Lookup Failure	<ul style="list-style-type: none"> <li>• Clean Infrared lenses on adapter/fob and keybox.</li> <li>• Shield the Infrared lenses from direct sunlight.</li> <li>• Make sure the key and keybox are between 2 and 5 inches apart.</li> <li>• Make sure the key is pointing directly into the Infrared lens (like a TV remote control).</li> </ul>
9A0C	Communication Error: Discover Bluetooth Error	<ul style="list-style-type: none"> <li>• Unpair and pair the eKEY Fob.</li> <li>• Restart the phone.</li> <li>• Uninstall and install the eKEY application.</li> </ul>
9A0D	Communication Error: Connect IO Error	<ul style="list-style-type: none"> <li>• Unpair and pair the eKEY Fob.</li> <li>• Restart the phone.</li> <li>• Uninstall and install the eKEY application.</li> </ul>
9A0E	Communication Error: No Auth Cookies	Uninstall and install the eKEY application.
9A11	Communication Error: No Response	<ul style="list-style-type: none"> <li>• Clean the Infrared lenses on the adapter/fob and keybox.</li> <li>• Shield the Infrared lenses from direct sunlight.</li> <li>• Make sure the key and keybox are between 2 and 5 inches apart.</li> <li>• Make sure the key is pointing directly into the keybox Infrared lens (like a TV remote control).</li> <li>• Unpair and pair the eKEY Fob.</li> <li>• Restart the phone.</li> </ul>
9A12	Time out waiting for response.	This occurs when the phone does not receive a response from the keybox or eKEY Fob/Adapter within 30 seconds. This can occur during any command. Restart the phone.
9A13	Authorization not found.	<p>This occurs when someone tries to communicate with a keybox from a system code the eKEY app is not updated or programmed for.</p> <ul style="list-style-type: none"> <li>• Perform a wireless update on the eKEY app.</li> <li>• Verify the keybox is from an organization the key is cooperating with.</li> </ul>
9A14	Bluetooth Disabled.	<p>Android™ only: This occurs if the Bluetooth radio is disabled when attempting to start a keybox operation.</p> <ul style="list-style-type: none"> <li>• Turn Bluetooth on before attempting communication with a keybox.</li> <li>• Unpair and pair the eKEY Fob.</li> </ul>

9A15	eKEY Adapter/Fob was disconnected.	<p>eKEY Adapter:</p> <ul style="list-style-type: none"> <li>• Disconnect Adapter when not in use.</li> <li>• Connect after entering in PIN/Shackle code.</li> <li>• Clean connector on bottom of phone.</li> <li>• Restart the phone.</li> </ul> <p>eKEY Fob:</p> <ul style="list-style-type: none"> <li>• Turn Bluetooth off, wait 5 seconds, turn it back on.</li> <li>• Turn eKEY Fob on after entering PIN/Shackle code.</li> <li>• If the fob lights are blinking red, replace the fob batteries.</li> <li>• Restart the phone.</li> </ul>
9A16	Access Denied.	<ul style="list-style-type: none"> <li>• Verify the correct keybox is selected if changing settings.</li> <li>• Verify the correct process is selected and the correct PIN code or Shackle code is entered.</li> </ul>
9A17	Invalid Bluetooth Name	Restart the phone.
9A20	Bluetooth Service Discovery Failed	Unpair all paired devices from phone and restart the phone.
9A21	Connection Timeout	Unpair all Supra devices from the phone, then retry.
9AFE	The operation was canceled.	This occurs when the user cancels the process. Try the action again and wait for the process to finish.
9AFF	Communication Error: Unhandled Error	Blackberry® only: Make sure Bluetooth is enabled.
9D5D	IrDA communication failure.	<ul style="list-style-type: none"> <li>• Clean the Infrared lenses on the adapter/fob and keybox.</li> <li>• Shield the Infrared lenses from direct sunlight.</li> <li>• Make sure the key and keybox are between 2 and 5 inches apart.</li> <li>• Make sure the key is pointing directly into the keybox Infrared lens (like a TV remote control).</li> </ul>
<b>eSYNC/Update Error Codes</b>		
9B00	Failed connecting to server.	<ul style="list-style-type: none"> <li>• Verify the Internet connection is working.</li> <li>• Make sure an active call is not in progress</li> <li>• Restart the phone.</li> <li>• Uninstall and install the eKEY application.</li> </ul>
9B01	Failed sending data to server.	<ul style="list-style-type: none"> <li>• Verify the Internet connection is working.</li> <li>• Make sure an active call is not in progress</li> <li>• Restart the phone.</li> <li>• Uninstall and install the eKEY application.</li> </ul>
9B02	Failed receiving data from server.	<ul style="list-style-type: none"> <li>• Restart the phone.</li> <li>• Reduce the Market Area selections within the eKEY app.</li> </ul>
9B03	Http error during receive.	<ul style="list-style-type: none"> <li>• Restart the phone.</li> <li>• Uninstall and install the eKEY application.</li> </ul>
9B04	Error verifying response.	Uninstall and install the eKEY application.
9B0A	Missing data in response.	Reduce Market Area selections within the eKEY app.
9B0B	Error preparing data for upload.	<ul style="list-style-type: none"> <li>• Check the status of the eKEY user account.</li> <li>• Uninstall and install the eKEY application.</li> </ul>
9B0C	Failed to authorize client.	<ul style="list-style-type: none"> <li>• Check the status of the eKEY user account.</li> <li>• Uninstall and install the eKEY application.</li> </ul>
9B0D	Challenge failed.	Uninstall and install the eKEY application.
9B10	Data format incorrect.	<ul style="list-style-type: none"> <li>• Restart the phone.</li> <li>• Uninstall and install the eKEY application.</li> </ul>

9B11	Missing data in response.	<ul style="list-style-type: none"> <li>Uninstall and install the eKEY application.</li> <li>Make sure a new authorization code is entered.</li> <li>Check free memory on the phone.</li> <li>Reduce the Market Area selections within the eKEY app.</li> <li>Restart the phone.</li> <li>Uninstall and install the eKEY application.</li> </ul>
9B17	Missing data in response.	<ul style="list-style-type: none"> <li>Uninstall and install the eKEY application.</li> <li>Make sure a new authorization code is entered.</li> <li>Check free memory on the phone.</li> <li>Reduce the Market Area selections within the eKEY app.</li> <li>Restart the phone.</li> <li>Uninstall and install the eKEY application.</li> </ul>
9B19	Challenge failed.	<ul style="list-style-type: none"> <li>Restart the phone.</li> <li>Uninstall and install the eKEY application.</li> </ul>
9B1C	Not authorized.	<p>Possibly an old authorization code was entered or there is damaged data stored in eKEY app.</p> <ul style="list-style-type: none"> <li>Uninstall and install the eKEY application.</li> <li>Make sure a new authorization code is entered.</li> </ul>
9B1F	Missing data in response.	The eKEY app did not receive acknowledgement from server. Uninstall and install the eKEY application.
9B25	No network coverage.	<p>Blackberry only: The Blackberry does not have BIS-B coverage available.</p> <ul style="list-style-type: none"> <li>Restart the phone.</li> <li>Verify the phone has an Internet connection.</li> <li>Make sure an active call is not in progress.</li> </ul>
9B26	Not enough memory to perform an eSYNC.	Check free memory on the phone.
9B33	Challenge failed.	<p>eKEY app service only operates on one device at a time. If the eKEY serial number is running on two devices, one of them must be uninstalled.</p> <ul style="list-style-type: none"> <li>Generate an Authorization code.</li> <li>Enter the auth code on the correct device.</li> </ul>
9BFE	The operation was canceled.	This occurs when the user cancels the operation. Try the operation again and wait for operation to finish.
9BFF	Unexpected Error.	Uninstall and install the eKEY application.

To view the user manual, training videos, and more go to [www.supraekey.com](http://www.supraekey.com), select the Customer Support tab and [eKEY Resources](#).