eKEY® Application
Error Codes

The resolutions provided are for operations that have been attempted at least two 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**.

Lockbox Operating Error Codes			
Error Message	**Error Description**	**Error Code**	**User Resolution**
ACCESS DENIED!	Invalid Expiration Code	902D	Perform a wireless update or obtain and enter an emergency update code.
	Read-Write Permission Denied	906B	Verify shackle code and re-enter.
	Listing agent has restricted the hours in which this listing can be shown. You cannot access the listing until you contact the listing agent.	907A	Contact listing agent for lockbox hours.
	Please perform a wireless update	907D	Perform wireless update and try again. If needed enter emergency update code.
	Key Locked Out	9049	Key is on lockout list.
	Incorrect PIN Code	9071	Validate and verify PIN.
	Incorrect Shackle Code	9072 9073	Validate and verify shackle code.
	Lockout is in effect	9074 9075	Wait 15 minutes and try again.
	Please perform a wireless update	9076	Perform wireless update and try again. If needed enter emergency update code.
	Incorrect CBS code	9077	Validate and verify correct CBS code.
	Incorrect serial or system code	9079	Please update your eKEY.
	Invalid lockbox or lockbox swapped during operation	9A16	Validate connection to lockbox, try again.
AUTHORIZATION INVALIDATED AUTHORIZATION INVALIDATED	You must re-authorize your eKEY	A00B	Reset authorization.
	You must re-authorize your eKEY	A00C	Generate authorization code from SupraWEB.
	You must re-authorize your eKEY	A00D	Generate authorization code from SupraWEB.

Lockbox Operating Error Codes			
Error Message	**Error Description**	**Error Code**	**User Resolution**
Authorization invalid	Bad cookie lockout	9041	Lockout is in effect.
BLUETOOTH DISABLED!	Please turn on Bluetooth and try again.	9A14	Turn on Bluetooth.
COMMUNICATION ERROR	Please try again.	907B 9A03 9A12	Try operation again. If issue persists turn mobile device Bluetooth off and back on, then perform operation again.
	Connect eKEY Fob or Lockbox; retry connection.	9A01 9A15	Try operation again. If issue persists turn mobile device Bluetooth off and back on, then perform operation again.
	Connection lost. Please try again.	9A17	Try operation again. If issue persists turn mobile device Bluetooth off and back on, then perform operation again.
	Connection failed. Please try again.	9A1A 9A1D 9A20 9A21 9A2A 9A2B 9A2C 9A2D 9A2E 9A2F	Try operation again. If issue persists turn mobile device Bluetooth off and back on, then perform operation again.
	Please keep the eKEY adapter or Fob pointed at the lockbox and try again.	9D5D	Try operation again. If issue persists, clean purple lens on lockbox. Shield the lens from sunlight during the operation. The eKEY Fob must be pointed at the lens on the lockbox and they must be 3-6 inches apart. Try operation again.
	Please perform a wireless update.	9042	Please update your eKEY.
	Connection failed. Please try again.	9A30	Please try again.

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Error Message	Error Description	Error Code	User Resolution
ERROR!	Please perform a wireless update.	9A13	Possible cooperating error. Contact Supra Support at 1-877-699-6787.
KEY DISABLED	Your key is disabled. Please contact your organization.	A00F	Contact your organization.
LOCKBOX FAILURE	Contact Support. Go to *More - About eKEY App* for information	907C	Contact Supra Support at 1-877-699-6787.
RELEASE SHACKLE FAILED		9081	Contact Supra Support at 1-877-699-6787.
Firmware Flashing Started	Indicates firmware flashing has started and that the box will be inaccessible for a few minutes.	90E5	Lockbox not accessible. Please wait.
LOCATION SERVICES DISABLED	Turn on location services and try again	9A31	Turn on location services and try operation again.
		9A32	Grant location permissions and try operation again.
LOW LOCKBOX BATTERY	Contact Support. Go to *More - About eKEY* App for information	9080	Contact Listing Agent to inform of low battery.
NETWORK TIMEOUT	Please check your network connection and try again.	A008 A009	Verify network connection and try operation again.
NETWORK FAILURE	Please check your network connection and try again.	A00B	Verify network connection and try operation again
OPERATION CANCELLED	The operation was canceled.	9AFE	Try operation again.
Contact Support. Go to More - About eKEY App for information	Unhandled Error	9AFF	Please try again.
eKEY is not configured correctly	Bad Cookie	9026	Please update your eKEY.
Connection Failed	Invalid Challenge Response	9045	Please try again.
Copy protection violation	Copy Protection Violation	9046	Please update your eKEY.
Programming error	No Public Information Area	9047	Contact Field Support.
Clock not adjusted	Clock not adjusted.	9048	Invalid time entered.

Lockbox Operating Error Codes

Error Message	Error Description	Error Code	User Resolution
Crypto already rolled	Crypto Keys Already Rolled	904A	
Operation denied	Invalid Memory Address	906A	Memory error.
Keybox failure	EEPROM Failed	906C	Contact Field Support.
Access denied. Incorrect permissions.	Wrong Permissions	9078	Please update your eKEY.
No entries in the access log	No More Access Log Entries	907E	
Invalid date and/or time	Invalid time	907F	Please update your eKEY.
Invalid checksum	Invalid checksum.	90E6	Firmware flash not complete.
Please Try Again	Invalid Frame	9A02	Please Try Again.
Please Try Again	Receive IO Error	9A04	Please Try Again.
Unknown Error 9A05	Send IO Error	9A05	Please Try Again.
Please Try Again	Parse failure	9A06	Please Try Again.
Please Try Again	KPin lookup failure	9A07	Please Try Again.
Unknown Error 9A08	Null Code	9A08	Please Try Again.
Unknown Error 9A09	Code Too Long	9A09	Please Try Again.
Unknown Error 9A10	Update Pending SW Change Failure	9A10	Please Try Again.
Unknown Error 9A10	No Response	9A11	Please Try Again.
Unknown Error 9A0A	Client Busy	9A0A	Please Try Again.
Please Try Again	Cookie Lookup Failure	9A0B	Please Try Again.

Lockbox Operating Error Codes

Error Message	Error Description	Error Code	User Resolution
Connection Failed. Please Try Again.	Discover Bluetooth Error	9A0C	Please Try Again.
Unknown Error 9A0D	Connect IO Error	9A0D	Please Try Again.
Please perform a wireless update	No Authorization Cookies	9A0E	Please Try Again.
Unknown Error 9A0F	Update Keybox Failure	9A0F	Please Try Again.
Failed connecting to server	Connect IO Error	9B00	Please Try Again.
Failed sending data to server	Send IO Error	9B01	Please Try Again.
Failed receiving data from server	Receive IO Error	9B02	Please Try Again.
Http error during receive	Receive HTTP Error	9B03	Please Try Again.
Error verifying response	Verify IO Error	9B04	Please Try Again.

To view the user manual, training videos, and more, go to _www.suprasystems.com_, select the _Tips & Support_ tab and select _Resources_.