Error Handling

The different types of incidents are listed. For many error situations the root causes and their handling/reporting is listed. Note that not all of these means are used by the app at this time.

Classification

The following general types of incidents may occur within the End Device:

- Event notifications.
- Communication-related errors referring to specific Home Appliance features.
- App Internal Errors
- HTTP Errors
- HCA Domain Errors
- Life-cycle errors referring to a specific Home Appliance instance.
- Connection-related errors referring to a specific Home Appliance connection. There can be two kinds of these:
    - Errors that are gracefully handled and do not result in a forced disconnect by the End Device.
    - Errors where the specification demands that the End Device disconnects immediately.
- Global communication-related errors.

The first two kinds of incidents (event notifications and communication-related errors) are never critical and never lead to a termination of the connection. Event notifications may be presented to the user (see the corresponding section on Notification Concept 1.0) and their presentation depends on their individual severity. Communication-related errors are not presented to the user at this point. They are handled internally by the data model, cf. the section on Features and States.

Error codes

Each error has a distinct error code combined out of the **Error Code Prefix "H"**, a **Domain** (the first number) and a specific **Code** (the trailing three numbers) e.g. H1001. This code stands for the first error under the App Internal Error domain.

The **Error Code Prefix "H"** is introduced with App version in 7.2.0 and represents "Home Connect" within the BSH-standardisation of error-codes.

Error Code Prefix	Domain Code	Domain Name
H	1	Internal App Errors
	2	System Specific Errors
	3	HTTP Errors
	4	HCA Domain Errors
	5	HCP Error States
	6	HCP Connection Errors
	7	HCP Proxy Errors
	8	HA Communication Errors
	9	HC BT Pairing

How to add new Error Codes

1. Always add a new code to the bottom of the list with an incremental code. You should not use free codes in the middle that were previously occupied by "old" codes. This may be confusing.
2. No premature deleting of codes. When deleting existing codes it should be 100% clear that this code is not used in any version of the app. This will be very difficult in the future the when in doubt just leave the code as it is.
3. Try to be as specific as possible with the given Reason.

1 App (Internal) errors

These errors relate to individual errors in the App.

Currently, these error codes are used by the app.

NOT PRESENT - declaration of the error code value is not present in the implementation

	DECLARED	- declaration is present, but it is not explicitly used in the code
	USED	- error code is recognized in the app
	USED (MWA)	- error code is recognized in an MWA

new Error Code (with prefix)	old Error Code (deprecated)	App internal error name	Reason	Deprecated	Pairing Retry	iOS	Android	Recommendation
H1001	1001	BadMapping	Data send by HCA does not match the internal data structure of the mapped object.		x		USED	
H1002	1002	AuthTokenINvalid	The auth token is not valid any more. The user has to login again.	X			NOT PRESENT	
H1004	1004	RequestForbidden	When sending an HACommand the app encountered one or more of the following situations : • Command has no program • HA does not support this program • Program cannot be selected • No write access for one ore more options of the HACommand				USED	
H1006	1006	NotSuperUser	The user tried to execute an action only super user can do.	X			NOT PRESENT	
H1009	1009	FileDownloadFailed	Could not find local (in App Bundle) file.				USED	
H1010	1010	DDFDownloadFailed	The appliance data is currently unavailable	X			NOT PRESENT	
H1011	1011	NotConnectedToInternet	Phone not connected to Internet.		Retry by user		USED	
H1012	1012	GPSLocalizationFailed	Could not get current location.				NOT PRESENT	
H1013	1013	GPSLocationServicesDisabled	Could not get current location (Location services disabled).				NOT PRESENT	
H1014	1014	SetWaterHardnessFailed	Could not set water hardness : Failed to execute command "BSH. Common. Command. SetWaterHardness ".				NOT PRESENT	
H1015	1015	NoWaterHardnessData	There is no water hardness data for your region.	X			NOT PRESENT	
H1016	1016	SendDataToOvenFailed	This error occurs when a program + options could not be set at the oven.				NOT PRESENT	

H1017	1017	SendDataToHAFailed	This error occurs when a program + options could not be set at a home appliance other than the oven.				USED	
H1018	1018	ValidationEmail	This error occurs when the email address received from the HCA for an appliance user is not valid.				NOT PRESENT	
H1019	1019	ValidationPlatform	This error occurs when the platform data received from the HCA for an smart device is not valid.				NOT PRESENT	
H1020	1020	ValidationDeviceType	This error occurs when the device type data received from the HCA for an smart device is not valid.				NOT PRESENT	
H1023	1023	RegistrationFailed	The registration process failed.	X		USED	NOT PRESENT	
H1024	1024	UnsupportedEncoding	This error occurs when a not supported encoding will be used.		x		USED	
H1025	1025	FileSavingFailed	When a file couldn't be saved to the filesystem.		retry by user check permissions		NOT PRESENT	
H1026	1026	TLSInitializationError	It wasn't possible to initialize a TLS connection.		?		USED	
H1027	1027	FileNotFound	A specific file could not be found on the file system.				USED	
H1028	1028	ProtocolError	A not supported method was tried to use on a protocol (e.g. HTTP).				USED	
H1029	1029	MalformedUrl	Tried to parse a not valid URL.				USED	
H1030	1030	IOException	An error during input/output operations occurred. Possibly no internet connection		retry		USED	
H1031	1031	AlreadyLoggedIn	The user tries to log in, but is already logged in.				NOT PRESENT	
H1032	1032	DemoModeNotAvailable	The server sent no demo mode accounts (and no local accounts are available).				USED	
H1033	1033	PlaylistModeChangeFailed	Failed to enable /disable the playlist mode.				NOT PRESENT	
H1034	1034	PlaylistSendCommandToHAFailed	Failed to send playlist command to HA.				USED	
H1035	1035	TabletsCounterFailed	The detergent tablets counter datum was not received.				NOT PRESENT	
H1036	1036	DDFSaveFailed	Saving the DDF or the FMF file to the SSD failed.		retry by user check permissions		USED	
H1037	1037	NoPDFReaderOnDevice	There is no PDF-Reader on the Android device. Should be installed from play store.			NOT PRESENT	USED	

ID	No.	Name	Description		Action			Notes
H1038	1038	RKResponseMappingFailed	A response datum submitted by the HCA could not be properly mapped to our internal data structures.			USED	NOT PRESENT	
H1039	1039	LoginFailedNoNetwork	After submitting username and password the HCA failed to respond, network was unreachable.				USED	
H1040	1040	LoginFailedOtherReason	After submitting username and password a different failure involving the HTTP request has occurred.				USED	Ensure that you are connected with the right network e.g. QHC01 during login procedure. (Root cause could be, that you are still connected with the network which is distributed from the appliance "HomeConnect")
H1041	1041	NotLoggedIn	Tried to deregister an account which is not logged in.			DECLARED	NOT PRESENT	
H1043	1043	Cannot Find Host	Cannot find host.			USED	USED	
H1044	1044	Network Connection Lost	Network connection lost.		Retry by user	USED	USED	
H1045	1045	Resource Unavailable	Resource unavailable.			USED	NOT PRESENT	
H1046	1046	DocumentAssetDownloadFailedOtherReason	A document file could not be downloaded, reason not known.				USED	
H1047	1047	DocumentAssetDownloadFailedNoNetwork	A document file could not be downloaded, internet connection unavailable.				USED	
H1048	1048	DocumentAssetStorageFailed	A document file could not be saved after it had been successfully downloaded.				USED	
H1049	1049	ChangePushConfigurationFailed	Failed to change Push Configuration / homeAppliance Identifier missing			DECLARED	NOT PRESENT	
H1050	1050	RegisterHAFailedMissingData	Failed to Register Home Appliance due to missing HA Information		x	DECLARED	NOT PRESENT	
H1051	1051	InvalidOrMissingCommandString	Invalid or Missing Command String				USED	
H1052	1052	NoAutoTokenPresent	No Auth-token is present, authenticated calls are forbidden.				NOT PRESENT	
H1053	1053	CertificateValidationFailed	The Certificate Pinning against the server certificates failed				USED	
H1054	1054	HaConnectionToHubUnavailable	The HomeAppliance could not change to the supplied Hub.		?		USED	
H1055	1055	HaConnectionToHubTimedOut	The HomeAppliance could not connect to the supplied Hub, because of a TimeOut		Retry		USED	
H1056	1056	PairingNotConnectedToInternet	Pairing failed (No Internet Connection)		Retry by user		NOT PRESENT	
H1057	1057	PairingCannotFindHost	Pairing failed (Cannot find Host)		?	USED	NOT PRESENT	

H1058	1058	PairingNetworkConnectionLost	Pairing failed (Network Connection Lost)		Retry	USED	NOT PRESENT	
H1059	1059	PairingResourceUnavailable	Pairing failed (Resource Unavailable)		?	USED	NOT PRESENT	
H1060	1060	DDFDownloadCanceled	DDF Download Canceled (HomeAppliance was deleted)				NOT PRESENT	
H1061	1061	HaNotPairedAnyMore	Home Appliance is already removed from your account.				NOT PRESENT	
H1062	1062	SslCertNotYetValid	The SSL certificate of the opened website is not yet valid.					
H1063	1063	SslCertExpired	The SSL certificate of the opened website has expired.					
H1064	1064	SslHostnameMismatch	The host name in the SSL certificate does not match the website's host name.					
H1065	1065	SslCertUntrusted	The SSL certificate is untrusted.					
H1066	1066	SslCertDateInvalid	The SSL certificate has an invalid date.					
H1067	1067	SslGenericError	A generic SSL error has occurred.					
H1068	1068	PermissionNotGranted	A user triggered a permission request without granting it.			USED	USED	
H1069	1069	PermissionRequestedMultipleTimes	An android specific error that should be thrown when a user triggered the same permission request multiple times without granting it. This error is only relevant for Android 6 (marshmallow) and older. When this is thrown a popup should be displayed to the user informing him why he needs to grant the permission at this time.				USED	
H1070	1070	HttpRequestCanceled	This error will be thrown when a http request was canceled. For now this should only happen when we logout and pending requests are still in the queue.				USED	
H1071	1071	RecipeStepNotSupported	Gusto 2.0 Recipe Step supported by any home Appliance and has no alternative settings.					
H1072	1072	HaToHaStartPairingFailed	This error gets thrown when two home appliance communication endpoints could not be matched for an assisted pairing process				USED	

H1073	1073	SetupNoWifiConnectionAvailable	This error will be thrown when the smart device has no wifi connection					USED	
H1074	1074	SetupWifiStrengthWeak	The smart device is connected but the Wifi strength is below 30 %					USED	
H1075	1075	SetupCheckWifiCredentialsFailed	The wifi credentials could not be verified successfully					USED	
H1076	1076	SetupHomeWifiReconnectFailed	The smart device was not able to reconnect to the home wifi after the SAP process automatically				USED	USED	
H1077	1077	SetupHaNotFoundAfterSAP	The app could not find the home appliance in the home wifi after SAP				USED	USED	e.g. happened when we tried to connect a Com1 module (only support 2,4 GHz) with a 5 GHz Network: Connect it with a 2,4 GHz Network
H1078	1078	PairingPossiblyCanceled	The process was aborted, maybe canceled by the user					USED	
H1079	1079	PairingNoLocalAddressInDiscovery	The app could not find the local address within the home appliance discovery					USED	
H1080	1080	SetupCouldNotConnectToHCWifi	The smart device could not connect to the home connect wifi automatically				USED	NOT PRESENT	
H1081	1081	SetupDidNotReceiveHaDiscovery	The app could not receive any home appliance discovery after connecting to the home connect wifi				USED	USED	
H1082	1082	SetupHelperNetworkConnected	The smart device is connected to the HomeConnect wifi during the password check					NOT PRESENT	
H1083	1083	SetupHaConnectionLost	While the setup process the home connect app lost the connection to the home appliance					USED	
H1084	1084	SetupSelectedWifiIsNull	The wifi which is selected for the credential check is null					NOT PRESENT	
H1085	1085	SetupRequirementCheckHelperNetworkConnected	The mobile device is connected to the helper network "HomeConnect" while the precondition check					USED	
H1086	1086	SetupCouldNotConnectToHa	This error can occur when the app cannot connect to the ha iOS: occures on Share Credentials screen				USED	USED	
H1087	1087	SetupHomeApplianceNotCreated	This error can occur when the ha cannot be created while sap				USED	USED	

H1088	1088	SoftwareUpdateNoTransactionID	This error can occur when the App can't retrieve the Software Transaction ID from the HA (for example HA is not connected). ⚠ This likely happens when the HA is disconnecting during the installation of the firmware. ⚠ This is NOT a bug of the App but a misbehaviour of the designed solution, in which the Software Transaction ID is only available from the HA to the App.			USED	USED	
H1089	1089	ActionRequiresLogin	An active login is required for the requested action			USED		
H1090	1090	RequestNotForLoggedInUser	The Request is not for the current user					
H1091	1091	DemoModeNotRunning	Demo mode not running because of application error.				USED	
H1092	1092	ExtendedNetworkSettingsFailed	This error occurs when the app fails to save network interface settings on HA			USED		
H1093	1093	ExtendedNetworkSettingsDisconnected	This error occurs when unexpected disconnect happens when the app saving network interface settings on HA			USED		
H1094	1094	ExtendedNetworkSettingsTimeout	This error occures when the app fails to reconnect after saving network interface settings on HA			USED		
H1095	1095	CleaningRobotAreaChangeFailed	This error appears if an area which should be modified was not enabled by the cleaning robot					
H1097	1097	SetupOemInitialAuthCodeUnavailable	This error can occur when during OEM Pairing HCA could not Validate provided Bluetooth Pairing Certificate					
H1098	1098	SetupOneTimePairingTokenUnavailable	This error can occur when OneTimePairingToken could not be obtained for pairing synchronization		retry		USED	
H1099	1099	DigitalInstructionUnavailable	Digital instruction is not available				USED	Check E-Number input spelling / contact customer support
H1100	1100	DBusNullPointer	DBUS			USED	USED	Try restart stream/HA
H1101	1101	DBusSemTimeout				USED	USED	Restart stream
H1102	1102	DBusNotFound				USED	USED	Try restart stream/HA
H1103	1103	DBusWrongCallBack				USED	USED	Try restart stream/HA
H1104	1104	DBusCmpDecode				USED	USED	Try restart stream/HA

H1105	1105	DBusConfigNotFou nd				USED	USED	Try restart stream/HA
H1106	1106	DBusUnknownDT				USED	USED	Try restart stream/HA
H1107	1107	DBusNotCached				USED	USED	Try restart stream/HA
H1108	1108	DBusMsgTooLong				USED	USED	Try restart stream/HA
H1109	1109	DBusBufferTooSma ll				USED	USED	Try restart stream/HA
H1110	1110	DBusStringLength				USED	USED	Try restart stream/HA
H1111	1111	DBusStreamOngoing				USED	USED	Try again later
H1112	1112	DBusBlockIdNE				USED	USED	Try restart stream/HA
H1113	1113	DBusNoZeroTerm				USED	USED	Try restart stream/HA
H1114	1114	DBusMsgTooShort				USED	USED	Try restart stream/HA
H1115	1115	DBusError				USED	USED	Restart stream
H1116	1116	DBusZCamTimeout				USED	USED	Restart stream
H1117	1117	DBusVersionNotSu pported				USED	USED	Try restart stream/HA
H1118	1118	DBusZCamNotCon nected				USED	USED	Camera not detected. Restart stream
H1119	1119	DBusHardFaultError				USED	USED	Try restart stream/HA
H1120	1120	CloudStreamNotRe ceiving	Stream from zCAM not coming			USED	USED	Restart stream
H1121	1121	CloudStreamServic eUnavailable	No answer from VSS instance			USED	USED	Try again later
H1122	1122	CloudStreamServic eOutOfResources	VSS instances all busy			USED	USED	Try again later
H1123	1123	CloudStreamUnkno wnCamerId	We do not have a valid VSS configuration ("SDP-file") for a received camera id string			USED	USED	Restart HA
H1124	1124	CloudStreamHCAIn ternalTimeout	HCA internal messages were lost			USED	USED	Try again later
H1125	1125	CloudStreamServic eTimeOut	Connection to VSS not available			USED	USED	Try again later
H1126	1126	CloudStreamHATim eOut	Connection to HA not available			USED	USED	Restart HA
H1127	1127	CloudStreamDatab aseError	MongoDB error			USED	USED	Try again laterh
H1128	1128	CloudStreamServic eError	Error codes from VSS microservice (VSS not necessarily down)			USED	USED	Try again later
H1129	1129	CloudStreamCorrup tedResponceFromHA	"Should not happen, e.g. wrong answer to GET CameraModel"			USED	USED	Restart HA
H1130	1130	CloudStreamUnkno wnError				USED	USED	Restart stream
H1131	1131	CameraStateError	When cameraState is set to Error, except CameraTemperatu reCritical			USED	USED	Restart HA
H1132	1132	LoginFailedOAuthE rror	Error on OAuth provider or OAuth configuration			USED	USED	Try again later

H1133	1133	LoginFailedCompatibleBrowserMissing	ℹ️ Android only as iOS is restricted to Safari and this works ℹ️ No compatible browser for the AppAuth library was found to continue login process. OAuth login work with the installed browser on the device and not a web view the app can control. Standard browsers such as Chrome, Samsung, Firefox etc. should work			NOT PRESENT	USED will not happen anymore from version 7.2 onwards (to be delete here soon)	Make sure a browser is installed and trying again. When a browser is installed that is not working hinting to the big players like Chrome, Firefox etc. should help. ℹ️ Additional hint: The Tor browser is not working.
H1134	1134	LoginFailedIncorrectClientTime	original OAuth error: Issued at time is more than 600 seconds before or after the current time This can happen when the ED does not use "automatic date/time" but some manual date/time setting. In such case the issued token can't be validated properly.			USED	USED	Show hint to the user, to enable "automatic date/time" and retry login.
H1135	1135	LoginCancelled	This error is handled internally in case the user cancelled the login.			USED		This error should not be displayed to the user but only used internally.
H1136	1136	InternalDatabaseError	This error is handled internally in case an error occurred with the internal database.			USED		This error should not be displayed to the user but only used internally.
H1137		HA_OFFLINE	Program Assistant displays an error when the Home Appliance is offline.			USED (MWA) (program-assistant-webapp)	USED (MWA) (program-assistant-webapp)	MWA displays hint to user to connect the dishwasher.
H1138		HA_WRONG_OPERATION_STATE	Program Assistant displays an error when the Home Appliance does not allow selecting the recommended program. Error causes: 1. HA is switched off (in standby) 2. A program is already running at the moment 3. HA is in another operation state, which doesn't allow selecting a program			USED (MWA) (program-assistant-webapp)	USED (MWA) (program-assistant-webapp)	MWA displays hint to user to turn on the dishwasher.
H1139		HA_REMOTE_CONTROL_NOT_ACTIVE	Program Assistant displays an error when remote control is not enabled for the Home Appliance.			USED (MWA) (program-assistant-webapp)	USED (MWA) (program-assistant-webapp)	MWA displays hint to user to activate remote control.

H1140		`NO_RESULT_PROG RAM`	Program Assistant displays an error when its service could not determine exactly one unique program.			**USED (MWA)** (program-assistant-webapp)	**USED (MWA)** (program-assistant-webapp)	MWA displays hint to user to retry with different parameters.
H1141		`OTHER`	Program Assistant displays an error when an error other than H1137 – H1140 occurs.			**USED (MWA)** (program-assistant-webapp)	**USED (MWA)** (program-assistant-webapp)	MWA displays hint to user to retry later.
H1142		WsConnectionNotEstablished	This error is shown when app cannot establish web socket connection with home appliance during pairing process (synchronisation screen).		x	**USED**	**NOT PRESENT**	Restart pairing process
H1143		SCANNED_AGENT _NOT_SUPPORTED_BY_IDOS	Detergent Dosing Webapp displays this error to the user when a cleaning agent /detergent was scanned that is not supported by iDos (e.g. powder).			**USED (MWA)** (detergent-dosing-webapp)	**USED (MWA)** (detergent-dosing-webapp)	MWA displays pop-up message stating that the agent is not supported.
H1144		SCANNED_AGENT _NOT_SUPPORTED_BY_CHAMBER	Detergent Dosing Webapp displays this error to the user when a cleaning agent /detergent is not supported by an iDos chamber based on the current settings for that chamber (e.g. detergent in a softener chamber).			**USED (MWA)** (detergent-dosing-webapp)	**USED (MWA)** (detergent-dosing-webapp)	MWA displays pop-up message stating that the current chamber config does not match the scanned agent.
H1145		SCANNED_AGENT _NOT_KNOWN	Detergent Dosing Webapp displays this error when a scanned agent is not in detergent database (e.g. user scanned a bottle of ketchup).			**USED (MWA)** (detergent-dosing-webapp)	**USED (MWA)** (detergent-dosing-webapp)	MWA displays pop-up message stating that the scanned product is either not an agent or not supported yet.
H1146		IDOS_SETTINGS_ NOT_REACHABLE	For some appliance controls the iDos settings are not reachable when the appliance is active or in finished state.			**USED (MWA)** (detergent-dosing-webapp)	**USED (MWA)** (detergent-dosing-webapp)	MWA displays pop-up message that the appliance is currently not reachable or busy and the user might try again later.
H1147		NO_WATER_HAR DNESS_RECOMM ENDATION	This error is shown if for a given location /postalcode no water hardness recommendation can be provided with sufficient certainty.			**USED (MWA)** (detergent-dosing-webapp)	**USED (MWA)** (detergent-dosing-webapp)	MWA displays pop-up message stating that no water hardness could be recommended.
H1148		LoginFailedInvalidRedirect	This error is shown when the App does not allow the suggested redirect from the OAuth endpoint. For example: In the AppStore Apps it should not be possible to login to a non-Production account.			**DECLARED**	**DECLARED**	Show hint to the user,

H1149		NoRecommendedProgram	The Program Assistant Laundry Care Webapp shows this error when it was unable to determine a program based on the user's input			**USED (MWA)** (program-assistant-laundry-care-webapp)	**USED (MWA)** (program-assistant-laundry-care-webapp)	MWA displays pop-up message stating that the user should try again, with different input.
H1150		RemoteControlDisabled	The Program Assistant Laundry Care Webapp shows this error when it was unable to select a program on the appliance due to remote control being disabled or locally controlled			**USED (MWA)** (program-assistant-laundry-care-webapp)	**USED (MWA)** (program-assistant-laundry-care-webapp)	MWA displays pop-up message stating that the user should activate remote control.
H1151		WrongOperationState	The Program Assistant Laundry Care Webapp shows this error when it was unable to communicate with the appliance due to it not being ready.			**USED (MWA)** (program-assistant-laundry-care-webapp)	**USED (MWA)** (program-assistant-laundry-care-webapp)	MWA displays pop-up message stating that the user should retry once the appliance is not busy anymore.
H1152		ApplianceOffline	The Program Assistant Laundry Care Webapp shows this error when it was unable to communicate with the appliance due to it being offline.			**USED (MWA)** (program-assistant-laundry-care-webapp)	**USED (MWA)** (program-assistant-laundry-care-webapp)	MWA displays pop-up message stating that the user should turn on their appliance.
H1153		NotAllowed	The Program Assistant Laundry Care Webapp shows this error when it was unable to communicate with the appliance due to the user not being allowed to access it			**USED (MWA)** (program-assistant-laundry-care-webapp)	**USED (MWA)** (program-assistant-laundry-care-webapp)	MWA displays pop-up message stating that the user should close the app and try again.
H1154		CallFailed	The Program Assistant Laundry Care Webapp shows this error when it was unable to communicate with the appliance due to an unspecified reason.			**USED (MWA)** (program-assistant-laundry-care-webapp)	**USED (MWA)** (program-assistant-laundry-care-webapp)	MWA displays a generic pop-up message stating something went wrong and that they should try again.

2 System Specific Errors

These errors are related to global Home Connect like missing Device Description files.

ErroCode	Error name	Reason

3 HTTP errors

These errors relate to standard http errors. The error code will be created from the domain for these errors (3) followed by the standard http status codes e.g. 401.

ⓘ These are general error codes that have no relation to any context. To know what is the cause of this error additional information of the place in the app where it occurred are necessary to analyze.

new Error Code (with prefix)	old Error Code (deprecated)	Error name	Reason	retry pairing
H3400	3400	BadRequest	The request send to the server was declined because required information was missing or it wasn't sent in the correct form.	❌
H3401	3401	Authentication Failed	The authorization at the server failed. For the app this normally means that the auth token is invalid.	❌
H3403	3403	RequestForbidden	The request at the server had the correct form, but for an unknown reason the access to the resource was forbidden.	✅
H3404	3404	ServiceNotAvailable	The requested resource at the server was not available.	❌
H3406	3406	NotAcceptable	The server can't respond in the form the client requested.	❌
H3412	3412	PreconditionFailed	A precondition send by the client was not true.	❌
H3500	3500	InternalServerError	Something went wrong on server side.	❌
H3503	3503	*ServiceUnavailable*	The server is temporarily not available. Could be due to maintenance or heavy traffic.	⚠️ (after a few minutes)

> ℹ️ More HTTP error codes may be reported, cf. the listings of HTTP error codes here: https://de.wikipedia.org/wiki/HTTP-Statuscode and https://tools.ietf.org/html/rfc2616#section-10.
>
> Each error code **3xxx** which is not listed here is a default mapping of an HTTP error code, where xxx is the HTTP error.

4 HCA domain errors

These errors relate to domain errors of the HCA. The error code will be created from the domain for these errors (4) followed by the HCA domain error codes e.g. 602. In case you are missing an error code here, please check the listing of HCA error codes (scroll to end of page).

new Error Code (with prefix)	old Error Code (deprecated)	Error name	Reason	retry pairing	unused
H4401	4401	TokenInvalidOrMissing	HCA Domain Error. Token invalid or missing		
H4500	4500	InternalServerError	There was an error at the server, the requested resource couldn't be returned.	Retry	
H4602	4602	LoginFailed	The login with the given credentials failed. Probably the username or password was wrong.		
H4603	4603	LoginBlocked	The login is blocked for a given timespan.		
H4604	4604	WrongPassword	The supplied password was wrong.		
H4605	4605	TokenInvalidOrMissing	A request failed due to a missing or invalid auth token.	x	
H4606	4606	TOCAndDPTNeedAcceptance	Both the terms & conditions and data privacy have changed and have to be accepted.		
H4607	4607	TOCNeedAcceptance	The terms & conditions have changed and have to be accepted.		
H4608	4608	DPTNeedAcceptance	The data privacy terms have changed and have to be accepted.		
H4609	4609	NoValidZipAvailable	For the requested coordinates is not valid zip code available (e.g. water hardness)		
H4610	4610	AccountNotActivated	A registered account has not been activated yet.		
H4611	4611	TokenValidOnlyForChangePassword	The supplied auth token is only valid when the user changes its password.		

H4612	4612	HAAlreadyExists	The home appliance cannot be registered with this account because its already registered.	x	
H4613	4613	HANotConnected	The home appliance is not connected to the hca.	retry	
H4614	4614	UserNotFoundForHA	Ha is not associated with the user. (e. g. when changing super user rights)		
H4615	4615	NoSuperUserRights	A non super user wants to do something that requires super user rights.		
H4616	4616	HANameAlreadyExists	A name for a home appliance can't be set because another home appliance in this account already has that name.	retry	
H4617	4617	SdNotInAccount	When the user performs a task on a smart device thats not in his account.		
H4618	4618	LogoutNotAllowed	Logout is not allowed.		
H4619	4619	HANotInAccount	The home appliance is not registered for this account.		
H4620	4620	DataInconsistentWithHomeAppliance	Data on HCA inconsistent with home appliance data. (E.g. hashOfCredentials stored at HCA does not match the AES key sent by the app)	retry	
H4621	4621	iCoreUnexpectedError	An error at the icore has occured.		
H4622	4622	ResourceURLInvalidFormat	A URL for a resource fails pre-validation (e.g. it contains spurious characters or is empty).		
H4623	4623	Re-login required	Re-login required with the credentials of the account.		
H4624	4624	BackendNotAvailable	The selected backend is temporarily not available (iCore not available). The user should try logging in at a later time.		ℹ️ Please check out the page 01. Planned maintenance - Downtimes for planned iCore maintenance.
H4627	4627	TooManyHomeAppliances	Too many Home Appliances in account. There is a limit of number of Home Appliances for an account.		
H4628	4628	ForwardObjectRecongitionRequestFailed	The request could not be forwarded to the Object Recognition service		
H4630	4630	PinRequestAlreadySent	A pin request has already been sent before (e.g from another device)		
H4631	4631	MaxNumberOfPinsReached	Max Number of Wrongly Entered Registration Pins Reached		
H4632	4632	RegistrationPinExpired	Registration Pin expired		
H4634	4634	WrongPin	Wrong Pin		
H4635	4635	HAInvitationAlreadyExists	Shown when a user tries to resend an invitation to another user that is already send out.		
H4636	4636	Change country not allowed			
H4637	4637	User is already paired	Shown when a super user tries to invite a user already paired to an appliance		
H4638	4638	PartnerService internal error	Fallback error when something went wrong inside partner service. No further details available.		⚠️ (with shutdown of CBS related services)
H4639	4639	OrderService internal error	Fallback error when something went wrong inside order service. No further details available.		⚠️ (with shutdown of CBS related services)
H4640	4640	PartnerService not available			⚠️ (with shutdown of CBS related services)
H4641	4641	OrderService not available			⚠️ (with shutdown of CBS related services)
H4642	4642	Unsupported order service type			⚠️ (with shutdown of CBS related services)

H4643	4643	Unknown order service type			⚠️ (with shutdown of CBS related services)
H4644	4644	PartnerService partner not found			⚠️ (with shutdown of CBS related services)
H4645	4645	PartnerService pairing not found			⚠️ (with shutdown of CBS related services)
H4646	4646	PartnerService pairing with partner not possible			⚠️ (with shutdown of CBS related services)
H4647	4647	PartnerService pairing removal not possible			⚠️ (with shutdown of CBS related services)
H4648	4648	PartnerService consumableType not supported			⚠️ (with shutdown of CBS related services)
H4649	4649	Binding could not be created due to a technical error			
H4650	4650	Dryer does not support the connected dry feature			
H4651	4651	Dryer not found. Dryer does not belong to the the user account			
H4652	4652	Washer or dryer not found. Washer or dryer does not belong to the user account			
H4653	4653	Account details could not be retrieved			
H4654	4654	unexpected error happened during creating connected dry binding			
H4655	4655	user is not superuser for dryer			
H4659	4659	**RETIRED** The requested DDF / FMF is not existing on server.	Error is being returned if the app tries to request DDF/FMF data from the HCA which is not existing.		Can not occur anymore for current apps as current apps do not obtain DDF and FMF information from HCA anymore. Replaced by error code 5002.
H4662	4662	?	pre name with numbers or not correct		
H4663	4663	?	sure name with numbers or not connect		
H4684	4684	Invalid token	Invalid, missing or expired pairing token		
H4685	4685		Country not available in this region		
H4686	4686		HomeAppliance Credentials mismatch detected during sharing flow		

5 Life-cycle error states

All of these errors are non-recoverable and the corresponding `HomeAppliance` object must be shut down and deallocated. After the error has been resolved a new instance must be created and can be used normally. Note that some of these errors can be handled by the user, while others can only be handled by the Service group.

new Error Code (with prefix)	old Error Code (deprecated)	Error state name	Reason	Log message of FATAL severity	retry pairing	Remark
H5000	5000	kErrorStateUndefined	This indicates that the error datum has not been initialized properly.			
H5001	5001	kErrorStateNone	There is no error.			
H5002	5002	kErrorStateNoXMLDatum	The FMF and/or DDF files are missing.	Fatal	retry	
H5003	5003	kErrorStateInvalidXML	The FMF and/or DDF files have an XML syntax error.	Fatal	x	

H5004	5004	kErrorStateSchema Mismatch	The FMF and/or DDF files have an invalid schema.	Fatal	x	
H5005	5005	kErrorStateFMFVersi onMismatch	The FMF file has a mismatching version number.		x	
H5006	5006	kErrorStateDDFVersi onMismatch	The DDF file has a mismatching version number.		x	
H5007	5007	kErrorStateFMFParsi ngFailure	The FMF file failed to parse due to a logical inconsistency.	Fatal	x	
H5008	5008	kErrorStateDDFParsi ngFailure	The DDF file failed to parse due to a logical inconsistency.	Fatal	x	
H5009	5009	kErrorStateHAGroup Mismatch	The Home Appliance groups of DDF and mDNS do not match.	Fatal	x	
H5010	5010	kErrorStateNoPairab leDevice	The ED is not allowed to work with the supplied Home Appliance.	Fatal	x	
H5011	5011	kJSONErrorCOMInfo Incompatible	The DDF version supplied by the HA is not compatible with the supplied DDF.	Fatal	x	
H5012	5012	kErrorStateIncompat ibleDDF	The supplied FMF/DDF does not contain all required keys.	Fatal	x	
H5013	5013	kErrorStateCEFailur eWebsocketConnect	The credentials exchange process failed with a websocket connection failure. Additional information may be available from the `connection_error` datum.		retry	Only during CE (pairing)
H5014	5014	kErrorStateCEFailur eWebsocket	The credential exchange process failed due to a websocket failure during an ongoing connection. Additional information may be available from the `connection_error` datum.		retry	Only during CE (pairing)
H5015	5015	kErrorStateCENoSer vice	The `/ce` service was unavailable for the credentials exchange process.		retry	Only during CE (pairing)
H5016	5016	kErrorStateCEImpro perMessage	An unexpected and invalid message was received during the credentials exchange process.		retry	Only during CE (pairing)
H5017	5017	kErrorStateCEInvalid JSON	A general JSON message error was encountered during the credentials exchange process. Additional information may be available from the `connection_error` datum.		retry	Only during CE (pairing)
H5018	5018	kErrorStateCEInvalid JSONHeader	A JSON header error was encountered during the credentials exchange process.		retry	Only during CE (pairing)
H5019	5019	kErrorStateCEInitial ValuesTimeout	The `/ei/initialValues` message has not been received within 5 seconds.		retry	Only during CE (pairing)
H5020	5020	kErrorStateCEProce ssTimeout	The credentials exchange process in version 1 has not completed within 10 seconds.		retry	Only during CE (pairing)
H5021	5021	kErrorStateCEFailur eOther	A different, uncategorized error occurred while transitioning from CE to RO state after pairing.		Instantiate new `HomeAppliance`	Only after successful CE (pairing)
H5022	5022	kErrorStateMissingIn frastructure	Critical helpers needed for the requested operation are missing. This is an internal error, caused by a bug in HCPService.	Fatal		
H5023	5023	kErrorStateInitializati onFailed	A critical error condition has occurred during initialization.	Fatal		
H5024	5024	kErrorStateCodeBra nch	The code entered a code branch that cannot be reached during regular operation. This is an internal error, caused by a bug in HCPService.	Fatal		
H5025	5025	kErrorStateHandsha keCode	During handshake message exchange an unexpected and uncategorized error has occurred.			No longer in use
H5026	5026	kErrorStateTooMany Conflicts	During handshake too many error responses have occurred.			No longer in use
H5027	5027	kErrorStateHeaderV ersionMismatch	A received message has an incompatible `version` header entry.	Fatal		
H5028	5028	kErrorStateMandator yServiceUnavailable	A mandatory service is not reported in the `/ci/services` response.	Fatal	retry	Only during CE (pairing)

H5029	5029	kErrorStateMandatoryServiceUnknown	A mandatory service is present, but has a newer version than what is supported by this software.	Fatal	update app /ha	
H5030	5030	kErrorStateMandatoryServiceUnsupported	A mandatory service is present, but has an older version that is not supported by this software.	Fatal	update app /ha	
H5031	5031	kErrorStateCEServiceUnknown	The `ce` service is available, but in a newer version than supported by the app.		update app /ha	Only during CE (pairing)
H5032	5032	kErrorStateCEInvalidResponseCode	A message has been received with a response code distinct from 200. It cannot be interpreted in the current context.		retry	Only during CE (pairing)
H5033	5033	kErrorStateCEV2HubUnavailable	A new HUB was selected for the COM and the COM generally supports changing the HUB, but it does not support the requested one.		x	Only during CE (pairing)
H5034	5034	kErrorStateCEV2HubConnectionTimeout	The COM successfully selected a new HUB, but it failed to connect to it before the timeout was reached.		retry	Only during CE (pairing)
H5035	5035	kErrorStateCEV2ProcessTimeout	The credentials exchange process in version 2 has not completed within 120 seconds. If the timeout occurs while connecting to a new HCA Hub error code `kErrorStateCEV2HubConnectionTimeout` is used, instead.		retry	Only during CE (pairing)
H5036	5036	kErrorStateCEConsumerAborted	The service consumer has aborted the pairing process and this information is also available to the COM.		restart pairing process by user	Only during CE (pairing)
H5037	5037	kErrorStateCEAbortNotCommunicated	The service consumer (i.e., the app) has aborted the pairing process, but this result could not be communicated to the COM (service version 1 after receiving the AES credentials).		restart pairing process by user	Only during CE (pairing)
H5038	5038	kErrorStateCEConnectionLost	During an ongoing pairing session the local connection to the COM was unexpectedly lost.		retry	Only during CE (pairing)
H5039	5039	kErrorStateUnsupportedOption	Found one or more unsupported options in the data model which are not in the list of maximally allowed keys.	Fatal	update app /ha	
H5040	5040	kErrorStateAPIAbuse	The API has not been properly invoked, this is a bug in the app.	Fatal	Fix app	Only during CE (pairing)
H5041	5041	kErrorStateEncryption	The incoming AES-encrypted data stream could not be properly decrypted. This is likely due to mismatching credentials and thus indicates a HA reset while it was not connected to the HCA. (A HA reset while connected to the HCA can be detected by a message preceding the reset.)	Fatal	Remove HA from account, offer to retry pairing	
H5042	5042	kErrorStateBluetoothUnavailable	The Bluetooth Manager reported that the Bluetooth functionality is not turned on.		turn on BLE, retry	Only during BLE CE (BLE-pairing)
H5043	5043	kErrorStateLifecycleFailure	The communication dispatcher failed to add or remove a facade. This is a bug in the app.	Fatal	fix app	
H5044	5044	kErrorStateTLSHandshakeError	The credential exchange process failed due to a websocket failure during an ongoing connection due to a TLS Handshake Error. Additional information may be available from the `connection_error` datum.		retry	Only during CE (pairing)
H5045	5045	kErrorStateTLSConnectionRefused	The credential exchange process failed due to a websocket failure during an ongoing connection due to refused connection. Additional information may be available from the `connection_error` datum.		retry	Only during CE (pairing)
H5046	5046	kErrorStateTimerExpired	The credential exchange process failed due to a websocket failure during an ongoing connection due to an expired timer. Additional information may be available from the `connection_error` datum.		retry	Only during CE (pairing)
H5047	5047	kErrorStateHostIsDown	The credential exchange process failed due to a websocket failure during an ongoing connection due to the host being down. Additional information may be available from the `connection_error` datum.		retry	Only during CE (pairing)

| H5048 | 5048 | kErrorStateInvalidHTTP | The credential exchange process failed due to a websocket failure during an ongoing connection due to an invalid HTTP status.
Additional information may be available from the `connection_error` datum. | | retry | Only during CE (pairing) |

The fourth column indicates whether the transition to the error state is accompanied by a log message with level FATAL. Even though this does not indicate that the app is rendered unusable and must be restarted (like a FATAL log message normally would indicate) it indicates a critical failure of a component outside of the app's control. Thus, identifying such an issue warrants a log message at this severity.

6 Connection errors

These errors relate to individual connections of a Home Appliance. Whenever such an error occurs, it results in an immediate disconnect.

Currently, these error codes are not used by the app UI. Any communication errors which may require user attention simultaneously issue an irrecoverable life-cycle error as discussed in the previous section. Only the latter error is presented to the user.

new Error Code (with prefix)	old Error Code (deprecated)	Connection error name	Reason	retry pairing
H6000	6000	kConnectionErrorUndefined	This indicates that the error datum has not been initialized properly.	
H6001	6001	kConnectionErrorNone	No connection-related error has occurred. An existing connection is unaffected.	
H6002	6002	kConnectionErrorTimeout	A network timeout has resulted in a connection failure.	retry
H6003	6003	kConnectionErrorWebsocketFailure	An error situation has been reported by the websocket.	retry
H6004	6004	kConnectionErrorHandshakeCode	During handshake an unexpected error code was received.	retry
H6005	6005	kConnectionErrorTooManyConflicts	During handshake too many messages with error responses have occurred.	retry
H6006	6006	kConnectionErrorMessageComposition	An internal error prevented message composition. This is an internal error, caused by a bug in HCPService.	
H6007	6007	kConnectionErrorSessionError	A session validation error has occurred. This is an internal error, caused by a bug in HCPService.	retry
H6008	6008	kConnectionErrorHAIncompatible	The HA is not compatible with the supplied FMF/DDF.	service
H6009	6009	kConnectionErrorEncryption	An AES-related error has occurred.	
H6010	6010	kConnectionErrorCOMMessage	The COM parser found an invalid JSON message.	
H6011	6011	kConnectionErrorCOMHeader	The COM parser found an invalid message header.	
H6012	6012	kConnectionErrorServiceVersionMismatch	The COM module reports an incompatible version number for a critical service.	
H6013	6013	kConnectionErrorAuthentication	The authentication challenge response is wrong.	
H6014	6014	kConnectionErrorNoROService	The ro-service is unavailable in the ro-scenario.	
H6015	6015	kConnectionErrorAssistedPairingFailed	The assisted HA-HA pairing process has failed with an error response.	
H6016	6016	kConnectionErrorAssistedPairingInconsistentFailure	The assisted HA-HA pairing process has failed with inconsistent responses.	
H6017	6017	kConnectionErrorAssistedPairingUnobservable	The assisted pairing results for this Home Appliance have become unobservable, but the result may still be observed by the other partner.	
H6018	6018	kConnectionErrorAssistedPairingFullyUnobservable	The assisted pairing results involving this Home Appliance have become fully unobservable.	
H6019	6019	kConnectionErrorSAPNoResponse	One or all responses to the Wifi settings post requests have not been received, but the process may still have succeeded.	
H6020	6020	kConnectionErrorSAPErrorResponse	One or all responses to the Wifi settings post requests have had an error, but the process may still have succeeded.	
H6021	6021	kConnectionErrorSAPTimeoutErrorResponse	At least one response to the Wifi settings post requests have not been received and one or more other requests have had an error. The process may still have succeeded.	

H6022	6022	kConnectionErrorOther	A different, unspecified error has occurred.	retry

7 Proxy Errors

new Error Code (with prefix)	old Error Code (deprecated)	Proxy error name	Reason	pairing retry
H7000	7000	kProxyErrorUndefined	The error state is not defined.	
H7001	7001	kProxyErrorNone	There is no error.	
H7002	7002	kProxyErrorChannelMismatch	A message has been received through an incorrect channel.	
H7003	7003	kProxyErrorHCAConnection	A websocket error on the HCA connection has occurred.	
H7004	7004	kProxyErrorApplianceMismatch	A message could not be matched to any connected appliance.	
H7005	7005	kProxyErrorInvalidFormat	A message does not have a valid format (syntactic or semantic).	
H7006	7006	kProxyErrorNoConnection	A message could not be sent on the HCA websocket since it is currently disconnected.	
H7007	7007	kDispatcherErrorNoAuthToken	The business layer has not supplied a valid auth token for the HCA websocket connection.	
H7008	7008	kDispatcherErrorAddFailed	The home appliance could not be added; this may be due to an invalid or a duplicate identifier. This indicates a serious bug in the app that MUST be addressed.	
H7009	7009	kDispatcherErrorRemoveFailed	The home appliance could not be removed; this may be due to an invalid or an unregistered identifier. This indicates a serious bug in the app that MUST be addressed.	

8 Communication errors

Communication errors occur whenever the Home Appliance responds with a `code` key in a JSON response message and the corresponding value is different from 200. Such a message is not fatal (unless it occurs during the connection handshake) and is reported to the app UI as a callback.

The callback is currently ignored by the app UI, i.e., communication errors are currently neither reported to the user nor responded to in any other way.

9 Bluetooth paring errors

Pairing error handling (System master)

new Error Code (with prefix)	old Error Code (deprecated)	Error name	Reason	Comment
H9000	9000	HCBTPairingErrorCodeWiFiRegUndefined	Undefined error related with failing to scan available WiFis	
H9001	9001	HCBTPairingErrorCodeWiFiRegScanFailed	Scanning for available WiFis failed	
H9002	9002	HCBTPairingErrorCodeWiFiRegGenericError	Through BT ssid and password are sent on different requests so one of them can drop	
H9003	9003	HCBTPairingErrorCodeWiFiRegInvalidSSID	Network name is wrong Network name is too long, wrong characters	
H9004	9004	HCBTPairingErrorCodeWiFiRegPassphraseConstraintsNotMet	Password is too long/short, wrong characters	
H9005	9005	HCBTPairingErrorCodeWiFiRegAuthFailedWrongPassword	Could not connect to access point due to wrong passphrase (invalid key)	
H9006	9006	HCBTPairingErrorCodeWiFiRegDHCPError	Unable to set IP adress for appliance: maybe DHCP off, maybe adress pool is full	

H9007	9007	HCBTPairingErrorCodeWiFiRegConnectionFailure	- During connect procedure access point is not available anymore. WLAN is switched off on router. - Smart phone is out of range - SSID name is wrong - Router is off	
H9008	9008	HCBTPairingErrorCodeWiFiRegLoginFailed	Most likely - password is wrong	
H9009	9009	HCBTPairingErrorCodeWiFiRegTimeout	Something went wrong on appliance	Restart the pairing process. If the problem still occurs, please contact help desk.
H9010	9010	HCBTPairingErrorCodeWiFiRegAborted	Something was turned off on appliance	
H9011	9011	HCBTPairingErrorCodeWiFiRegUndefined	Undefined error related with failing to connect WiFis	Android specific Error, Restart pairing
H9100	9100	HCBTPairingErrorCodePairingCompletedUndefined	Something went wrong on appliance	
H9101	9101	HCBTPairingErrorCodePairingCompletedInternalError	Unknown error occurred on app side	
H9102	9102	HCBTPairingErrorCodePairingCompletedEndDeviceError	Unknown error occured on Home Appliance	
H9103	9103	HCBTPairingErrorCodePairingCompletedEndDeviceTimeout	Connection with server was lost.	
H9104	9104	HCBTPairingErrorCodePairingCompletedResultExternalError	Critical error occurred.	
H9105	9105	HCBTPairingErrorCodePairingCompletedRegistrationFailed	Registering home appliance on the server failed.	
H9200	9200	HCBTPairingErrorCodeHCAConUndefined	Undefined error related	
H9201	9201	HCBTPairingErrorCodeHCAConNoHUBSupplied	Appliance did not receive backend configuration (appliance can't resolve endpoint in internal database)	
H9202	9202	HCBTPairingErrorCodeHCAConInvalidHUBSupplied	Invalid HUB config has been supplied to the appliance (appliance can't resolve endpoint in internal database)	
H9203	9203	HCBTPairingErrorCodeHCAConInvalidEDDataSupplied	Invalid End Device data has been supplied	
H9206	9206	HCBTPairingErrorCodeHCAConUnsupported	Connection to specified backend is not supported	Ensure appliance is connected to network and retry
H9207	9207	HCBTPairingErrorCodeHCAConUnavailable	Appliance has no means to connect to the backend	Ensure appliance is connected to network and retry
H9208	9208	HCBTPairingErrorCodeHCAConHubConnectionTimeout	Appliance has attempted to connect to backend but has hit a timeout	Retry
H9209	9209	HCBTPairingErrorCodeHCAConResultOther	Could not connect appliance to the backend for some unspecified reason	
H9300	9300	HCBTPairingErrorCodeBTSecurityUndefined	Probable cause: invalid certificate	
H9301	9301	HCBTPairingErrorCodeBTSecurityFailed	Probable cause: invalid certificate	
H9302	9302	HCBTPairingErrorCodeBTSecurityTimeout	Probable cause: security setup failed	Restart pairing process
H9304	9304	HCPBTSecurityResultNoBtmCertificate	Probable cause: missing or outdated BTM certificate	retry (with forced redownload of BTM certifiates
H9400	9400	HCBTPairingErrorCodeBTScanTimeout	Bluetooth scanner chould not find any(matching) BT appliance advertising	retry
H9401	9401	HCBTPairingErrorCodeBTConnectionTimeout	Bluetooth could not connect with given BT Appliance with int timeout limit	retry
H9402	9402	HCBTPairingErrorCodeBTDeviceLost	Bluetooth device was lost before trying to connect to it	retry
H9403	9403	HCBTPairingErrorCodeBTConnectionBroken	Bluetooth connection was lost	retry
H9404	9404	HCBTPairingErrorCodeBTConnectionBrokenDeviceNotReady	Bluetooth connection could not be established, due to some firmware error (either on Appliance or Phone)	try pairing with different ED (End Device: Smartphone)

H9405	9405	HCBTPairingErrorCodeBTCriticalError	Some general Bluetooth Error occurred	retry
H9406	9406	HCBTPairingErrorCodeBTGattError	Bluetooth Gatt Error occurred	retry
H9407	9407	HCBTPairingErrorCodeBTCommunicationError	Bluetooth Error during characteristics exchange	retry
H9408	9408	HCBTPairingErrorCodeBTBluetoothDisabled	Bluetooth Disabled during BT connection	enable Bluetooth and retry
H9409	9409	HCBTPairingErrorCodeBTLocationDisable	Location Services disabled during BT connection	enable Location and retry
H9410	9410	HCBTPairingErrorCodeBTScanError	BLE Scanning could not be started due to some OS error	Android only
H9411	9411	HCBTPairingErrorCodeBTServicesDiscoveryFailed	During connection establishment on home appliance or app side (it is not possible to determine)	iOS only
H9412	9412	HCBTPairingErrorCodeBTCharacteristicsDiscoveryFailed	During connection error on home appliance or app side (it is not possible to determine)	iOS only
H9415	9415	HCBTPairingErrorCodeBTMissingCharacteristic	Trying to do operation of characteristics that is not present on Appliance	retry
H9416	9416	HCBTPairingErrorCodeBTNullValue	Value for given characteristics is not present (null)	retry
H9417	9417	HCBTPairingErrorCodeBTGenericError	Received some unsupported BLE GATT error status code	Android only