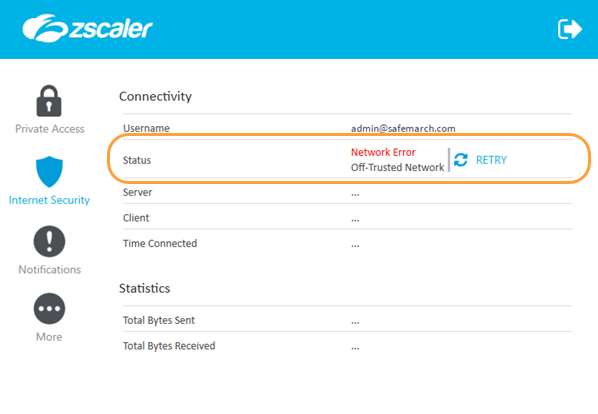
**Overview**

The Zscaler Client Connector console displays error messages in the **Status** line under **Internet Security** on the left-hand menu.



The tables below provide a list of possible error messages and/or codes, an explanation or description of the error, and the actions Service Desk Technicians can take to resolve it.

Zscaler Client Connector Error Messages

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| Error Message | Explanation | Required Action |
| Intermediate Authentication Error | A tunnel authentication error has occurred because an intermediate proxy service has intercepted the app authentication request. | No action required. |
| Chaining Authentication Error | A tunnel authentication error has occurred due to proxy chaining. | No action required. |
| Authenticating... | A tunnel authentication error has occurred because the SME is waiting for user configuration. | No action required. |
| Network Error | No network interface can be detected. | Click Retry to resolve the error. The Retry option appears next to the Status. |
| Internal Error | Internal socket problem has been detected. | Click **Retry** to resolve the error. The **Retry** option appears next to the **Status**. To learn more, contact Zscaler Support. |
| Connection Error | The ZIA Public Service Edge cannot be reached. | Click **Retry** to resolve the error. The **Retry** option appears next to the **Status**. To learn more, contact Zscaler Support. |
| Driver Error | A Windows driver installation issue has been detected, and the tunnel interface cannot be started. | In the **More** window, click **Repair App**. This option is available under the **Troubleshoot** menu. To learn more, contact Zscaler Support. |
| Local FW/AV Error | The device has a firewall or antivirus program blocking Zscaler Client Connector traffic. | Contact your administrator for any required configuration changes on the device. To learn more, contact Zscaler Support. |
| Trusted Network Detected | The device is connected to a trusted network. | No action required. |
| VPN Trusted Network | Zscaler Client Connector is in a fail- open state because a VPN connection taking all routes was detected. | No action required. |
| Captive Portal Detected | Zscaler Client Connector is in a fail- open state because Zscaler Client Connector detected a captive portal. | Click **Retry** and then resolve the captive  portal. The **Retry** option appears next to the **Status**. If you don't resolve the captive portal in time, click **Retry** to try again. To learn more, contact Zscaler Support. |
| Captive Portal Error | The user has not resolved the captive portal within the time configured in the Zscaler Client Connector Portal. The error message disappears when the user reconnects. | Click **Retry** and then resolve the captive  portal. The **Retry** option appears next to the **Status**. If you don't resolve the captive portal in time, click **Retry** to try again. To learn more, contact Zscaler Support. |

Zscaler Client Connector Cloud Authentication Error Codes

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| --- | --- | --- | --- | --- |
| Error Code | Error Message | Error Description  This error occurs when the: | | Title |
| -1 | Failed to Initialize Authentication,  PAC Download Failed. | Device fails to download the PAC file, which stops ZCC from authenticating the user. | Check network connectivity. It is likely that the device could not connect to the cloud when downloading the PAC file. | |
| -2 | Failed to Initialize Authentication,  Invalid Custom PAC File. | Device downloads an invalid PAC file. For example, the format of the PAC file is incorrect. | Check the syntax of the arguments within the PAC file. To learn more, see Best Practices for Writing PAC Files. | |
| -3 | Failed to Initialize Authentication,  VPN Detected. | If ZCC detects an active VPN on the device. | Check the forwarding profile configuration. | |
| -4 | Failed to Initialize Authentication, Authentication Disabled. | If your organization has not configured an authentication source. | Check the Authentication Profile configuration. | |
| -5 | Failed to Identify Authentication Service. | ZCC cannot determine the configured authentication type.  For example, differentiating between a Hosted Database user or an Active Directory user. | Check the Authentication Profile configuration. | |
| -6 | Failed to Authenticate, Login Failed. | When the user enters the incorrect credentials. | Verify if the user’s credentials are correct. | |
| -7 | ZCC Error,  Network Connection not Available. | When ZCC cannot find an active network on the device. | Search for an active network. If the device is connected to a network, try connecting to another network. | |
| -8 | Zscaler Client Connector Error,  Network Connection Failed. | When ZCC is unable to connect to the cloud. | Check network connectivity. Go to ip.zscaler.com to check if you are connected to the Zscaler service.  Go to ips.<your Zscaler cloud>.net and verify that the device can connect to the listed IP addresses. To learn how to find your cloud name, see What is my cloud name? | |
| -9 | ZCC Internal Error, Please Contact Administrator. | This is a generic error. | Export logs and contact Zscaler Support. | |
| -10 | ZCC Internal Error, Please Contact Administrator. | This is a generic error. | Export logs and contact Zscaler Support. | |
| -11 | Failed to Authenticate, Credentials are not Valid. | When the user enters the incorrect credentials. | Verify the user’s credentials. | |

Zscaler App Cloud Error Codes

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| --- | --- | --- | --- | --- |
| Error Code | Error Message | Error Description | | Title |
| 1 | ZCC Internal Error, Please Contact Administrator. | This is a generic error. | Export logs and contact Zscaler Support. | |
| 2 | Zscaler Internet Security Authentication Error. | This authentication error occurs when the user’s cookie is expired or is no longer valid. | Have the user reauthenticate to Zscaler Client Connector.  If the issue persists, export logs and contact  Zscaler Support. | |
| 3 | Zscaler Internet Security Enrollment Version Error. | This error occurs when the device runs a version that is not supported by the cloud. | Upgrade to the latest version of Zscaler Client Connector. | |
| 4 | Zscaler Internet Security Enrollment System Bad Timestamp Error, please check the system time and ensure that its accurate. | This error occurs when there is a time mismatch between the device and the server. | Check the system time and ensure that it is accurate. | |
| 5 | ZCC Internal Error, Please Contact Administrator. | This error occurs when the device does not send its version to the cloud. | Export logs and contact Zscaler Support. | |
| 6 | ZCC Internal Error, Please Contact Administrator. | This error occurs when the device does not send a timestamp to the server. | Export logs and contact Zscaler Support. | |
| 7 | ZCC Internal Error, Please Contact Administrator. | This error is triggered by the cloud servers. | Export logs and contact Zscaler Support. | |
| 8 | ZCC Internal Error, Please Contact Administrator. | This error occurs when the device does not send a cookie to the server. | Export logs and contact Zscaler Support. | |
| 9 | ZCC Internal Error, Please Contact Administrator. | This error is triggered by the cloud servers. | Export logs and contact Zscaler Support. | |
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Zscaler App Portal Error Codes

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Zscaler Error Messages

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Zscaler Error Messages

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