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UPC Horizon

# Horizon CPE Error codes

**Extract from PSS for CPE  
HZN 3.3**

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**Owner:** Pierre Joly**Reviewers  
/  
Approvers  
:**

Pierre JolyFabrice Geslin

**Author:**

**Table 1** List of Error Messages

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>INSTALL</b>	PSS-FP-INST-0120	UPC TS Acquisition - No UPC network detected after having tried in turn all the in-band frequencies: No carrier is found. In this case, either the cable is disconnected or there is no signal in the cable.	1001	Display Pan-European English error message on screen	The user is first invited to check his cable connection and then if the issue has not disappeared to call CSR to diagnose the problem. No need to reboot. Once the connection problem (cable disconnected, signal issue) is resolved, the system should detect the UPC TS.
<b>INSTALL</b>	PSS-FP-INST-0120	UPC TS Acquisition - No UPC network detected after having tried in turn all the in-band frequencies: Carrier is found but without any UPC BAT.	1002	Display Pan-European English error message on screen	Call CSR to diagnose the problem. No need to reboot. Once the problem (broadcast problem) is resolved, the system should detect the UPC TS.  Issue lies within the broadcast, escalation needed to network.
<b>INSTALL</b>	PSS-FP-INST-0127	BAT config Processing - Failure to retrieve the Personalisation Store/AUTH Server URIs. The URIs are not signalled properly in the BAT.	1003	Display error message on screen.  Country-specific message, if country is found. Otherwise Pan-European message.	Call CSR to diagnose the problem. No need to reboot. Once the problem (broadcast problem) is resolved, the system should retrieve the URIs.  Issue lies within the broadcast, escalation needed to network.
<b>INSTALL</b>	PSS-FP-INST-0999, UC-INST-101-BASIC-01	GW detection phase - Failure to locate the Gateway in the LAN. Gateway may not be fully started.	1004	Display error message on screen + option retry	Gateway needs to be switched on and completely installed. Should resolve by itself once connection is established with the Gateway.

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Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>INSTALL</b>	PSS-FP-INST-0998	GW detection phase - Failure to retrieve the configuration from the Gateway. Gateway probably did not finish first installation.	1005	Display error message on screen.	
<b>INSTALL</b>	PSS-FP-INST-0136	DOCSIS cable modem operational - Cable modem is not online after a timeout while synchronisation with Personalisation Store has to be carried out.	1010	Display error message on screen in country-specific language(s).	Wait half an hour before calling CSR to diagnose the problem. No need to reboot. Once the problem (CMTS issue?, ...) is resolved, the system should retrieve the DOCSIS DS frequency.
<b>INSTALL</b>	PSS-FP-INST-0520	DOCSIS cable modem operational - WAN connection unavailable while an installation operation through broadband connection is carried out (PS Sync).	1020	Display error message on screen in country-specific language(s).	Wait for 15 minutes before calling CSR to diagnose the problem. Once the WAN connection issue is resolved, the system should continue the installation.
<b>INSTALL</b>	PSS-FP-INST-0520	DOCSIS cable modem operational - Wrong WAN IP configuration.	1030	Display error message on screen in country-specific language(s).	Wait for 15 minutes before calling CSR to diagnose the problem. Once the WAN connection issue is resolved the system should continue the installation.
<b>INSTALL</b>	PSS-FP-INST-0520	DOCSIS cable modem operational - WAN interface disconnected: The operator has deactivated the WAN interface of the customer.	1040	Display error message on screen in country-specific language(s).	Wait for 15 minutes before calling CSR to diagnose the problem. Call CSR to diagnose the problem. Once the WAN connection issue is resolved the system should continue the installation.

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>INSTALL</b>	PSS-FP-INST-0704	PS Sync - DOCSIS cable modem operational - In First Installation, failed to establish a LAN connection	1050	Display error message on screen in country-specific language(s).	Error message to the user until the problem is automatically resolved
<b>INSTALL</b>	PSS-FP-INST-0117	PS Sync - Not possible to reach the Personalisation Store, AUTH server doesn't respond.	1060	Display error message on screen in country-specific language(s).	Call CSR to diagnose the problem. Reboot of the CPE is needed to restart the installation process.
<b>INSTALL</b>	PSS-FP-INST-0142	PS Sync - Failure to connect to Personalisation Store. The server doesn't respond or the PS URI signaled in the BAT is wrong.	1070	Display error message on screen in country-specific language(s).	Call CSR to diagnose the problem. Reboot of the CPE is needed to restart the installation process.
<b>INSTALL</b>	PSS-FP-INST-0141	PS Sync - Failure of authentication of the CPE in AUTH Server: SAC failure.	1080	Display error message on screen in country-specific language(s).	Call CSR to diagnose the problem. Reboot of the CPE is needed to restart the installation process.
<b>INSTALL</b>	PSS-FP-INST-0118	PS Sync - Failure to register with the Personalisation Store.	1090	Display error message on screen in country-specific language(s).	Call CSR to diagnose the problem. Reboot of the CPE is needed to restart the installation process.

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>INSTALL</b>	PSS-FP-INST-0143	Local Processing - Failure of Get critical data from Personalisation Store.  Note: The critical data are: Locale, NID, HHID and the parameters for the following servers: CMD C, ACS, TMS, MDS, AMS_PROXY, TRAXIS_SRM, IMAGE_SERVER, WEBSITE_PROXY	1100	Display error message on screen in country-specific language(s).	Call CSR to diagnose the problem. Reboot of the CPE is needed to restart the installation process.
<b>INSTALL</b>	PSS-FP-INST-0146	Local Processing - Failure to retrieve NIT matching Network_ID	1110	Display error message on screen in country-specific language(s).	Call CSR to diagnose the problem. Reboot of the CPE is needed to restart the installation process.  CSR: misalignment between network ID in PS and the one on TS. Escalate to network.
<b>INSTALL</b>	PSS-FP-INST-0152	Service Scan - The service scan fails: no in-list channel found for the locale	1120	Display error message on screen in country-specific language(s).	Call CSR to diagnose the problem. No need to reboot. Once the headend problem is resolved, the system should retrieve the channels.
<b>INSTALL</b>	PSS-FP-DSK-0100	Finalize installation - HDD Failure - Failed to Spin Up	1150	Display error message on screen in country-specific language(s).	Customer will be able to either reboot, launch, or reformat and repartition the disk.

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>INSTALL</b>	PSS-FP-DSK-0100	Finalize installation - HDD Failure - Corrupted PVR content partition or corrupted system data partition or invalid file system	1160	Display error message on screen in country-specific language(s).	Customer will be able to either reboot, launch, or reformat and repartition the disk.
<b>INSTALL</b>	PSS-FP-SET-2530 PSS-FP-SET-2532	YPIN or Adult PIN initial value could not be retrieved yet from the headend.	1170	Display error message on screen in country-specific language(s).	Should resolve by itself once YPIN and APIN are retrieved from headend by the CPE.
<b>INSTALL</b>	UC-INST-101-BASIC-01 PSS-FP-SET-3000 UC-STB-51-ALT-01 UC-STB-11-ALT-12 UC-STB-51-ALT-30 UC-STB-11-ALT-30	Failed to connect to the VGW using ethernet	1200	Display error message on screen + option retry	Ethernet cable is not connected or VGW is not powered on, pls check and try again or call UPC for help  Chec Ethernet cable and make sure the Gateway is switched on.

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>INSTALL</b>	UC-INST-101-BASIC-01 PSS-FP-SET-3000	Failed to connect to the VGW using MOCA	1201	Display error message on screen + option retry	MoCA cable might not be connected properly, GW might be off or disconnected or user didn't activate the IPC installation fast enough (within 2 minutes), pls check or call UPC for help  Check MoCA cable, check Gateway running condition, check Gateway have IPC installation activated in parallel.
<b>INSTALL</b>	UC-INST-101-BASIC-01 PSS-FP-SET-3000	IP Client First installation -Failed to connect to the VGW using WIFI	1202	Display error message on screen + option retry	WiFi connection failed, the IPC might be too far from the VGW or there are WiFi obstacles, pls check, try again, try to reboot the VGW, try to use different network connection type, or call UPC for help  Check VGW WiFi connection in home networking and try again.
<b>INSTALL</b>	UC-INST-101-BASIC-01 PSS-FP-SET-3000	IP Client First installation -Failed to acquire IP address from VGW using ethernet	1203	Display error message on screen + option retry	The IPC might be connected to a wrong Ethernet network. Pls check and try again, or call UPC for help  Make sure IPC is connected to VGW ETH.

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Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>INSTALL</b>	UC-INST-101-BASIC-01 PSS-FP-SET-3000	IP Client First installation - failed to acquire valid IP address using MOCA	1204	Display error message on screen + option retry	The IPC has managed to connect to the VGW using MoCA, but for some reason failed to get valid IP address. Pls try again, can try to reboot the VGW by disconnecting the power and reconnecting (to boot also the router SW) and try again or call UPC for help  Reboot the VGW and retry the connection.
<b>INSTALL</b>	UC-INST-101-BASIC-01 PSS-FP-SET-3000	IP Client First installation - failed to acquire valid IP address using WIFI	1205	Display error message on screen + option retry	The IPC has managed to connect to the VGW using WiFi, but for some reason failed to get valid IP address. Pls try again, try to reboot the VGW by disconnecting the power and reconnecting (to boot also the router SW) and try again or call UPC for help
<b>INSTALL</b>	UC-INST-101-BASIC-01 PSS-FP-SET-3000	Failed to send keep alive messages to the VGW	1210	Continue	Theoretically should not happen. After user presses continue, go to network selection menu.
<b>INSTALL</b>	UC-INST-101-BASIC-01	VGW is not yet in IPC installation mode after timeout has expired	1212	Continue	After user presses continue, go to network selection menu.



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INSTALL	UC-INST-101-BASIC-01	Failed to pair - reached maximum of allowed paired IPCs	1214	Continue	After user presses continue, go to network selection menu.
INSTALL	UC-INST-101-BASIC-01	Nagra CA component rejected the LCI.	1216	Continue	Currently Nagra does not distinguish between case where the LCI is incorrect and case where Nagra storage is full.  After user presses continue, go to network selection menu.
INSTALL	UC-INST-101-BASIC-01 PSS-FP-SET-3000	Failed to notify the VGW on a successful IPC installation.  UpdateTaskManager.STEP_ERR_NOTIFY_CONNECTION_TYPE	1218	Continue	Could happen if Fusion on the VGW suddenly reboots.  After user presses continue, go to network selection menu.
INSTALL	PSS-FP-INST-0170	Network disconnected during the 1st installation (Ethernet)	1220	Continue	Language - depends when this failure occurs - before or after the IPC has the household chosen language.
INSTALL	PSS-FP-INST-0170	Network disconnected during the 1st installation (MoCA)	1222	Continue	Language - depends when this failure occurs - before or after the IPC has the household chosen language.

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Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>INSTALL</b>	PSS-FP-INST-0170	Network disconnected during the 1st installation (WiFi)	1224	Continue	Language - depends when this failure occurs - before or after the IPC has the household chosen language.
<b>INSTALL</b>	Samsung requirement	Power on - Flash Failure	N/A	Front panel indication	Call CSR to arrange repair
<b>INSTALL</b>	Samsung requirement	Power on - RAM Failure	N/A	Front panel indication	Call CSR to arrange repair
<b>INSTALL</b>	Samsung requirement	BSL - Boot image security failure: If at boot time the integrity check of the system software returns negative results, the BSL will attempt a download of software.	N/A	No error message	BSL attempts a software download until it succeeds.
<b>INSTALL</b>	Samsung requirement	BSL - Customer presses key (only after code download signalled during installation after customer paired in first boot prior to signalisation).	N/A	Graphic 'DO NOT INTERRUPT' (No Video Output until key press)	Key press ignored - No resolution needed
<b>INSTALL</b>	PSS-FP-INST-0129	BAT config Processing - Failure to Retrieve the country in the BAT.	N/A	No error message, since default country will be used temporarily until one from PS is retrieved	No resolution needed. Solved automatically during the installation process.

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
iTV	PSS-FP-ITV-0150	A WAN failure occurred while a Flash application or a Widget is being downloaded from the back channel, or while the HTML/JavaScript engine is downloading an HTML page	7010	On-screen message	The user is first invited to check his cable connection and then if the issue has not disappeared to call CSR to diagnose the problem.
iTV	PSS-FP-ITV-0160	The remote server stops responding while a Flash application or a Widget is being downloaded from the back channel, or while the HTML/JavaScript engine is downloading an HTML page	7020	On-screen message	The user is invited to retry later or to call CSR to diagnose the problem.
iTV	PSS-FP-ITV-0330	The user requests the launch of a 24/7 application that was supposed to have been previously cached during the maintenance phase but the application is not available	7030	On-screen message	<p>The user is first invited to reboot and then if the issue has not disappeared to call CSR to diagnose the problem.</p> <p>CSR- Two possibilities:</p> <p>1-Application signalling mismatch with actual application broadcast.</p> <p>2-Not enough memory to cache the interactive application (too many applications in cache).</p> <p>Escalate to network.</p>

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
LAN	PSS-FP-DEGR-2510	Switch to HN Client mode, automatic LAN interface selection	9911	On-screen error message. The user is invited to check his HN configuration	
LAN	PSS-FP-DEGR-2510	Switch to HN Client mode, Ethernet LAN interface selection	9921	On-screen error message. The user is invited to check his HN configuration	
LAN	PSS-FP-DEGR-2510	Switch to HN Client mode, Wi-Fi LAN interface selection	9941	On-screen error message. The user is invited to check his HN configuration	
LAN	PSS-FP-DEGR-2510	Switch to HN Client mode, Wi-Fi LAN interface selection (PBC)	9961	On-screen error message. The user is invited to check his HN configuration	
LAN	PSS-FP-DEGR-2510	Switch to HN Client mode, Wi-Fi LAN interface selection (PBC)	9970	Configuration of Network failed, user will be notified and changes reset to default.	



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Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>Library</b>	PSS-FP-LIB-2405, PSS-FP-VOD-0325	DOCSIS is not available (VLM is unreachable) while the user is accessing  "PURCHASED ON DEMAND" content from "MyLibrary"	3135	Notification to the user	
<b>Library</b>	PSS-FP-LIB-3010	Concurrent deleting requests from different CPE devices at home	3140	Notification to the user	
<b>Library</b>	PSS-FP-LIB-3030	Delete request while the content is being played on another CPE	3150	Notification to the user	
<b>LIVE</b>	UC-LIVE-01-ALT-04, UC-LIVE-02-ALT-03	Missing PMT or PMT does not contain any video or audio streams	2010	Notification to the user	No user resolution is possible. The system shall try re-acquiring the PAT.
<b>LIVE</b>	UC-LIVE-07-BASIC-01, UC-LIVE-07-ALT-01, UC-LIVE-07-ALT-02, PSS-FP-EPG-1450	no signal or very low signal	2020	Notification to the user	Video is resumed automatically when signal is regained
<b>LIVE</b>	UC-LIVE-01-BASIC-11	Connection to Gateway is lost during live viewing.	2022	Notification to the user	Check VGW is not in low power mode or switched off. Check cables or WiFi connection. Should resolve by itself once connection is back online.

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<b>LIVE</b>	UC-LIVE-02-ALT-05	Provisioning process is not over after a First Installation and the user tunes to a scrambled channel	2030	Notification to the user	None
<b>LIVE</b>	PSS-FP-CPT-0230	HDCP failure during live viewing	2040	Disable HDCP and blank Video. Notification to the user	Fix the HDCP problem of the display device
<b>Media Center</b>	PSS-FP-MC-0686	A decoding error occurred in one of the tracks (video, audio, or subtitle) that was selected for playback in the horizontal content file.	9010	Notification to the user	Playback will continue on other tracks. User could decide to select another audio track.
<b>Media Center</b>	PSS-FP-MC-0688	A network issue prevents playback continuation.	9020	On-screen message	Check local network configuration
<b>Media Center</b>	PSS-FP-MC-0692	Upon attempting to start playback of horizontal media content, the content is no longer available.	9030	Notification to the user	No resolution needed, playback will continue on next asset.
<b>Media Center</b>	PSS-FP-MC-0458	No DMS detected (Photo Navigator)	9040	On-screen message	Check local network configuration
<b>Media Center</b>	PSS-FP-MC-0532	No DMS detected (Device Navigator)	9050	On-screen message	Check local network configuration
<b>Media Center</b>	PSS-FP-MC-0533		9060		
<b>Media Center</b>	PSS-FP-MC-0534		9070		

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<b>PVR-Library</b>	PSS-FP-BOOK-0002, PSS-FP-BOOK-0020, PSS-FP-BOOK-0021	Recording not allowed due to DRM restrictions when booking a single event	3010	Display notification to user	None
<b>PVR-Library</b>	PSS-FP-BOOK-0060	Recording not allowed due to DRM restrictions when booking a series from an existing booking	3020	Display notification to user	None
<b>PVR-Library</b>	PSS-FP-BOOK-0070, PSS-FP-LIB-0215	Time window of time-based recording booking is set to illegal value (e.g. end time < start time)	3030	Display notification to user	User enters valid time window
<b>PVR-Library</b>	PSS-FP-BOOK-0190	More than 1000 PVR entries (bookings, recording, reminders, failed recordings) exist in the PVR database	3040	Display notification to user, hyperlink to Planner.	User deletes some old entries and re-attempts the booking
<b>PVR-Library</b>	PSS-FP-PLB-0011, PSS-FP-PLB-0016	DRM rules are "view unlimited" and user is not subscribed to the service (at playback time).	3050	Tune to that channel and display unsubscribed screen	User can purchase subscription, either via "My Account" or via CSR. Once subscription is available, viewing may be retried by user.
<b>PVR-Library</b>	PSS-FP-CPT-0230	HDCP failure during playback	3060	Disable HDCP and blank Video. Notification to the user	Fix the HDCP problem of the display device
<b>PVR-Library</b>	PSS-FP-PVRERR-0080	Failure to read from disk during playback of record	3070	Notification to the user	User is returned to Library after acknowledging the error notification

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PVR-Library	PSS-FP-PVRERR-0081	Failure to read from disk during playback of the Review Buffer	3090	Notification to the user	
PVR-Library	PSS-FP-PVRERR-0082	When initiating playback of the Review Buffer, reading the recording fails, or the Review Buffer recording fails to start	3110	Notification to the user	
PVR-Library	PSS-FP-PVRERR-3084	The playback is not working because of unknown error returned by MW.	3120	Display a generic error message on screen.	No user resolution is possible. The User needs to try to launch the playback again.
PVR-Library	PSS-FP-PVRERR-0080	Failure to connect to the Gateway during playback of a recording or a review buffer.	3130	Notification to the user	Connection needs to be restored to restore the playback.
Recording	PSS-FP-CFL-0190, PSS-FP-CFL-0200	Tuner not available for recording due to imminent tuner conflict (partial recording)	15	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None
Recording	PSS-FP-EPG-1840	User asked to stop the recording	4001	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None

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<b>Recording</b>	PSS-FP-REC-0380	Stopped recording resumed by the user	4002	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None
<b>Recording</b>	PSS-FP-BOOK-0077	Event was booked after its scheduled start time	4003	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None
<b>Recording</b>	PSS-FP-CFL-0215, PSS-FP-CFL-0030	User asked to stop the recording because of tuner booking conflict with other programs	4005	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None
<b>Recording</b>	PSS-FP-PVRERR-0050	Power failure (partial recording) Power failure (failed recording)	4010	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>Recording</b>	PSS-FP-CFL-0360, PSS-FP-CFL-0370	Not enough disk quota space to record the event (partial recording)  Not enough disk quota space to record the event (failed recording)	4011	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None
<b>Recording</b>	PSS-FP-CFL-0190, PSS-FP-CFL-0200	Tuner not available for recording due to imminent tuner conflict (failed recording)	4015	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library/Planner as per PSS-FP-LIB-0050 & PSS-FP-LIB-0110	None
<b>Recording</b>	PSS-FP-CFL-0190, PSS-FP-CFL-0200	Tuner not available for recording due to imminent tuner conflict and original booking had moved in the schedule	4016	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920/PSS-FP-LIB-0950, PSS-FP-LIB-0050/PSS-FP-LIB-0110	None

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>Recording</b>	PSS-FP-REC-0277, PSS-FP-REC-0270	Service not entitled at time of recording	4017	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library/Planner as per PSS-FP-LIB-0050 & PSS-FP-LIB-0110	None
<b>Recording</b>	PSS-FP-PVRERR-0050	Signal loss (partial recording) Signal loss (failed recording)	4021	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None
<b>Recording</b>	PSS-FP-PVRERR-0050	PMT not available (partial recording) PMT not available (failed recording)	4024	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None
<b>Recording</b>	PSS-FP-PVRERR-0050	No elementary streams available in the PMT (partial recording) No elementary streams available in the PMT (failed recording)	4025	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>Recording</b>	PSS-FP-PVRERR-0050	Unknown recording error (partial recording) Unknown recording error (failed recording)	4028	Failure reason (PSS-FP-PVRERR_0050) displayed in Info screen from Library as per PSS-FP-LIB-0920 & PSS-FP-LIB-0950	None
<b>Search</b>	PSS-FP-SRCH-3196	If HE is not responding, search is not available since there is no local search for iSTB	8500	Notification to the user	Notification to the user
<b>STB Mgt</b>	UC-STB-11-ALT-3235	WAN issue at startup	6010	On-screen message	No action required, recovery will be automatic See also PSS-FP-DEGR-0355 Does not trigger any UI
<b>STB Mgt</b>	UC-STB-11-ALT-10	Gateway not detected during regular operations. It is probably just starting.	6013	On-screen message	Wait some time for Gateway to start up. Once Gateway is located, error message is removed.  This isn't a "problem" per se, so no need to alarm the customer...no error alarm.

Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>STB Mgt</b>	PSS-FP-DIAG-1010 PSS-FP-DIAG-1110	Customer diagnostic tool -1. IP details on Video Processor  Failure reason: IP configuration of the Box Video Processor is incorrect	6040	Dedicated error screen with a textual explanation and an error code  Customer care GIS Screen #012.10 - CONNECTION TEST - SCREENSAVER on TEST FAILED	The user is first invited to reboot and then if the issue has not disappeared to call CSR to diagnose the problem.  CSR- Maybe a problem with the box hardware itself
<b>STB Mgt</b>	PSS-FP-DIAG-1010 PSS-FP-DIAG-1140	Customer diagnostic tool -4. Cable modem WAN status  Failure reason: DOCSIS status is not "Operational"	6070	Dedicated error screen with a textual explanation and an error code  Customer care GIS Screen #012.10 - CONNECTION TEST - SCREENSAVER on TEST FAILED	The user is first invited to check the cables, and/or wait half an hour and try again later before calling CSR to diagnose the problem. No need to reboot. Once the problem (CMTS issue?, ...) is resolved, the test should pass.
<b>STB Mgt</b>	PSS-FP-DIAG-1010 PSS-FP-DIAG-1150	Customer diagnostic tool -5. Router WAN Status  Failure reason: WAN Connection status is not "On".  Similar to error # 1030	6080	Dedicated error screen with a textual explanation and an error code  Customer care GIS Screen #012.10 - CONNECTION TEST - SCREENSAVER on TEST FAILED	The user is first invited to check his cables and try again later before calling CSR to diagnose the problem. Call CSR to diagnose the problem. Once the WAN connection issue is resolved , the test should pass

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Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>STB Mgt</b>	PSS-FP-SET-0812	At the end of the pairing process if after a timeout box is unable to pair a Remote control, then a message is displayed .  Not used. Replaced by a nominal message with DIC_REMOTE_CONTROLE_NO_T_PAIED  To be removed	6130		
<b>STB Mgt</b>	PSS-FP-DNL-1046	IPC Software Update - User triggered - download failure	6200		Check the connection to the VGW and make sure the VGW is powered on.  Try again.
<b>STB Mgt</b>	PSS-FP-SET-3000	IPC settings Change Network Connection Type -Pairing failed	6210	Display error message on screen + option retry	Pairing failed bewtween your IP client and your VGW. You can try again  Notification to the user
<b>STB Mgt</b>	PSS-FP-SET-3000	IPC settings Change Network Connection Type - Failed to get data from VGW or PS.	6211	Display error message on screen + option retry	Failed to get data from VGW or PS. You can try again  Notification to the user

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<b>STB Mgt</b>	PSS-FP-SET-3000 UC-INST-101-BASIC-01	Pairing error -> factory reset	6212	Continue	The IPC and the VGW are not paired, the IPC is going to be factory reseted.
<b>STB Mgt</b>	PSS-FP-SET-3000 UC-INST-101-BASIC-01	IPC settings Change Network Connection Type - Silent pairing failed	6214	Display error message on screen + option retry	
<b>STB Mgt</b>	PSS-FP-SET-3000 UC-INST-101-BASIC-01	IPC settings Change Network Connection Type - Silent pairing failed - failed to provide the LCI to the Nagra CA component.	6216	Display error message on screen + option retry	Currently Nagra does not distinguish between case where the LCI is incorrect and case where Nagra storage is full.  After user presses continue, go to network selection menu.
<b>STB Mgt</b>	PSS-FP-SET-3000	Network disconnection during changing the network configuration (Ethernet)	6218	Display error message on screen + option retry	For example, during the process of setting up Ethernet, the user disconnects the Ethernet cable.
<b>STB Mgt</b>	PSS-FP-SET-3000	Network disconnection during changing the network configuration (MoCA)	6220	Display error message on screen + option retry	For example, during the process of setting up MoCA, the user disconnects the MoCA cable.
<b>STB Mgt</b>	PSS-FP-SET-3000	Network disconnection during changing the network configuration (WiFi)	6222	Display error message on screen + option retry	For example, during the process of setting up WiFi, there are interferences or signal is too low.





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Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
<b>STB Mgt</b>	UC-INST-101-BASIC-01 PSS-FP-SET-3000	Trying to connect - Failed to find VGW_Fusion_Media_Server_Device.	6224	Display error message on screen+ Re-Configure	Gateway needs to be switched on and completely installed. IP Client should be connected to the GW via the home network.
<b>STB Mgt</b>	UC-INST-101-BASIC-01	Trying to connect - Failed to send keep alive messages to the VGW	6226	Display error message on screen+ Re-Configure	
<b>STB Mgt</b>	UC-INST-101-BASIC-01	Trying to connect - Failed to get data from the VGW.	6228	Display error message on screen+ Re-Configure	
<b>STB Mgt</b>	UC-INST-101-BASIC-01	Unexpected network disconnection	6230	Display error message on screen+ Re-Configure	
<b>STB Mgt</b>	PSS-FP-SET-2910	Un-pair IP clients - notification on the un-pair action - failed	6232	Display error message on screen + Retry / Cancel	This error means that in some point in the un-pairing process we got an error from the HE. The CPE will continue with the un-pairing as much as possible, but will return an error indication to the EPG.
<b>VOD-Store</b>	PSS-FP-STORE-0005	One-way user tries to access 2-way features	8010	Notification to the user	No action required, recovery will be automatic  This is both WAN and Store related
<b>VOD-Store</b>	PSS-FP-STORE-0212	STORE becomes unavailable ( HE-CMDC is not responding while the user is browsing the store)	8015	Notification to the user	The user can retry or exit from the store

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Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
VOD-Store	PSS-FP-VOD-0010	One-way user tries to access 2-way VOD features	8020	Notification to the user	No action required, recovery will be automatic
VOD-Store	PSS-FP-VOD-0460	A communication error prevented the retrieval of a VOD asset's extended information	8030	Notification to the user	No action required, recovery will be automatic
VOD-Store	PSS-FP-VOD-2688	The VOD node ID could not be found (tuning problem or PAT retrieval problem)	8040	Notification to the user	No action required, recovery will be automatic
VOD-Store	PSS-FP-VOD-0690	When the user activates trick modes or wants to pause playback, if there is no response from the server, the Fusion-based Product shall inform the user that the request cannot be fulfilled but playback can continue at the current speed.	8060	Notification to the user	No action required, request cannot be fulfilled but playback can continue at the current speed
VOD-Store	PSS-FP-VOD-0690	If a user request (trick modes, pause but also other requests like teardown) fails with a server error, the Fusion-based Product shall inform the user and suggest that playback be stopped.	8062	Notification to the user	User can choose to interrupt the playback
VOD-Store	PSS-FP-VOD-0735	A VOD asset entitlement has expired at playback setup time or expires during playback	8070	Notification to the user, present the purchase screen.	Rights have to be renewed (re-purchase)

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VOD-Store	PSS-FP-STORE-2542 PSS-FP-STORE-0525 PSS-FP-STORE-0530	CR995 - SVOD: User does not have subscription rights for an SVOD asset.	8075	Notification to the user	User is invited to subscribe
VOD-Store	PSS-FP-VOD-0740	The session setup is refused or the playback is interrupted because the asset is no longer valid	8080	Notification to the user	No resolution possible; user can choose to go back to the VOD section of the Store
VOD-Store	PSS-FP-VOD-0742	Playback is interrupted by an error (Server resources unavailable) -RTSP ANNOUNCE Event codes 4400	8090	Notification to the user	User has to exit playback
VOD-Store	PSS-FP-VOD-0742	Playback is interrupted by an error (Server playout problem)- RTSP ANNOUNCE Event code 5200	8092	Notification to the user	
VOD-Store	PSS-FP-VOD-0742	Playback is interrupted by an error (Session terminated by the server)- RTSP ANNOUNCE Event code 5402	8094	Notification to the user	
VOD-Store	PSS-FP-VOD-0742	Playback is interrupted by an error (Server shutting down)- RTSP ANNOUNCE Event code 5403	8096	Notification to the user	

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Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
VOD-Store	PSS-FP-VOD-0742	Playback is interrupted by an error (Internal server error)-RTSP ANNOUNCE Event code 5502.	8098	Notification to the user	
VOD-Store	PSS-FP-VOD-0310	IP client has lost the connection to the GW due to a (LAN) Home network problem	8099	Notification to the user	Notification to the user
VOD-Store	PSS-FP-VOD-0742	Playback is interrupted by an error (HEART_BIT_MISSED) -RTSP ANNOUNCE Event code 2403	8100	Notification to the user	
VOD-Store	PSS-FP-VOD-0742	Playback is interrupted by an error (TORN_DOWN) -RTSP ANNOUNCE Event code 2406	8102	Notification to the user	
VOD-Store	PSS-FP-VOD-0810	The VOD asset is removed from the VOD server while the user is still viewing it	8110	Notification to the user	No resolution possible; user can choose to go back to the VOD section of the Store
VOD-Store	PSS-FP-VOD-2691	RTSP session setup error - Not authorized	8120	Notification to the user, present the purchase screen.	Notification to the user
VOD-Store	PSS-FP-VOD-2691	RTSP session setup error - Bad asset ID	8130	Notification to the user	Notification to the user
VOD-Store	PSS-FP-VOD-2691	RTSP session setup error - Bad product ID	8140	Notification to the user	Notification to the user

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Category	Requirement	Problem (Root Cause)	Technical - Error code	UI behaviour	Resolution/Action Required
VOD-Store	PSS-FP-VOD-0691 PSS-FP-VOD-0694	RTSP session setup error - Not enough bandwidth	8150	Notification to the user	Notification to the user
VOD-Store	PSS-FP-VOD-2691	RTSP session setup error - Not authenticated	8160	Notification to the user	Notification to the user
VOD-Store	PSS-FP-VOD-0689 PSS-FP-VOD-0691	RTSP Session setup - SRM not responding or RTSP Session setup error  RSTP session setup remains unsuccessful after automatic retries	8182	Notification to the user	Notification to the user
VOD-Store	PSS-FP-VOD-2692	VOD playback initialization- RTSP Play error	8200	Notification to the user	Notification to the user
VOD-Store	PSS-FP-VOD-0692 PSS-FP-VOD-0698	VOD playback initialization- Bad Session ID	8210	Notification to the user	Notification to the user
VOD-Store	PSS-FP-VOD-2692	VOD server not responding after the maximum number of attempts	8220	Notification to the user	Notification to the user
VOD-Store	PSS-FP-VOD-2692	VOD server not responding or responding with an error  PLAYBACK initialisation remains unsuccessful after automatic retries	8222	Notification to the user	Notification to the user

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VOD-Store	PSS-FP-VOD-0693	Tuning or descrambling problem - maximum number of attempts reached	8230	Notification to the user	Notification to the user
VOD-Store	PSS-FP-VOD-0693	Tuning or descrambling problem - during playback after session setup	8232	Notification to the user	Notification to the user
VOD-Store	PSS-FP-STORE-0565	VOD purchase error returned by the headend	E1001	Notification to the user	Notification to the user Note: error codes are built from codes returned by the headend
VOD-Store	PSS-FP-STORE-0565	VOD purchase error returned by the headend	E1002	Notification to the user	Notification to the user Note: error codes are built from codes returned by the headend
VOD-Store	PSS-FP-STORE-0565	VOD purchase error returned by the headend	E1005	Notification to the user	Notification to the user Note: error codes are built from codes returned by the headend
VOD-Store	PSS-FP-STORE-0565	VOD purchase error returned by the headend	E1007	Notification to the user	Notification to the user Note: error codes are built from codes returned by the headend
VOD-Store	PSS-FP-STORE-0565	VOD purchase error returned by the headend	E1010	Notification to the user	Notification to the user Note: error codes are built from codes returned by the headend

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VOD-Store	PSS-FP-STORE-0565 IP Client WP1267- Concurrent purchase of same iPPV event by moreo than one CPE	VOD purchase error returned by the headend (Offer already reserved)	E1020	Notification to the user	Notification to the user  Note: error codes are built from codes returned by the headend
VOD-Store	PSS-FP-STORE-0565	VOD purchase error returned by the headend	E1100	Notification to the user	Notification to the user  Note: error codes are built from codes returned by the headend
VOD-Store	PSS-FP-STORE-0565	Unknown error during the purchase process	8395	Notification to the user	Notification to the user
VOD-Store	None	http connection error	8400		Notifiction to the User
VOD-Store	None	General/undefined error	8410		Notifiction to the User
VOD-Store	None	Unable to retrieve the error code	8420		Notifiction to the User

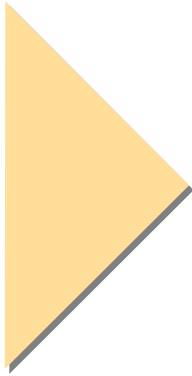
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