Vodafone Mobile Connect
Error Code List

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Introduction

This guide shall give an overview about common known error codes in regards to VMC from a support perspective. This shall be helpful to get rid of some specific errors. If such an error code is appearing, you should check with the help of this guide if a solution or workaround is available.

This guide is Vodafone C2 confidential and it is designed for support teams, not for end users.

To enhance and complete this error code guide, we would appreciate if you contact us for additions.

To identify errors and found out the reason for a specific error code it is recommended to analyse the VMC log files.

Where to find them on XP:
C:\Documents and Settings\[username]\Application Data\Vodafone\Vodafone Mobile Connect\Log\

Where to find them on Vista:
C:\users\[username]\AppData\Roaming\Vodafone\Vodafone Mobile Connect\Log\

It's a hidden folder, so you have to enable "view hidden files and folders" in the Windows Explorer options to see it.

For further investigation we recommended to take a look to the VMC 9.3 Log File guide to gain more details about the logging in VMC. The Guide is available here:
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/40_mobile_connect_software/20_vmc9/20_documentation/l_vmc9documentation.jsp

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1.1 Errors related to VMC

VMC Error Messages

Error 31 or RAS error 619

Description: When trying to connect, customer gets the "Error 31" or "RAS error 619".
Error 31 has the same meaning as RAS error 619.
The 619 means "The port is disconnected". Usually this error is network or hardware related.
In most cases it is only a temporary problem.

Workaround: Some troubleshooting steps to isolate and solve this issue:
- Check the Device Manager for resource issues (yellow "!").
- Check the VMC Profile (APN settings, User name)
- Check if the SIM card is working correctly in another device.
- Change the location (building, etc.)
- Set data card as default device
- Try to establish a connection with "only" 3G, and "only" 2G
- Ensure that driver and firmware are up to date
- Disable Bluetooth, Infrared, Modems, and other connection tools that might be running on the computer
- Test the device on another computer or test another device on the affected computer

In addition to this, take a look to the following KnowHow area forums entry: Why does error 619 / 720 occur?
http://www.business.vodafone.com/show_thread.do?forumId=31&threadid=20693
The errors might occur by following general reasons:
Error 31:
- A device attached to the system is not functioning. Check the device. Check that the customer is using a correct APN. Reboot computer.
- Error 619 & 31 messages refer to HW problems
- Setup Error 619 alternates with 31. Both indicate the same problem: PDP context REJECT
- Error codes 619 or 31 appear at least when there is a NW message of Activate PDP Context Reject
- Can happen trying to connect with a *SIM not provisioned* for that APN. Or. can happen due to a NW failure when assigning resources, for instance if there is NW congestion.
- A device attached to the system is not functioning. Check the device. Check that the customer is using a correct APN. Reboot computer.

Error 619: Connection error
Port is disconnected. Reboot PC
- Error 619 appears (at least) when PDP context is rejected by the NW
- Many causes can produce the rejection:
- Wrong "USER" or "PASSWORD".
- Wrong Intranet Security parameters (CHAP, PAP, Cyphering, etc. are OpCo Dependent)
- SIM is not provisioned for the used APN.

APN has not been indicated in the profile.

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Error 31 in device manager

Take a look at the following Top Issue: Error 31 in the Device Manager
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top31

SIM not ready

Description: "SIM not ready" is displayed when trying to use a Novatel Wireless XU870.

Troubleshooting: Take a look at the following Top Issue:
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top06

Get Profile Failed / RAS 711

Description: Every time when pressing the CONNECT button, an error GET PROFILE FAILED appears.

Troubleshooting: The "Remote Access Service Connection Manager" Windows Service cannot be started.
This issue may occur if one or all of the following services are disabled:
- Telephony
- Remote Access Connection Manager (RasMan)
- Remote Access Auto Connection Manager (RasAuto)

Every time when pushing the CONNECT button, an error appears GET PROFILE FAILED
A reinstall doesn't fix the issue.

Cause:
This seems to be the RAS error 711
Cannot load Remote Access Service Connection Manager.
To check if this is the reason for the issue have a look on to the DiagnosticBackup.txt log.
The path of the log files is:
C:\Documents and Settings\username\Application Data\Vodafone\Vodafone Connection Manager\Log\ It's a hidden folder, so you have to enable "view hidden files and folders" in the Windows Explorer options to see it.

This issue may occur if the following services are disabled:
Telephony
Remote Access Connection Manager (RasMan)
Remote Access Auto Connection Manager (RasAuto)

Resolution:
To resolve this issue, enable the disabled services, and then start the services:
1. Click Start, right-click My Computer, and then click Manage.
2. Double-click Services and Applications, and then double-click Services.
3. Right-click Telephony, and then click Properties.
4. On the General tab, click Manual next to Startup type.
5. On the General tab, click Start under Service status, and then click OK.

6. Repeat steps 3 - 5 for the Remote Access Connection Manager service and for the Remote Access Auto Connection Manager service.

Below the instructions on how to check, start and stop the mentioned services which are responsible for producing the RAS 711 error:

- From the windows start menu search box (Vista) or "Run" window (XP) type services.msc - This launches the services control window.
- Locate the services called "Remote Access Connection Manager", "Remote Access Auto Connection Manager" and "Telephony"
- All services mentioned above should be set to "Startup Type" = manual; if any of these services are not set to manual, double click on the service name and change the start-up type in the pop-up dialog.

If the start-up types of all services are correctly chosen, we would advise stopping the Telephony service followed by the Remote Access Connection Manager service, followed by a reboot and a restart of the Telephony and Remote Access Connection Manager services.

Finally, if this does not have any effect, please stop and start the Routing and Remote Access service as well.

Error Code 10

Description: The error code 10 is shown in the Windows device manager. It identifies a resource conflict. In VMC, the device is not found.

Troubleshooting: Disable Bluetooth, infrared and other installed modems.
Take a look to the following Top Issue: Problems with Toshiba Bluetooth Stack
Affected Version(s): all datacards
The Toshiba Bluetooth stack has a bug: it is allocating COM ports which do not belong to it. This means it is "stealing" the COM port from the datacard. This happens every time when the Bluetooth stack is started. It it even steals the ports when the card is not inserted.
The customer will see a device conflict in the Windows Device Manager, and it will not be possible to use VMC.
Toshiba knows about the bug, but so far they have not fixed it. The Toshiba Bluetooth stack can be found in Toshiba notebooks and in newer Dell (mid 2005) notebooks and in Sony notebooks.
This workaround has been provided by VF Netherlands:
"As the Toshiba Bluetooth stack is running there usually is a COM port conflict that causes an error with the VMC modem: code 10. At first we disable the Toshiba Bluetooth stack as we do in the current workaround but after doing this we change the COM ports for the VMC modem, application and diagnostics interface above 30. After this is done we can re-enable the Toshiba Bluetooth stack and reboot the notebook and it should run perfectly.
We apply this solution in almost every case of the VMC modem with an error code 10 and it hasn't failed to resolve the problem yet. The idea behind this solution is that the majority of programs only check COM ports up to 30 and by setting the VMC ports above 30 we eliminate the interference by synchronisation programs and devices that address COM ports like Bluetooth and other modems."
The workaround has been tested by Vf Netherlands with Option "Colt" and "Quad Lite" on a Satellite M60-148.
To change the COM ports (description for Option card):
1) Click <Start>, then <run>
2) Type "devmgmt.msc". This will start the Windows device manager.
3) Make sure datacard is inserted. In the <Modem> section, double-click the 3G modem.
4) Goto tab "Advanced", click button <Port Settings>
5) In the drop-down menu, choose port COM30
6) Confirm with OK and close modem properties

7) In the <Ports> section, double-click the 3G Application Interface
8) Goto tab <Port Settings>, click button <Advanced>. In here you will find the same drop-down menu. Choose port COM31
9) Repeat for the 3G diagnostics interface, choose COM32 this time
10) Reboot with datacard inserted.
The exact COM port is not so important, just make sure they are above the Toshiba BT and the card ports are together (i.e. 30-32).
Sometimes Windows complains when you change the COM port for a device. Just say you want to change it anyway.

You must be on the Vodafone network to make a data connection

Description: The user does not have an appropriate Vodafone SIM or the device is locked.

Troubleshooting: VMC 9.x:
- Check if the device is locked with the following AT command for Huawei devices:
   AT^CARDLOCK?
      Value: if the first digit is 1, it means the data card is locked.
      If the first digit is 2, it means the data card is not locked.
- Check the SIM card in general
- Check that VMC Lite is installed with Admin rights and that the first connection was established with Admin rights
- Further information can be obtained from the following KnowHow area forums entry:
http://www.business.vodafone.com/show_thread.do?forumId=37&customTitle=Post%20New%20Topic&searchBy=all&searchValue=network&searchBy2=MSG_PARENT_ID&searchValue2=-1&searchBy3=MSGFORUM_FORUMID&searchValue3=37&ps=20&pn=1&threadid=25687&sortDirection=0&sortCol=MSG_AUDIT_CREATE_DT
VMC Lite (3.x) Error: 'You must be on the Vodafone network to make a data connection'
The error message: 'You must be on the Vodafone network to make a data connection' is a generic error message generated when a connection error occurs and unfortunately this error message alone does not allow us to diagnose what the issue is.

If the same setup (device, SIM, software) works fine on a different computer, it suggests the problem is with the setup of the customer's machine.

Possibly causes of the error include:
- User privileges preventing Dial-up networking
- Intermittent signal strength
- Non admins not entering the admin password correctly on first use
- The user does not have an appropriate Vodafone SIM
- Device is locked

A possibly workaround is to manually use the Dial-up network connection that VMCL creates called Vodafone Mobile Connect (located in Control panel/Network Connections). If this does not exist it further suggests an issue with the user account privileges not allowing them to create a DUN connection.

You are not allowed to connect to this network

Description: Manual network selection

Troubleshooting: Currently there is no workaround available.

Another program is using your mobile device

Description: "Another program is using your mobile device. Please close the application and try again". This error means that the Windows COM port is locked.

Troubleshooting: Identify other installed Connection Manager software and disable them.

System.access violation exception

Description: When trying to install VMC 9.1.1.5142, a customer receives the error message: "System.access violation exception". This is a known issue.

Troubleshooting: GPS got the information from the vendor FSC: The "System.access violation exception" is a known problem in the SmithMicro device wizard. The problem is solved with the new SmithMicro version in VMC 9.1.2.

Runtime error 6 overflow

Description: When entering the PIN code, the error message "runtime error 6 overflow" appears. Customer must restart the computer.

Troubleshooting: Install the latest .NET framework version
- Repair the Registry and fix the error with tools like:
  http://www.registryeasy.com/lp/
- Some scenarios require a reinstallation of the vendor pc image

This problem can be dealt with by using RAREPAIR. It is most commonly seen on Vista.
This error can be related to resource issues on the affected laptop, therefore please check the Device Manager for faulty devices and disturbing or to many modem entries.

Windows error 0x84000010

Description: After the installation of the device, the error occurs.

Troubleshooting:
- Check APN settings.
- Test another SIM card.
- Establish a manual Dial-up connection.

Check that the device is correctly detected and inserted.

Windows error 0x84010384

Description: If the customer establishes a connection, the error was appearing.

Troubleshooting:
- Check that the SIM card is provisioned and activated for the service.
- Check APN settings.
- Change the location, the signal might weak.
- Restart the computer and click the connections button only once.

System error 1075

Description: It's most likely the RASMAN service (but it can be any service related to RAS). Either the service isn't configured to start on login or it has failed.

Troubleshooting: Please take a look to the following Forum entry: System error 1075 has occurred
http://www.business.vodafone.com/show_thread.do?forumId=35&customTitle=Post%20New%20Topic&searchBy2=MSG_PARENT_ID&searchValue2=-1&searchBy3=MSGFORUM_FORUMID&searchValue3=35&ps=20&pn=1&threadid=25955&sortDirection=0&sortCol=MSG_AUDIT_CREATE_DT

Card not inserted

Description: When pressing the "Connect" button, the error message "Card not inserted" is shown.
Troubleshooting: Please check if the "Remote Access Connection Manager" service is started on your notebook.

Wan SDK could not be initialized

Troubleshooting: Install VMC 9.2.5 or later; this version has a newer version of SmithMicro SDK included.

Unhandled exception

Description: an error message "Unhandled exception" appears
Troubleshooting: Problem is fixed in VMC 9.2. Therefore try the latest VMC version.

SIM Busy

Description: an error message "SIM Busy" appears. This is a known Smith Micro issue.

Troubleshooting: Try latest VMC version.

Memory could not be written

Troubleshooting: Check for appropriate permissions. VMC requires administrator rights for the installation. Install the original notebook vendor image.

System.IO.FileLoadException

Troubleshooting: This issue is fixed in VMC 9.1.2. Therefore please install the latest VMC version.

System.Argument.NullException

Description: The customer tried to install the VMC and each time he receives this program error.

Troubleshooting: Please take a look to the Forum entry: VMC program error System.Argument.NullException
http://www.business.vodafone.com/show_thread.do?forumId=37&customTitle=Post%20New%20Topic&searchBy2=MSG_PARENT_ID&searchValue2=-1&searchBy3=MSGFORUM_FORUMID&searchValue3=37&ps=20&pn=1&threadid=25943&sortDirection=0&sortCol=MSG_AUDIT_CREATE_DT

System Argument Out of Range Exception: Value to add was out of range

```
MobileConnect                                                              ✕

  ✕    System.ArgumentOutOfRangeException: Value to add was out of range.
        Parameter name: value
           at System.DateTime.Add(Double value, Int32 scale)
           at System.DateTime.AddDays(Double value)
           at System.CurrentSystemTimeZone.GetDayOfWeek(Int32 year, Int32 month, Int32 targetDayOfWeek, Int32
        numberOfSunday, Int32 hour, Int32 minute, Int32 second, Int32 millisecond)
           at System.CurrentSystemTimeZone.GetDaylightChanges(Int32 year)
           at System.CurrentSystemTimeZone.GetUtcOffsetFromUniversalTime(DateTime time, Boolean&
        isAmbiguousLocalDst)
           at System.CurrentSystemTimeZone.ToLocalTime(DateTime time)
           at System.DateTime.ToLocalTime()
           at System.DateTime.get_Now()
           at VMC.BaseServices.LogEngine.Logger..ctor(String loggerName, String id)
           at VMC.BaseServices.LogEngine.Logger.GetLogger(String loggerName, String id)
           at VMC.UI.MobileConnect.Program.Main(String[] args)

                                            [      OK      ]
```

Description: This error occurs during the startup phase of VMC.

Troubleshooting: One of the first statements is DateTime now = DateTime.Now;
Gets a DateTime object that is set to the current date and time on this computer, expressed as the local time. This property does not throw any exception. But exactly this statement crashed.

Possible reasons:
Corrupt windows…
Corrupt .NET 2.0…
Invalid Date/Time settings (Time Zone, Daylight, etc.)

Please try the latest approved VMC release as mentioned above. Also please install the latest .NET framework version 3.5 with SP1 and check the date and time settings on the affected computer. If it does not work, a reinstallation of the computer from scratch could solve the problem.

Script Error, Director Player Error

Troubleshooting: This can be caused by a wrong Windows Installer or VBA version. In addition this error can appear if a wrong Macromedia Shockwave or Flash version is installed.
Please upgrade these applications to the latest released versions:
1. Microsoft installer
http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=5a58b56f-60b6-4412-95b9-54d056d6f9f4
2. VBS
http://www.microsoft.com/downloads/details.aspx?FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa&DisplayLang=en
3.Macromedia Flash / Shockwave player
http://www.macromedia.com/downloads/
The error occurs when the window "Select country and language" shows up. This is Macromedia Director. The Home network and Language values are returned from a Macromedia Director application to the VMC installer.

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If the error persists after upgrading Macromedia Director, we recommend running a shadow installation

No SIM

Description: This message indicates that your wireless device requires a SIM (Subscriber Identity Module) to establish a wireless connection, but the SIM has not been properly inserted.

Troubleshooting:
- Ensure that the SIM card is correctly inserted in the VMC device or Built-In Module. Please notice there are known issues with the Lenovo X61 and the Built-In module regarding the error "No SIM found".
- Make sure that the SIM is provisioned correctly for the data usage.
- Test another SIM card

No Device

Description: This message usually indicates that your wireless device is not currently connected to your PC or is not switched on. In the case of cell phones and cellular modems, it may also mean that Vodafone Mobile Connect has not yet been configured to use the device.
Troubleshooting:
- According to the manufacturer's instructions make sure that the device's software drivers (if any) have been installed on your PC.
- If the wireless device is a cell phone or a cellular modem and the Connection Manager is not configured to use this device so far, run the Device Wizard to do so.
- Make sure that the device has been properly connected to your PC.

Make sure that the device is receiving power. Battery powered devices should have batteries. Rechargeable devices should be charged. AC powered devices should be plugged into a suitable outlet.
If VMC is started, but the embedded device cannot be found VMC should automatically identify your Built-In Module if it is enabled and is visible to Microsoft Windows. If the device is visible to Windows, but Vodafone Mobile Connect reports that it cannot be found, check following:
- Open Preferences/Manage Connections/Mobile Settings
- Click Select in the Device Selection section
- Check if your built-In Module appears in the list of devices
- If the device appears, but is not selected, select it
- Click OK

Other Solutions:
Ensure the device is switched on
Use the device manager to ensure the modem is operating correctly
Remove or shut down other devices that may be attached, e.g. Bluetooth devices.
Re-start the Vodafone Mobile Connect software.
Re-start your computer.

Searching for Network

Description: This appears in the status area of the main window when Vodafone Mobile Connect is searching for any type of wireless network to connect to.

Troubleshooting: Ordinarily, this message should disappear within a few seconds. If the message persists for a longer time, Vodafone Mobile Connect got a problem to found a proper network. Most likely because of low/out of the coverage area for the type of network trying to connect to.

Application is not visible after launch

Description: Vodafone Mobile Connect is designed to launch into the display state from which it was last exited. As such, it is possible that the Client will launch directly to its minimized state, causing the user to assume that it is not actually running.

Troubleshooting: Have a look into the Windows Notification Area (also known as system tray) for the signal icon. If that icon is present, double clicking will display the main Vodafone Mobile Connect user interface. In addition, a right click on the signal icon in the system tray will raise a menu. The shown items in this menu will have the same effect as the double click.
Auto launching of Vodafone Mobile Connect is another option for startup:
The Vodafone Mobile Connect installation can be setup to allow the Vodafone Mobile Connect software to automatically launch when a computer boots up or when a new user logs into the machine. This may (or may not) be the desired functionality for the end user.
Resolution
The user can change this behaviour of Vodafone Mobile Connect by selecting Settings>General>Start and Exit. Select Auto start check (or uncheck) the box to automatically launch Vodafone Mobile Connect.
Additionally take a look to the error codes 1076 and 1158; these errors have a similar behaviour. Vodafone Mobile Connect cannot be started.

Vodafone Mobile Connect never finds available network

Description: Vodafone Mobile Connect does not report available networks.

Troubleshooting: In the conditions either the SIM does not have data capabilities or no wireless data network is available. Verify with the provider that data capabilities are enabled for your SIM.

Mobile connection not possible

Description: Ensure that no other programs are using your selected device, and try again in a short while.

Troubleshooting: The (unexpected) disconnect seems to be the result of a standby-/hibernate-event. Such a "Disconnect" could be prevented via the radio button in "Settings" -> "General" -> "Standby". It would be worth carrying out such a test with the VMC settings.
Furthermore disable other connection tools.
- Check the Device Manager for disabled or faulty device entries and reinstall the devices.
- Issue can be related to the used Device, please swop the device against another model.
- This Issue can be appearing in combination with RAS error 635.
- Try the latest approved VMC release.
- If this issue is appearing it has to be analysed by the software and device vendor.

For the K3520-Z, K3565-Z and the K3715 this issue is fixed in the 9.4.4 release of VMC.

Take a look to the Top Issue on the following KnowHow area page: Error Message "Mobile Connection not possible"
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top28

OpCo.XML Program Error
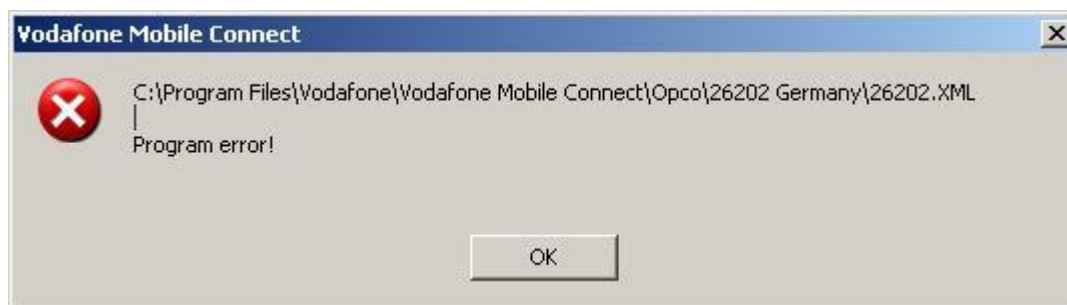
Description: After updating from VMC 9.3.3. to 9.3.6, the customer can get the following error when trying to launch VMC:
"c:\Program Files\Vodafone\Vodafone Mobil Connect\Opco\26202 Germany.XML Programm error!"(folder and file name depending on OpCo)

Troubleshooting: Take a look to the Top Issue on the following KnowHow area page:
OpCo.XML Program Error
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top26

"WWAN.Wrapper" Program Error

Description: On some Windows Vista machines, there seem to be issues with VMC and the .NET install. VMC is unable to load specific components of the .NET framework.

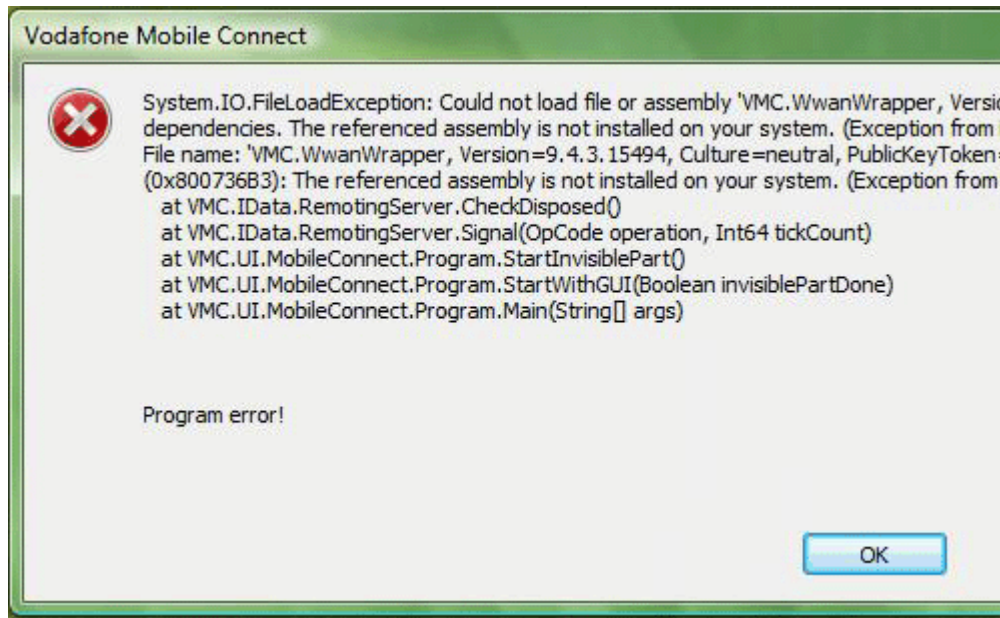# Vodafone Mobile Connect **Error Code List**

Troubleshooting: Take a look to the Top Issue on the following KnowHow area page: "WWAN.Wrapper" Program Error
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top29

Program Error system.ApplicationException:GetServiceManager

Description: The VMC installation was successful, but when the customer tries to start the software he gets the following error message: "system.ApplicationException:GetServiceManager"

Troubleshooting: We received the following workaround.

FTS has tested this on a test laptop and they noticed that our limited user account doesn`t have enough rights to open registry key HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Enum.

Thus also the application cannot open it.
But the user can be given enough rights to do it:
1. We have logged in as administrator, opened the registry on this key and clicked right mouse button.

2. In the menu we have chosen "Permissions"

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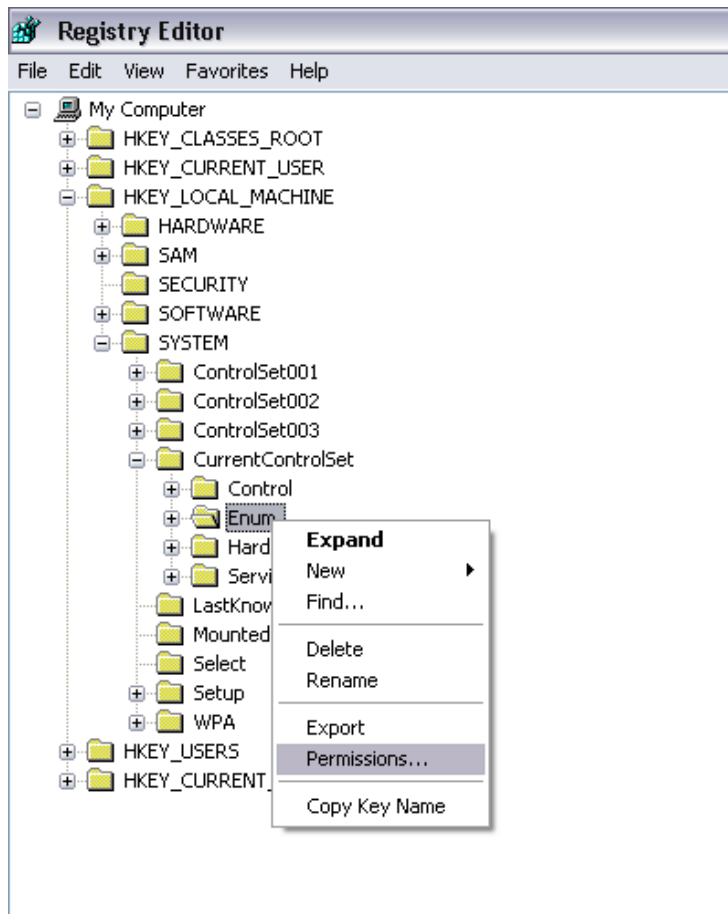
3. Then we could allow the limited user account to also access this registry key.

The read permission has to be sufficient

Read more:
http://www.business.vodafone.com/show_thread.do?forumId=0&customTitle=Post%20New%20Topic&searchBy=all&searchValue=Program%20Error%20system.ApplicationException:GetServiceManager&searchBy2=MSG_PARENT_ID&searchValue2=-1&searchBy3=MSGFORUM_FORUMID&searchValue3=0&ps=20&pn=1&threadid=26056&sortDirection=0&sortCol=MSG_AUDIT_CREATE_DT

Error 1076

Description: Customer is unable to start up the Vodafone Mobile Connect Software. The installation went successful (no errors shown).

Troubleshooting: This though caused a different error 1158.
Use RegCure and Revo Uninstaller to solve this issue. After both applications had done their job uninstall VMC and reinstall the software.
The software should connect properly now.
Error 1076 occurs, problem resolution described at:
http://simple-pc-help.com/support/error3_1076.html?t202id=2861&t202kw=error%201076&gclid=CMLF9_PJ8pYCFQxOtAodx3dQXQ

In the event log a system.typeloadexception is shown.
TypeLoadException is thrown when the common language runtime cannot find the assembly, the type within the assembly, or cannot load the type.
This is an indicator that there is something wrong with .NET
Check the .NET installation using Fusion Log, please see also:
http://bartdesmet.net/blogs/bart/archive/2006/10/23/Assembly-probing_2C00_-Fusion-and-fuslogvw-in-5-minutes.aspx
and
http://msdn.microsoft.com/en-us/library/e74a18c4(VS.80).aspx
Scan the affected system for errors by using:
http://www.regcure.com/
Also take a look to the .net framework version 3.5:
http://www.microsoft.com/downloads/details.aspx?familyid=333325FD-AE52-4E35-B531-508D977D32A6&displaylang=en

1.2 Errors from Windows RAS

Windows Remote Access Service (RAS)

A connection to the remote computer could not be established

Description: Connection error: A connection to the remote computer could not be established, so the port used for this connection was closed. For further assistance, click More Info or search Help and Support Center for this error number.

Incorrect APN settings

Troubleshooting: Check for the correct APN settings.

The modem is already in use or is not configured properly

Description: Connection error: The modem (or other connecting device) is already in use or is not configured properly.

Modem is already in use

Troubleshooting: Check for disturbing tools, like other connection manager. Install the latest VMC version, this shall detect conflicting application and disable them.

Windows RAS error codes

Description: If you get a RAS Error, see the Microsoft knowledgebase for more information on the error code.

Troubleshooting: MS Remote Access Service (RAS) Error Code List:
http://support.microsoft.com/?scid=kb%3Ben-us%3B163111&x=21&y=11

ModemHelp.Net Windows Error Codes

Description: This site explains common Windows Error codes and provides general solution ways.

Troubleshooting: http://modemhelp.net/dunerror/dunerrorcodes.shtml

RAS 106

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Mobile connection not possible.

- Set your current mobile device as the default
  device in the 'Manage Devices' view
- Ensure that no other programs are using your
  mobile device and try again in a short while
- Delete the device in the 'Manage Devices' view,
  add it back again, and then try connecting.

If this error persists, please contact Support
at your mobile network operator.

Support information:
RAS error code 106

OK

Description: The issue is Novatel Wireless SDK related

Troubleshooting: For further investigation the Phoenix logs are required.
Enable the Phoenix logging on the following way:
Start the registry and create the following keys:
[HKEY_LOCAL_MACHINE\SOFTWARE\Novatel Wireless\Generic\NextGenCommon]
"DebugMsgLvl"=dword:00000002
"DebugMsgMask"=dword:00000017
"DebugAT"=dword:00000001
*.log files created in
"C:\Documents and Settings\All Users\Application Data\Novatel Wireless\Generic"
If not found, please search for phoenix.log. On some machine it is written to c:\win\system32, it
looks that depends on some system settings.

RAS 201

Description: Means that there is no network available.

Troubleshooting: For further investigation the Phoenix logs are required.

RAS error 0 or 668

Description: The connection dropped.

Troubleshooting:
- Check the APN and security settings
- Try the latest VMC version(Problem can be SmithMicro SDK related)
- Phoenix logs should be requested for further investigation.

Vodafone Mobile Connect **Error Code List**

Sometimes Novatel MC950D and X950D (FW 3.1) returns RAS error 668 when trying to connect. To fix the problem: Update FW to version 3.10.04.

RAS error 6 or error 50

Description: Mobile connection not possible

Troubleshooting:
- Check the Device Manager for entries with yellow exclamation marks
- Make sure that the devices are installed correctly before using VMC and the modem. Install the computer vendor image from scratch.

RAS error 608

Description: There are some issues with the drivers for the Vodafone K3765 and the K4505.

Troubleshooting: Take a look at the following Top Issue:
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top30

The issue is still under investigation. The developers of the software are working together with Huawei, to find the root cause of the issues.
Huawei is still working on this complex issue. They reported that they had found several issues in this context. Some of them should be contained in the NDISAPI.dll 1.0.0.12 which is part of the VMC 9.4.5.19931 RP91. Note: VMC 9.4.5 is currently not a globally supported release. Some countries gave their local TA and use this release.

There are still several issues causing RAS 608, therefore the next changes are contained in NDISAPI.dll 1.0.0.14. These changes are not fully supported by the current SDK; SmithMicro announced adaptations for these Huawei changes for their next SDK. Afterwards there are additional adaptations to be done in VMC/VMB for the SDK changes for using these improvements.

RAS error 619

Description: This error is typically reported when attempting to connect to a 3G network. This error indicates a failure during the call setup.

Troubleshooting: Take a look at the following Top Issue:
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top03
Resolution:
Click on the disconnect button and wait for the Vodafone Mobile Connect to display "Ready to Connect" Then try again.

RAS error 630

Troubleshooting: When using a PC Card as wireless device, this error is typically reported if Vodafone Mobile Connect has detected a hardware error in the PC Card. Disconnect and Reconnect again. If this error continues to be displayed turn off the computer and restart. This error may also be displayed if the PC Card is not properly inserted. Make sure the PC Card is securely locked in its slot.

RAS error 631

Description: The port was disconnected by the user.

Troubleshooting: This error is typically seen if a connection is disconnected prior to authentication. In this case, the application is merely informing that it didn't expect to disconnect at this stage. However, there is no actual failure. Re-connect at any time.

RAS error 633

Description: Either the drivers for your wireless device are not functioning properly or some other program is locking the device.

Troubleshooting:
- Restart the RAS services
- Disable all non windows services
- Install the latest VMC version
- Delete the VMC user data directory(C:\Documents and Settings\%username%\Application Data\Vodafone\Vodafone Mobile Connect\UserData)

Diagnosing the Problem
Follow these steps to determine what type of problem is occurring:
- Close the Vodafone Mobile Connect software
  (use the task manger to make sure that no VMC related service is still running)
- From the desktop, right click on the My Computer icon and choose Properties from the menu that appears.
- Select the Hardware tab.
- Click the 'Device Manager' button.
- In the Modems group, locate the used device which received the error. Right click on this device and select 'Properties' from the menu that appears.
- Select the Diagnostics tab.
- Click the 'Query Modem' button. If the device is functioning properly, the Diagnostics tab will now display a series of commands and responses.

Receiving an error that states that the modem isn't responding and another application may be using the port, another application has most likely locked the device. See "Resolving Application Conflicts," below.
If receiving any other error or no responses are displayed, the device driver should be not functioning properly. Reinstalling the device driver may fix this problem.

Resolving Application Conflicts
Shut down all other applications that are running on the computer and try to connect again. If the error is still shown, follow these steps to locate the application that is locking the wireless device:

- While holding down the Ctrl and Alt keys, press the Del (or "delete") key.
- Click the 'Task Manager' button. A list of applications and processes that are currently running will now be displayed.
- Close each application that appears in the Applications tab. To do this, select an application and then click the End Task button. Repeat as necessary.
- Select the Processes tab.
- Use the End Task button to shut down all processes except the following:
- Windows Explorer/Internet Explorer (designated explorer.exe in the Image Name column)
- Task Manager (designated taskmgr.exe in the Image Name column)
- Every Program for which the User Name is SYSTEM

Try to connect again. If this resolves the problem, restart the computer and try to connect again. If the error pops up again either now or in the future, repeat the above steps, clicking End Process for only one program at a time. Each time 'End Process' is used, try to connect afterwards. When the error no longer appears, the program which is creating the conflict is identified and has to be shut down for preventing future conflicts.

An alternative workaround could be:
Try shutting down and unplugging the computer for 1 minute. Restart the computer and try to connect again.
Note: For using an external wireless device to connect and that device has a separate power cord, once the computer is shut down, unplug the device's power for 1 minute, plug the device back in, then turn on the device on and restart the computer before attempting to connect again.

Rarepair.exe (Remote Access Repair) reinstalls the RAS components which were corrupted for whatever reason.
You have to keep in mind that this tool is a third party application and it is not provided by Microsoft; therefore the usage of the tool is on your own risk.

Steps to run the tool on the Windows OS:
1. Remove Modem driver from the Device Manager.
   Right click My Computer and select Properties.
   Click on Hardware, Device Manager.
   Click on + sign by modem, right click and uninstall modem.
2. Remove VMC and any other 3rd party RAS related programs.
3. Run the rarepair.exe then reboot.
4. Reinstall VMC and the previously used device.
5. Reboot if you are asked for.

The tool can be obtained here:

http://www.business.vodafone.com/getDocument.do?docId=101266

Further troubleshooting steps regarding RAS error 633 can be found in this Top Issue: Error 31 in the Device Manager
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top31

RAS error 634

Troubleshooting: This error is typically reported if an unexpected error has occurred while connecting to a network.
Follow these steps to resolve this error:
- Verify that there is no default Dial-up connection selected in the Control Panel.
- If its still not possible to connect, shut down your PC. Then, restart the computer and the Vodafone Mobile Connect software and try to connect again.
- If its still not possible to connect, reinstall the software drivers for you wireless device.
- If its still not possible to connect, your devices Subscriber Information Module (SIM) may not be properly configured for data access.

Correcting Default Connection Settings

Several errors can be caused by a network connection in the Control Panel being configured as your default connection. Follow these steps to make sure the configuration is correct:
- Exit the Vodafone Mobile Connect software.
- Select Settings > Control Panel > Network Connections (or "Network and Dial-Up Connections") in the Start Menu.
- Now a window lists all network connections that your PC is currently configured to establish. If any connection listed under the Dial-Up heading includes a checkmark, remove the check by right clicking on that connection and then selecting Cancel as Default Connection from the menu that appears.
Restart the Vodafone Mobile Connect software and try to connect again.

RAS error 635

Description: This error may be reported if an unexpected error has occurred while connected to the 3G network.

Troubleshooting: Take a look to the Top Issue: on the following KnowHow area page: RAS Error 635 with Vodafone K3760
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#top25

RAS error 638

Description: RAS 638 error when trying to connect, after VMC tries to connect for quite a long time.

Troubleshooting:
- Repair the Microsoft .NET Framework
http://support.microsoft.com/kb/306160/en-us
- Install the latest .NET Framework version
http://www.microsoft.com/downloads/details.aspx?familyid=333325FD-AE52-4E35-B531-508D977D32A6&displaylang=en

RAS error 651

Description: When a Data Connection was established, the fail code 651 or 777 appears.
The SIM card which set USB Modem need decode of PUK.

Troubleshooting: Error 651 - Your modem (or other connecting device) has reported an error.

Error 651 usually points to a driver error or modem hardware failure. To resolve Error 651, first ensure that the modem is correctly connected to the PC. Ensure that full connectivity is indicated on the modem. Once it is checked - restart. If this does not resolve the error 651, make uninstall and reinstall of the modem driver. Thereafter, if Error 651 persists, it's possible that the modem is faulty. If the modem is the USB variety, try connecting to a different USB port on the PC or another PC entirely to confirm that it is not a problem with USB port.
For normally the RAS Error 651 indicates to a driver or device issue.
Make sure you have correctly configured your modem for Remote Access.
The reason was at the beginning wrong configured internal device settings, older FW and on one case a real device defect.

RAS error 678

Description: No network attached

Troubleshooting:
- Change the physical location and try again to establish a connection.

This error may occur when trying to establish a Circuit Switched Data (CSD) connection to a cellular network. If you have previously established connections successfully using the same wireless device and network profile, the problem is most likely that the device that answers your CSD call is temporarily out of service. This is a network problem. It will most likely be addressed by your provider shortly. Select a different profile to connect or try again later.
Other possible causes include the following:
- The wrong telephone number is being dialled. Verify that the dialled number field of the network profile you are using to connect contains the correct number See 'How to Edit a Network Profile' for more information.

There may be a problem with the device's firmware. Verify that the device is using the latest version of operating software offered by its manufacturer.

RAS error 679

Description: The causes of this error vary greatly depending on which type of connection you are attempting to establish.

Troubleshooting: Circuit Switched Data (CSD) Connections
On CSD connections, this error generally has one of the following causes:
The wrong telephone number is being dialled. Verify that the dialled number field of the network profile used to connect contains the correct number.
Another program is using the device. Shut down any other software that may be using the device and try again.

The device that answers your CSD call is temporarily out of service. This is a network problem. Your provider will most likely address it shortly. Select a different profile to connect or try again later.

Connections
On connections, this error usually has one of the following causes:
The network profile you are using to establish the connection has an incorrect dialled number or access point name (APN). Verify the contents of these fields.
The Subscriber Identity Module (SIM) in the cellular device has not been properly setup or has not been configured for data service. Contact Vodafone Support

RAS error 680

Description: This behaviour seems to be caused by setting the User Connect Profile just before the user clicks the Connect button, thus pushing the card off the network.
This error typically occurs only when you are using an external wireless device (such as a phone) rather than a device that is internal to your PC. This issue can be similar to RAS error 608.

Troubleshooting: The error 680 normally always indicates a conflict against the modem component. When the laptop attempts to dial using the modem it can't initialize.
Trouble shooting device manager port conflicts tend to resolve 99% of these for us.
Check the modem properties under device manager (may display error code 10 and/or not have the modem, diagnostics and advanced tabs) Disable all devices that can use a port (Bluetooth, other modems, devices listed under ports including the VMC applications and diagnostics ports) reboot and recheck the modem properties. If the advanced tab is now available select it and advanced port settings and change the com port to a high end com port.
Re-enable all disabled devices and reboot again. Reconnecting should now allow connection.
RAS Error 680 - There is no dial tone
Make sure that no other programs are using your modem. Fax software, Super voice, etc.
Take a look to the following Forum article: What does error 680 mean while trying to connect with a Datacard.
http://www.business.vodafone.com/show_thread.do?forumId=37&threadid=24446&bookmark=true
Issue should be fixed in VMC 9.2.1, therefore install the latest version.

Another Program is Using Your Wireless Device
This error can appear if another program is already using your wireless device. Shut down any other programs that may be using your wireless device and then try to connect again.

Incorrect Device Selected
Verify that the correctly device selected.

RAS error 691

Description: This error may be reported if Vodafone Mobile Connect has received an Authentication Error from a network.

Troubleshooting: Disconnect and wait for a moment and then try again.

Vodafone Mobile Connect **Error Code List**

RAS error 692

Description: This error is typically reported if Vodafone Mobile Connect has lost its connection with the device.

Troubleshooting: Check if the Hardware damage in PC Card slot, try a test with another data card.
Solution ways:

Rarepair.exe (Remote Access Repair) reinstalls the RAS components which were corrupted for whatever reason.
You have to keep in mind that this tool is a third party application and it is not provided by Microsoft; therefore the usage of the tool is on your own risk.

Steps to run the tool on the Windows OS:
6.   Remove Modem driver from the Device Manager.
          Right click My Computer and select Properties.
          Click on Hardware, Device Manager.
          Click on + sign by modem, right click and uninstall modem.
7.   Remove VMC and any other 3rd party RAS related programs.
8.   Run the rarepair.exe then reboot.
9.   Reinstall VMC and the previously used device.
10.   Reboot if you are asked for.

The tool can be obtained here:

http://www.business.vodafone.com/getDocument.do?docId=101266

Please also take a look to the related Forum entry:
http://www.business.vodafone.com/show_thread.do?forumId=37&customTitle=Post%20New%20Topic&searchBy2=MSG_PARENT_ID&searchValue2=-1&searchBy3=MSGFORUM_FORUMID&searchValue3=37&ps=20&pn=1&threadid=25990&sortDirection=0&sortCol=MSG_AUDIT_CREATE_DT

a) Re-install PC image or repair the OS.
b) Microsoft recommends to un-install the device and to insert it again in cases of RAS 692:
   - http://support.microsoft.com/kb/314846/en-us
   - Renew the TCP/IP stack
Disconnect Vodafone Mobile Connect and try again.

RAS error 711

Description: See error "get profile failed"

RAS error 717

Description: Vodafone Mobile Connect was unable to obtain an IP address from the network. This is most likely a one-time error only. Try connecting again.

Troubleshooting: Disconnect then try again.

RAS Error 718

Description: Timeout waiting for valid response from PPP peer. This error indicates a PPP conversation was started, but was terminated because the remote server did not respond within an appropriate time. This can be caused by several conditions including the following:

Troubleshooting: Temporary Glitches and Services Outages
If no changes made to your wireless device or its drivers since the last time you connected successfully, transient issues such as poor quality of the wireless signal or a temporary service outage most likely cause the problem.
Try connecting again. In many cases, you will be able to connect again immediately. If that doesn't work, restart Windows and try again.
Also, check the signal strength gauge in the main window. If the signal strength is low, try a different connection technology or wait until you are in an area where you can get a better signal.
If a good signal quality is available and trying again does not work, there is most likely some sort of temporary service outage.

Driver Issues

Although rare, it is possible that a defective software driver for your wireless device can cause this error. The best solution for this is simply to obtain and install the latest version of the driver from your device's manufacturer.

TCP/IP Issues
This error may also occur if you have do not have TCP/IP protocol enabled for the device that you are using to connect or if its TCP/IP settings are incorrect. Follow these steps to verify that TCP/IP is enabled:
Select Start > Settings > Control Panel > Network Properties (or "Network and Dial-Up Properties")
Right click on the connection corresponding to your wireless device and select Properties from the menu that appears.
Select the Networking tab.
In the list in the lower half of the window, make sure that Internet Protocol (TCP/IP) is present and that the box next to it is checked.

RAS error 720

Description: TCP/IP stack is not correct installed

Troubleshooting: KnowHow area Forum articles: RAS Error 720 Troubleshooting
http://www.business.vodafone.com/show_thread.do?forumId=37&customTitle=Post%20New%20Topic&searchBy=all&searchValue=720&searchBy2=MSG_PARENT_ID&searchValue2=-1&searchBy3=MSGFORUM_FORUMID&searchValue3=37&ps=20&pn=1&threadid=25716&sortDirection=0&sortCol=MSG_AUDIT_CREATE_DT

Forum entry: Identifying and resolving Error 720
http://www.business.vodafone.com/show_thread.do?forumId=37&threadid=25671

Sometimes this error can be solved by Rarepair but you should be cautious when using it because it reinstalls network components in windows.

A later stage the IBM issue seemed to be different and caused by the Access Connections software being updated and causing these problems.

IBM Lenovo - XP
WAN Miniport re-installation
Generally speaking RAREPAIR and other such workarounds will not fix this on these machines
so don't waste your time. (see the resolution further down).
IBM - Lenovo - Vista
No current solution.
Dell - Toshiba - HP - Compaq - ACER (experienced to date) - XP
(This may work for Vista users too but I offer no guarantee)
Method 1: LAN and WLAN uninstall - re-install
Uninstall the LAN and Wireless adapters through Device Manager, Scan for hardware changes
and allow those components to be re-installed and then make perhaps 2 - 3 attempts to connect
the dial up connection.
The first attempt will just rebind the Dial up networking service and adapters to the TCP / IP stack
and will more than likely fail or even just hang for ages.
The second to third attempt usually will get you connected if this is going to work.
Method 2: RAREPAIR
Run RAREPAIR.exe which is available in the utilities folder on Ibackup.
This basically uninstalls all networking components and services and then rebuilds them from
scratch rebinding them to their relevant services which also undergo a rebuild during this process.
WARNING: Method 1 & 2 will require the user to re-enter the WEP / WAP authentication keys to
get on to any wireless networks that they have configured.
Please advise this so that they don't get a shock when prompted for their network key when they
go to use their wireless afterwards**.**

ERROR 720 specifically for Lenovo Machines on XP

Step 1: Uninstall the WAN Miniport (IP) and WAN Miniport (PPTP)
IMPORTANT: This procedure contains information about modifying the registry.
Before you modify the registry, make sure to back it up and make sure that
you understand how to restore the registry if a problem occurs.
SYMPTOMS
When you try to use a dial-up connection to connect to your Internet Service
Provider (ISP), you may receive the following error message during the
Registering your computer on the network portion of the connection
agreement:
CAUSE

This issue may occur if the TCP/IP protocol has become unbound from the dial-up adapter, or if a
conflict is created when a second WAN Miniport IP
device driver loads.

RESOLUTION
To resolve this issue, uninstall the WAN Miniport IP and PPTP devices.
To do so, follow these steps:
1. Go to Device Manager and from the View menu, click Show hidden devices.
2. Under Network adapters, you will see WAN Miniport IP
devices. If a WAN Miniport IP device is listed, continue to the
following step. If no WAN Miniport IP device is listed, go directly
to step 16.
3. Click Start, click Run, type regedit in the Open box, and then click OK.
4. Locate the following registry subkey:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E972-E325-11CE-
BFC1-08002BE10318}
(The next steps are just good practise when registry editing,
5. On the Registry menu, click Export Registry File, type backup-key in
the File name box, and then click Save.

Note You can restore the changes that you make to this registry key. To do
so, double-click the backup-key.reg file that you saved.
6. Click each of the registry subkeys under this key, and then view the Data
column of the DriverDesc value to determine which of the subkeys
corresponds to WAN Miniport (IP

7. Right-click the subkey whose DriverDesc value data is WAN Miniport (IP) or
WAN Minport (PPTP); (for example, right-click 0005), and then click
Delete. Click Yes to confirm that you want to delete the key.
8. Quit Registry Editor.
9. Go to Device Manager and from the View menu, click Show hidden devices
11. Under Network adapters, right-click WAN Miniport (IP) and then click
Uninstall. Click OK to confirm that you want to remove this device.
12. Repeat for the WAN Miniport (PPTP).

Step 2: Reinstall the WAN Miniports
1. Find netrasa.inf in c:\windows\inf
2. Make a copy of the file and name it netrasa.inf.save
3. Open the orignal copy of netrasa.inf in Notepad and place a semicolon
in front of the line that starts Excludefromselect and
and continue with all follwing lines and then end with
MS_NdisWanNbfIn,MS_NdisWanNbfOut" under the [ControlFlags]
section. (all lines between)

Step 3: Re-adding the WAN miniports
1. Start a Add new hardware session (from Control Panel) and choose
that the hardware is already installed.
2. Choose to "Add New Hardware" and then select "Network Adapters" followed by "Microsoft"
and then both the PPTP and the IP Wan miniport one at a time.
(NO need to reboot between these steps)

2. After you finish both then reboot.
3. Select Start -> Run and type: netsh int ip reset c:\resetlog.txt
4. Reboot and try your connection.
5. Delete the modified netrasa.inf and rename the original (which was saved as netrasa.inf.save)
back to netrasa.inf

Error 720: No PPP control protocols configured
This error is typically reported if an unexpected error has occurred while connecting to a network.
Follow these steps to resolve this error:
Verify that there is no default Dial-up connection selected in the Control Panel.
If you are still unable to connect, shut down your PC. Then, restart the computer and the
Vodafone Mobile Connect and try to connect again.
If you are still unable to connect, reinstall the software drivers for you wireless device.
If you are still unable to connect, your devices Subscriber Information Module (SIM) may not be
properly configured for data access.

Vodafone Mobile Connect **Error Code List**

RAS error 721

Description: Remote PPP peer or computer is not responding
This error is typically reported if an unexpected error has occurred while connecting to a network, but has also been known to occur on CSD connections.

Troubleshooting: Follow these steps to resolve this error:
- Verify that there is no default Dial-up connection selected in the Control Panel.
- If its still not possible to connect, shut down your PC. Then, restart the computer and the Vodafone Mobile Connect and try to connect again.
- If its still not possible to connect, reinstall the software drivers for you wireless device.

If its still not possible to connect, your devices Subscriber Information Module (SIM) may not be properly configured for data access. Contact Vodafone Support

RAS error 734

Description: The PPP link control protocol terminated
This error is typically reported if an unexpected error has occurred while connecting to a network, but may also be due to poor signal strength.

Troubleshooting: Follow these steps to resolve this error:
- Check your username and password
- Verify that there is no default Dial-up connection selected in the Control Panel.
- If its still not possible to connect, shut down your PC. Then, restart the computer and the Communication Manager software and try to connect again.
- If its still not possible to connect, reinstall the software drivers for you wireless device.

If its still not possible to connect, your devices Subscriber Information Module (SIM) may not be properly configured for data access. Contact Vodafone Support.

RAS error 736

Description: This error may be reported if a network connection cannot be established. This may be due to poor signal strength.

Troubleshooting: Disconnect, wait for a while and try again.

RAS error 744

Description: This error may be reported if an unexpected error has occurred while connected to a network.

Troubleshooting: Disconnect, wait for a while and try again.

RAS error 774

Description: This error is typically reported if an unexpected error has occurred while connecting to a network, but has also been known to occur on CSD connections.

Troubleshooting: Follow these steps to resolve this error:
- Verify that there is no default Dial-up connection selected in the Control Panel.
- If it's still not possible to connect, shut down your PC. Then, restart the computer and Vodafone Mobile Connect software and try to connect again.

If it's still not possible to connect, reinstall the software drivers for you wireless device. If you are still unable to connect, your devices Subscriber Information Module (SIM) may not be properly configured for data access. Contact Vodafone Support

RAS error 777

Description: The connection attempt failed because the modem (or other connecting device) on the remote computer is out of order.

Troubleshooting:
- Install the latest VMC version.
- Delete the UserData Directory:

C:\Documents and Settings\%username%\Application Data\Vodafone\Vodafone Mobile Connect\UserData

Make sure that your wireless device is properly connected to your PC and try to connect again. If you still receive this error, cold-boot your PC (shut down the PC, turn its power off and then restart) and then try to connect again.

If the problem persists, there may be a problem with the software driver for your wireless device. Obtain and install the latest driver from your wireless device's manufacturer.

Please take a look to the following Forum entry: Which Windows services are necessary for VMC 9?
http://www.business.vodafone.com/show_thread.do?forumId=37&customTitle=Post%20New%20Topic&searchBy=all&searchValue=services&searchBy2=MSG_PARENT_ID&searchValue2=-

Vodafone Mobile Connect **Error Code List**

Ensure in the MSinfo32 file, that all relevant services are started.

The RAS error 777 usually indicates a driver issue.

Can you please try the following:

1) when VMC is not started and no device is inserted, go to the following location:

C:\Documents and Settings\All Users\Application Data\Microsoft\Network\Connections\Pbk\

Please note that this is a hidden folder, you have to enable `show hidden files and folders` in the
Windows Explorer settings.

In this folder you can find the rasphone.pbk, which is the file that contains all DUN connections
(the connections that are shown when you go to <Control Panel>, <Network Connections>, and
then there is a section called 'Dial-up').
The 'Vodafone Mobile Connect' dial-up connection also is stored in the rasphone.pbk.

Please move the file to a different location (do not delete it as this would mean that all DUNs from
the customer will be gone).
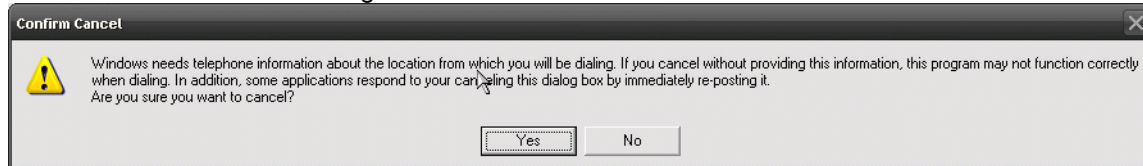

2) Now go to <Control Panel>, <Network Connections>. From the menu <Advanced>, choose
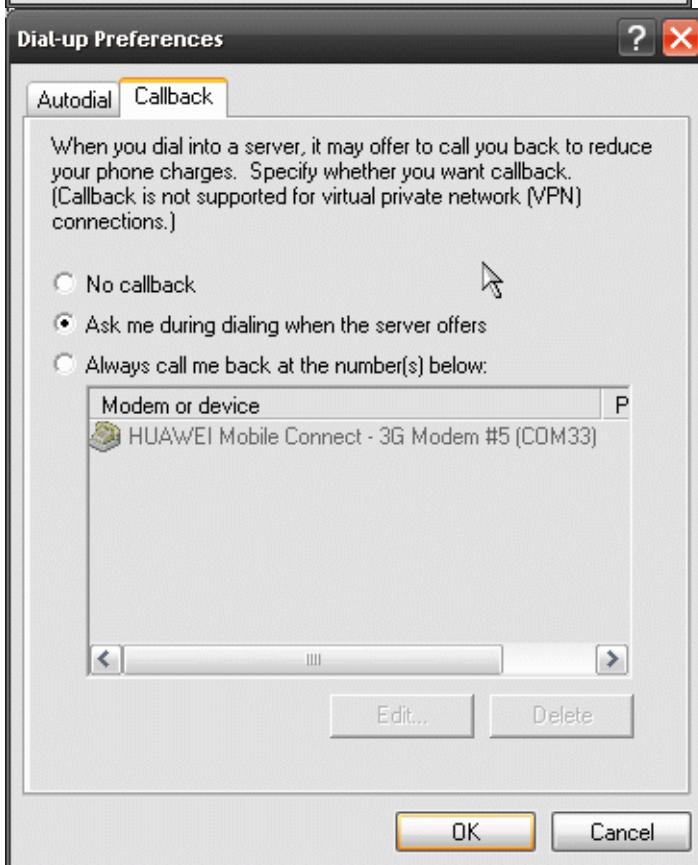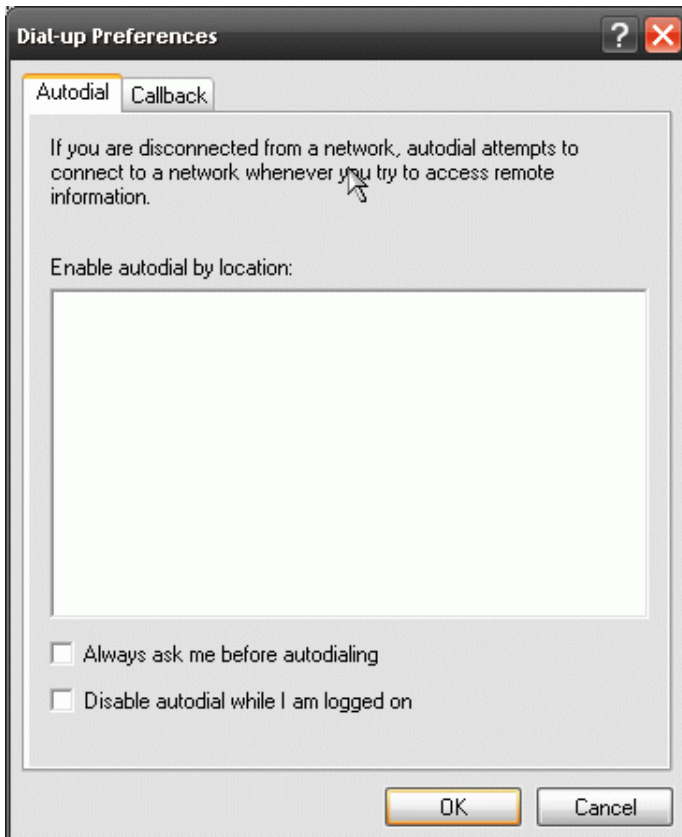<Dial-up Preferences...>
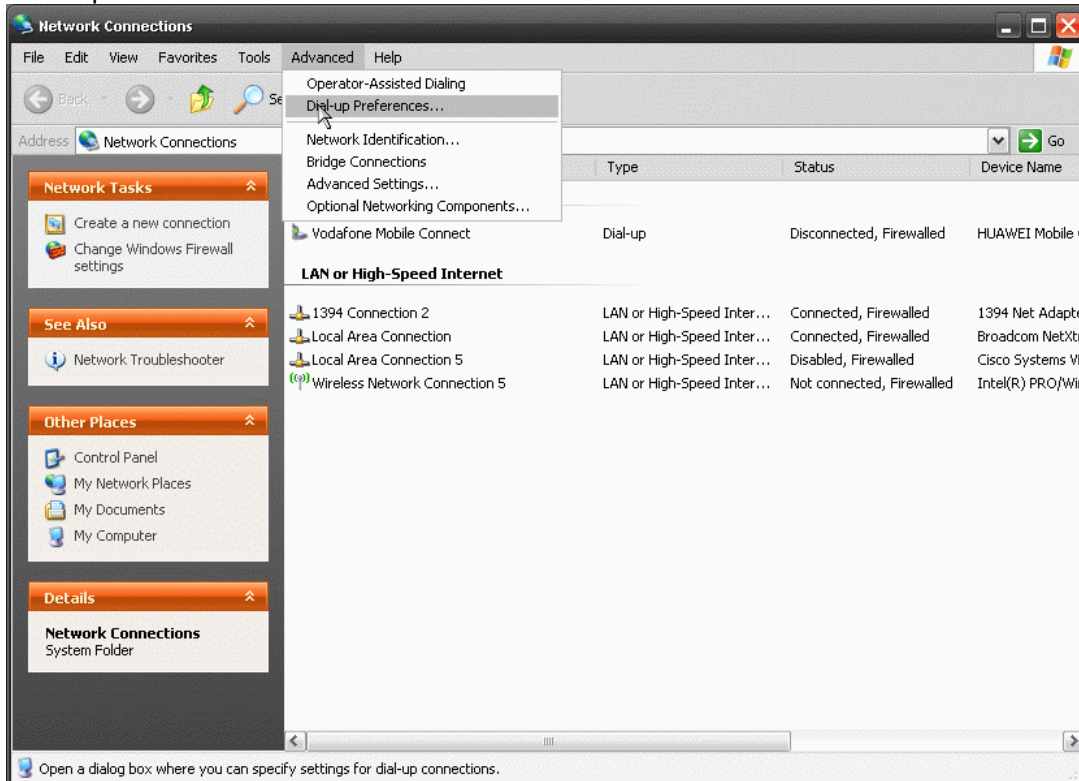
If the locations are not configured on the customer's system, this will bring up the 'Location
information' dialogue. Click 'Cancel' in case it shows up as it is not of interest for us.
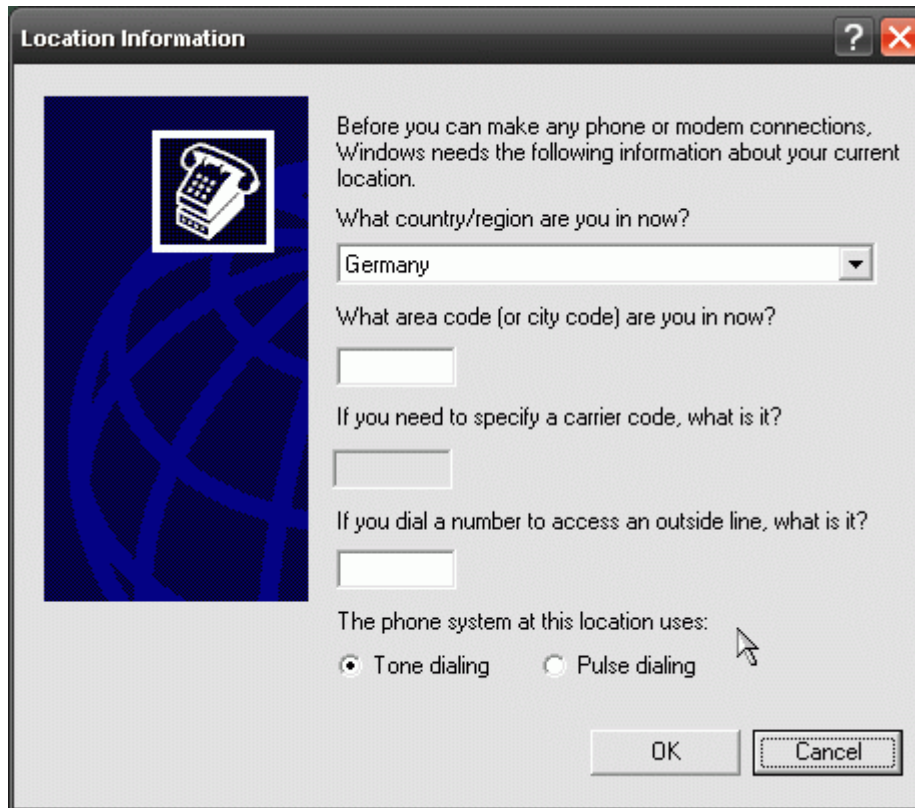
Choose <Yes> for the Warning afterwards.

Now the Dial-up preferences are shown. Make sure that 'Autodial' is turned on (checkbox not set).

3) Now start VMC 9.3.6.
Wait until the modem is detected and the Network is shown etc.
If, for some reason, the device is not shown go to 'Manage Devices' in VMC to add the device again.
This will re-create the rasphone.pbk.

4) Now go to the menu <Help> and choose <Driver Updates>. This will replace the old Huawei drivers from the initial VMC installation on this system. In general, drivers are *not* updated automatically when you install a newer VMC version, you always have to start this manually using <Help>, <Driver Updates>.

5) After this go to the Windows device manager, and check the driver version of the 'HUAWEI Mobile Connect - 3G Modem' by double-clicking on it, and going to the tab 'drivers'. The version listed should be 2.0.3.819.

Here is another solution for RAS 777. There is an option in the Network center which can also cause this error. If this is the case the solution is very simple. We always check this before applying more drastic solutions.

- Control Panel
- Network Connections / Networkcenter
- Go to dropdown "Advanced"
- Check if "Operator Assisted Dialing" is ticked, if yes, untick and try again

This often solves a RAS777 but of course only when the user has this option enabled.

Additional please take a look to this related Forum entry:

http://www.business.vodafone.com/show_thread.do?forumId=37&customTitle=Post%20New%20
Topic&searchBy2=MSG_PARENT_ID&searchValue2=-
1&searchBy3=MSGFORUM_FORUMID&searchValue3=37&ps=20&pn=1&threadid=25961&sortD
irection=0&sortCol=MSG_AUDIT_CREATE_DT

RAS error 797

Troubleshooting: A RAS 797 error simply means the modem cannot be found by the computer.

Click Start and then click Control Panel
Double-click 'Phone and Modem Options'.
Click the Modems tab.
In the "The following modems are installed list", click the modem that you want to remove, then click 'Remove'.
Click 'Yes' in response to the "Are you sure you want to remove the selected modem(s) from your system?" message. Restart the computer.
The 'Found New Hardware Wizard' starts. Follow the instructions in the wizard to reinstall.

If the problem still occurs, it could be a driver or detection problem. Make sure that the Vodafone connection is the default connection. Therefore go to 'control panel -> network connections', right click on the 'Vodafone connection' and set it as the default connection.

Ensure that the latest Bios and laptop driver updates are installed. Crosscheck if another VMC device is working on the affected laptop.

1.3 Errors from Windows Installer

Windows Installer

InstallShield Common Errors

Description: The solutions are listed for common installation errors.

Troubleshooting: http://consumer.installshield.com/common.asp

Error 1312

Description: User can't install VMC, there is the error message prompted "Product: Vodafone Mobile Connect -- Error 1312. "The directory cannot be added 'C:\WINDOWS\Installer\{C656142F-EFE1-44CD-BFAD-6CBC6DCB9860}' same file name was already exist, please rename or remove the file and try again or press cancel to terminate the job."

Troubleshooting: Error 1312
CAUSE
Insufficient user rights on the computer
- or -
Corruption in the Windows Installer folder
SOLUTION
Please follow these steps to resolve this issue:
1. Logon to the computer as Administrator or a user with administrative rights.
2. Double-click on the My Computer icon on your Desktop
3. Click View -> Folder Options (if Folder Options is not listed under View, go to Tools then Folder Options).
4. Click the View tab at the top of the Folder Options window and look for Hidden Files.
5. Select Show all files/folders or Show hidden/system files -> click OK.
6. Open Windows Explorer and browse to the C: drive -> double-click on the WinNT folder -> double-click on the Installer folder.
7. Delete the folder that is specified in the error message.
Another workaround would be to delete the already existing Registry Key: {C656142F-EFE1-44CD-BFAD-6CBC6DCB9860} which is listed in the error message.
The key can be found in the registry here:
[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\{C656142F-EFE1-44CD-BFAD-6CBC6DCB9860}]
We cannot guarantee success, if the customer does any changes on the registry.
If the error still persists, we would recommend reinstalling the notebook vendor image from scratch or trying a MSI installation via command line or MS Orca as described in the IT Admin guide.
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/40_mobile_connect_software/10_enterprise/l_enterpriseinformation.jsp

Error 1721 or Error 1722: During installation or un-installation of VMC.

Description: Vodafone Mobile Connect Lite Installer Information – Error 1722. There is a problem with this Windows Installer package. A Program run as part of the setup did not finish as expected. Contact your support personnel or package vendor. Action SetDeviceFamily, location: C:\WINDOWS\Installer\..\DeviceInfo.xml

Troubleshooting: Make sure that all required Installer applications are installed and running:
- Microsoft Installer version 4.5
- Visual Basic Script
- Macromedia Flash/Shockwave Player

Windows Installer Error 1721
There is a problem with this Windows Installer package. A program required for this install to complete could not be run. Contact your support personnel or package vendor.

Some have reported that this error may be encountered if anti-virus software is running. It has also been reported to surface when repackaging an application for distribution that mistakenly contains items it should not.

This can also be seen when the MSI installation attempts to execute a file located on the destination machine. If you are creating a package and choose to have a custom action "Execute Program from Destination", you may avoid the problem by instead choosing to have the custom action "Execute Program from Installation". If the file to be called does not reside on the PC prior to the beginning of the installation, error 1721 will be seen if you choose "Execute Program from Destination". When the file you want to execute is being installed from the MSI, use "Execute Program from Installation".

Make sure that all required Installer applications are installed and running.

1. Microsoft installer
http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=5a58b56f-60b6-4412-95b9-54d056d6f9f4
2. VBS
http://www.microsoft.com/downloads/details.aspx?FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa&DisplayLang=en
3.Macromedia Flash / Shockwave player
http://www.macromedia.com/downloads/

At first make sure that VMC is able to install to drive C:\, otherwise an error such as 1722 occurs. Then ensure that you have the lasted Windows Installer (v4.5) installed (http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=5a58b56f-60b6-4412-95b9-54d056d6f9f4).
Error 1722 could also be related to Java environment:
Due to the behaviour that the customer is facing a runtime error with VMC lite, I suppose to install Java Runtime Environment (JRE) again, which was installed (or available) as I guess in the past. Here's the link for the manual download and install on Win XP:
http://www.java.com/en/download/manual.jsp
The error could be also related to InstallShield Update Service.

The install shield wizard was interrupted

Description: Please advise the customer to 'enable' vbscript on the target system. The installation of VMC requires vbscript.

Troubleshooting: Take a look to the appropriate Top Issue: VBScript Installation Issues with VMC 9.x on Windows XP and Vista

http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top15

Mobile Connect has encountered a problem and needs to close

Description: The customer has to install the Microsoft .NET Framework 2.0 Service Pack 1 and VMC v9.2.4 should work fine.

Troubleshooting: Take a look to the appropriate Forum article: Mobile Connect has encountered a problem and needs to close
http://www.business.vodafone.com/show_thread.do?forumId=37&customTitle=Post%20New%20Topic&searchBy=all&searchValue=mobile%20connect&searchBy2=MSG_PARENT_ID&searchValue2=-1&searchBy3=MSGFORUM_FORUMID&searchValue3=37&ps=20&pn=1&threadid=25670&sortDirection=0&sortCol=MSG_AUDIT_CREATE_DT

Install Shield error 1603

Description: Fatal Error During Installation This error is caused if the Install Script/Install Shield is not registered with the operating system.

Troubleshooting: Take a look to the appropriate Forum article: InstallShield Error 1603
http://www.business.vodafone.com/show_thread.do?forumId=37&customTitle=Post%20New%20Topic&searchBy=all&searchValue=1603&searchBy2=MSG_PARENT_ID&searchValue2=-1&searchBy3=MSGFORUM_FORUMID&searchValue3=37&ps=20&pn=1&threadid=25719&sortDirection=0&sortCol=MSG_AUDIT_CREATE_DT
Further Troubleshooting hints regarding his error:
- Regstier vbscript
- Check for admin permissions
- The 1603 is documented on the InstallShield website:
http://consumerdocs.installshield.com/selfservice/viewContent.do?externalId=Q111019&sliceId=1

This Error indicates the following:
- That the problem is related to the InstallShield script part of the OS
- That a file that is needed for the installation could be in use
This article from InstallShield contains some general troubleshooting help, I would recommend to go through this:
http://consumerdocs.installshield.com/selfservice/viewContent.do?externalId=Q108340&sliceId=1

User with no administrative rights
Users without administrative rights on an individual machine will be denied the ability to install software on that computer.

Resolution:
No workaround is possible, as the user must have administrative rights to install Vodafone Mobile Connect. Contact your IT department.

Install Shield error 1607

Description: <u>Fatal Error During Installation</u> This error is caused if the installer is asked to run twice before the first installation is complete.

Troubleshooting: Press OK when the error occurs. This will terminate the first installer and the second installer will complete the install process.

You have to be logged on as an administrator

Description: INSTALL SHIELD error message

Troubleshooting: Currently there is no workaround available.

Rolling back of software installation

Troubleshooting: Identify probably MSI Installer errors, if there also VMC installation issues. Please take a look to the MSinfo32 file and InstallShield log files. A guide how to obtain the files can be found here:
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/0_ticket/20_microsoft_windows/l_mswindows.jsp
The following entry shows an example entry of an corrupt installation:
MsiInstaller
Detection of product '{3686E7AE-19F9-470B-8D8C-02AE68A7B11B}', feature 'FE_FileManager' failed during request for component '{F114BDD1-E645-4208-8F43-3543B584FC31}'&#x000a
That kind of installation of other software might be the reason for general installation problems and rolling back installation issues in regard to VMC.
Therefore make sure that the installation of the FE Filemanager finished correctly or try to uninstall the corrupt installation.
You have to know that if a MSI installation is interrupted it could / it will harm other MSI installations.
See also this Forum article: InstallShield Error 1603
http://www.business.vodafone.com/show_thread.do?forumId=37&customTitle=Post%20New%20Topic&searchBy=all&searchValue=1603&searchBy2=MSG_PARENT_ID&searchValue2=-1&searchBy3=MSGFORUM_FORUMID&searchValue3=37&ps=20&pn=1&threadid=25719&sortDirection=0&sortCol=MSG_AUDIT_CREATE_DT

Msiexsc.exe has encountered an error…

Troubleshooting: Currently there is no workaround available.
"Generic Host Process for Win32 Services has encountered a problem and needs to close" and "Application Error svchost.exe"

Troubleshooting: http://support.microsoft.com/kb/894391/en-us

Windows Installer Error 2738: Could not access VBScript run time for custom action

Troubleshooting: This error indicates a custom action is trying to run on a system, but that it is unable to execute VBScript code. For one reason or another VBscripting service is not running correctly and thus the install is failing. To fix this, download and install the latest Windows Scripting Host release.
To solve this issue the following steps must be done:
1.) Check whether the file vbscript.dll exists in the %SystemRoot%\system32\ directory.
2.) Check whether this OLE component is registered correctly.
If not, the user MUST register the vbscript.dll using
regsvr32 %SystemRoot%\system32\vbscript.dll.
- Open a command prompt
- type "regsvr32 %SystemRoot%\system32\vbscript.dll" (without the "")
If the vbscript.dll is not available, it has to be copied from the operating system install CD/DVD.
Update May 17th: the installer from VMC 9.2 will check if VBScript is registered correctly on a notebook, and if not, will display a message box.

Workaround:
On Windows 7 you have to make sure that there is no Vbscript.dll file registered in HKEY_CURRENT_USER (HKCU).

Check in the registry following key:
VBScript: HKCU\SOFTWARE\Classes\CLSID\{B54F3741-5B07-11CF-A4B0-00AA004A55E8}
Remove these key if it exist in HKEY_CURRENT_USER, for instance by the following command:
reg delete "HKCU\SOFTWARE\Classes\CLSID\{B54F3741-5B07-11CF-A4B0-00AA004A55E8}" /f
If you don't find the key HKCU\SOFTWARE\Classes\CLSID\{B54F3741-5B07-11CF-A4B0-00AA004A55E8} in your HKCU, then please check the complete HKCU hive of any occurrences of the string "vbscript.dll" or the string "{B54F3741-5B07-11CF-A4B0-00AA004A55E8}". Please make sure that vbscript.dll is NOT registered in any key of your HKCU hive.

After that register the Vbscript.dll or try to install VMC again. Both should work.
Registering the vbscript library:
regsvr32 %windir%\system32\vbscript.dll (32 bit systems)
regsvr32 %windir%\syswow64\vbscript.dll (64 bit systems)
Please use elevated rights when performing these commands.

For the current resolution status, please check the Top Issue: VBScript error on Windows 7
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top32

1158

Description: When trying to install VMC Lite on a French OS we get error "1158"

Troubleshooting: Please take a look to the following Top Issue:
VMC 9.3.x Installation Issue for Belgian customers
http://www.business.vodafone.com/site/bus/terenci/enuk_new/30_products/20_mobile_connect/10_top_issues/l_topissues.jsp#Top24

"Error 1402: could not open key:"

Description:
This error is appearing when a customer tries to install using VMC on the MS Windows 7 platform.
From what I see it is actually involving the security keys within the OS not allowing the program to install because it thinks the program is un-safe.
This is not VMC specific but it occurs with other software installs with MS Windows 7.

Troubleshooting:
MS are aware of this and a MS knowledge base entry has it covered and it does seem to work
MS KB: http://support.microsoft.com/kb/313222/en-us
When you run the fix it re-sets the security keys to default and then the VMC will install.
I am not sure how often this may occur but it is an easy fix and painless other than finding a wireless hotspot.

At least a fix is out there already. Supporting URL:
http://social.answers.microsoft.com/Forums/en-US/vistainstall/thread/1aff58b8-37f9-4d41-824e-9f4ca11b442f

error applying transforms.verify that the specified transform parts are valid

Description: The customer is experiencing problem installing VMC v9.4.4 on Windows 7.

Troubleshooting: Please ensure that the installer is extracted successfully. We recommend installing the latest release 9.4.6. Currently no other solution is available.

Vodafone OpCos and Partner markets can contribute content to this guide.
If you see interesting error codes with solution or if you have remarks regarding this document please feel free to email us at scs.terenci@vodafone.com.

Glossary

APN = Access Point Name
AT = stands for "Attention"
CHAP = Challenge Handshake Authentication Protocol
CSD = Circuit Switched Data
Device = PC Card, ExpressCard, Embedded Module, USB Stick/Modem
DLL = Dynamic Link Library
DUN = Windows Dial-up Network
GPRS = General Packet Radio Service
HSxPA = OpCo-specific term. Some use 3G+, others use HSDPA.
IP = Internet Protocol
JRE = Java Runtime Environment
MS = Microsoft
MSI = Microsoft Software Installation
NW = Network
OLE = Object Linking and Embedding
OpCo = "Vodafone network" or "mobile network operator"
OS = Operating System
PAP = Password Authentication Protocol
PDP = Packet Data Protocol
PHOENIX logs = Novatel Wireless SDK log files
PN = Partner Network
PPP = Point-to-Point Protocol
PUK = Personal Unlocking Key
Forum = forums on the KnowHow area: http://www.business.vodafone.com/show_forums.do
RAS = Remote Access Service
SDK = Software Development Kit
SIM = Subscriber Identity Module
TCP/IP stack = Transmission Control Protocol/Internet Protocol
USB = Universal Serial Bus
VBA = Visual Basic for Applications
VPN =Virtual Private Network
VMC = Vodafone Mobile Connect software
WLAN = Wireless Local Area Network
3G = 3rd Generation of Universal Mobile Telecommunications Systems (UMTS)
2G = 2nd Generation of Global System for Mobile Communications (GSM)