

Inquiry Codes and Handling Procedures

| Inquiry Code | Message | Primary Cause | Handling |
|--------------|--|---|--|
| 291 | Unable to connect due to an authentication error. Check username, password and device authentication information. Contact your account manager if the problem is not solved. | The username entered in MagicConnect is incorrect. | Use a correct MagicConnect username. |
| | | The password entered in MagicConnect is incorrect. | Use a correct MagicConnect password. |
| | | If device restrictions (MAC address restrictions, IP address restrictions) have been set by the account manager, the current connection is from a device using an unauthorized MAC address or an unauthorized network IP address. | Use an allowed device. Connect from an allowed network. The account manager should change the MAC address and/or IP address restrictions. |
| | The account manager can check the details of inquiry code 291 (authentication error) with the administration functions. This will help with remedying the problem. For further details, please see the support pages How to Handle Authentication Errors when Connecting | | |
| 301 | The server or authentication settings are incomplete. Open the settings screen and complete the settings for server host name, port number, username, and password. | A connection is being attempted without completing necessary settings for the MagicConnect Client. | Open the MagicConnect Client settings screen and enter a server host name and port number. Then, click the Authentication button on the settings screen and enter a username and password. |
| 311 | This account is being used by another user. | The user is already connected to the server from a different device. | From Access History on the user management screen, check the MAC address for the user and specify the currently connected device. Uninstall MagicConnect Client from the specified device. |
| | | Connection information is still on the server from a connection that has just recently been closed due to a communication malfunction. | Wait up to one minute for the connection information on the server to be erased after timing out. |
| | | The device on which the error occurred is trying to establish another connection, despite already being connected to the server. | If you are using an old MagicConnect Client, it is possible to manually attempt multiple connections, so an upgrade should be made to the latest Client software. |

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| 431 | Connection closed due to a problem with the security certificate. Contact the Server administrator. [*1 message indicating where the SSL connection has a problem] | MagicConnect certificates have been replaced by the device or network's quarantining function (communication monitoring software, such as certain types of virus protection software or i-Filter, is running). | Either disable the SSL communication monitoring features of communication monitoring software, such as virus software (ESET Smart Security, Kaspersky) or i-Filter, with a device on the network communication channel, or exempt MagicConnect communications from being monitored. |
| | | The device's date/time is incorrect by a large margin. | Adjust the date/time of the device. |
| | | Connection with MagicConnect is being attempted on a network, possibly from a hotel or airport, that can use the Internet only after authentication via a web browser, and this authentication has not been completed. | Use MagicConnect after completing authentication from a browser. |
| 1121 | Receive failed. Reason: [*1 message describing the reason for the failure] | Either the network used by the device on which the error occurred is unstable, or the connection has been closed by a network device on the communication channel. | No measures are needed, since sudden interruptions along the network channel are quite likely to occur, assuming they are not chronic. [If the interruptions are chronic] Reboot the device on which the error occurred. If possible, change the network of the device on which the error occurred. |
| 1181 | Failed to connect to the Server. Reason: [*1 message describing the reason for the failure] | The server name and port number entered in MagicConnect are incorrect. | Use a correct server name and port number. |
| | | The proxy information entered in MagicConnect is incorrect, or the proxy cannot be used in the current network environment. | Check that the proxy information entered in MagicConnect is correct. If you are not using a proxy, turn off the "HTTP Proxy: Use proxy" MagicConnect setting. |
| 1191 | Send failed. Reason: [*1 message describing the reason for the failure] | Either the network used by the device on which the error occurred is unstable, or the connection has been closed by a network device on the communication channel. | No measures are needed, since sudden interruptions along the network channel are quite likely to occur, assuming they are not chronic. [If the interruptions are chronic] Reboot the device on which the error occurred. If possible, change the network of the device on which the error occurred. |

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| 1261 | Connection negotiation timeout. | The network used by the device on which the error occurred may be unstable. | No measures are needed, since sudden interruptions along the network channel are quite likely to occur, assuming they are not chronic. [If the interruptions are chronic] Reboot the device on which the error occurred. If possible, change the network of the device on which the error occurred. |
| 1411 | Failed to connect to the Server [[*1 MagicConnect server] : [*2 MagicConnect port number]] . In the 'Settings' dialog, check the HTTP proxy and the Server settings, and reconnect. | Access to port 443 of the MagicConnect server is blocked by a firewall, etc. | Open a browser and check that connection to the Internet is possible. Access the management screen from the MagicConnect website and check that the user authentication screen is showing. |
| | | The server name and port number entered in MagicConnect are incorrect. | Use a correct server name and port number. |
| | | The proxy information used by MagicConnect is incorrect, or the proxy cannot be used in the current network environment. | Check that the proxy information entered in MagicConnect is correct. If you are not using a proxy, turn off the "HTTP Proxy: Use proxy" MagicConnect setting. |
| 1421 | Failed to connect to HTTP Proxy [[*1 Proxy Server] : [*2 Proxy port number]] . In the 'Settings' dialog, check the HTTP proxy settings, and reconnect. | The proxy information is incorrect. | Enter correct proxy information (proxy host name and port number). If you are not using a proxy, turn off the "HTTP Proxy: Use proxy" MagicConnect setting. |
| | | The chosen proxy server is not running. | Check that the proxy can be accessed from the current network. |

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| 1431 | Connection timed out. In the 'Settings' dialog, check the HTTP proxy and the Server settings, and reconnect. | Access to port 443 of the MagicConnect server is blocked by a firewall, etc. | Open a browser and check that connection to the Internet is possible. Access the management screen from the MagicConnect website and check that the user authentication screen is showing. |
| | | The server name and port number entered in MagicConnect are incorrect. | Use a correct server name and port number. |
| | | The information for the proxy used by MagicConnect is incorrect; the proxy cannot be used in the current network environment. | Use a correct proxy host name. If you are not using a proxy, turn off the "HTTP Proxy: Use proxy" MagicConnect setting. |
| 1441 | Failed to find the Server [[*1 MagicConnect Server]]. Check the Server host name, and reconnect. | Cannot connect to the Internet. | Open a browser and check that connection to the Internet is possible. Access the management screen from the MagicConnect website and check that the user authentication screen is showing. |
| | | The server name entered in MagicConnect is incorrect. | Use a correct server name. |
| | | In the current network environment requiring a proxy, settings have not been set to use a proxy. | If it is necessary to use a proxy, enter proxy information. |
| 1451 | Failed to find HTTP proxy [[*1 Proxy Server]] . In the 'Settings' dialog, check the host name for HTTP proxy, and reconnect. | Cannot connect to the Internet. | Open a browser and check that connection to the Internet is possible. Access the management screen from the MagicConnect website and check that the user authentication screen is showing. |
| | | The proxy host name entered in MagicConnect is incorrect. | Use a correct proxy host name. |

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| 1461 | HTTP proxy [[*1 Proxy Server] : [*2 Proxy port number]] authentication failed. In the 'Settings' dialog, check the user name and password for HTTP proxy authentication, and reconnect. | User authentication for the chosen proxy host name has failed. | Use a correct proxy user name, password, and domain name. |
| 1471 | HTTP proxy [[*1 Proxy Server] : [*2 Proxy port number]] returned error [status code : [*3 error explanation]]. In the 'Settings' dialog, check the HTTP proxy and the Server settings, and reconnect. | Unable to connect to the server from the proxy host for the error reason noted in "status code*3." | Use a correct server name and port number. Enter correct proxy information (proxy host name and port number). |
| | | The chosen proxy host is not permitting connection by SSL. | Check with the network administrator that the connection from the device on which the error occurred, or the connection via SSL, is not being denied at the proxy host. |
| 12 | MagicConnect Client Service is stopped. Start the service or reboot this computer. | The MagicConnect Client Service is not running. | In the Service Settings in the OS control settings, set the MagicConnect Client to "startup automatically," then reboot the device. |
| 22 | Failed to get MagicConnect Client settings. | A problem has occurred with the MagicConnect Client program. | Reinstall the MagicConnect Client. |
| 32 | Failed to apply settings to MagicConnect Client Service. Please make sure that MagicConnect Client Service is running. | A problem has occurred with the MagicConnect Client program. | Reinstall the MagicConnect Client. |
| 42 | Failed to save setting file. This change is temporary. | You do not have write privileges for the MagicConnect Client settings file. | Set appropriate access privileges for the MagicConnect Client settings file. |
| | | This error occurs if you are using Ver. 3.1r1 or an earlier version of MagicConnect Client and if settings changes have been attempted without administrator privileges. | Update to the latest version of MagicConnect Client. |

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| 52 | Enter port in the range of 0 to 65535. | A number that is not between 0 to 65535 has been entered for the server port number. | Use a server port number within the specified range. |
| | | A number that is not between 0 to 65535 has been entered for the proxy port number. | Use a proxy port number within the specified range. |
| 62 | You do not have permission to perform this operation. | A user without write privileges for the MagicConnect settings file tried to connect or disconnect the MagicConnect Client. | Set appropriate access privileges for the MagicConnect Client settings file. |
| 72 | A connection attempt has been stopped. Confirm username, password and PC restriction. Contact your account manager if the problem is not solved. If the account is terminated, please uninstall the software. | The username entered in MagicConnect is incorrect. | Use a correct MagicConnect username. |
| | | The password entered in MagicConnect is incorrect. | Use a correct MagicConnect password. |
| | | If device restrictions (MAC address restrictions, IP address restrictions) have been set by the account manager, the current connection is from a device using an unauthorized MAC address or an unauthorized network IP address. | Use an allowed device. Connect from an allowed network. The account manager should change the MAC address and/or IP address restrictions. |
| 82 | Failed to get MagicConnect Client Service state. | A problem has occurred with the MagicConnect Client program. | Reinstall the MagicConnect Client. |
| 92 | Although HTTP Proxy is enabled, the proxy host name is not entered. Disable HTTP Proxy or enter the HTTP Proxy host name. | The settings indicate use of a proxy, but no host name has been entered. | Change the settings so that a proxy is not used. Enter a proxy host name. |

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| 3 | Initialization failed. | The MagicConnect Viewer file is corrupt or the MagicConnect USB key is broken. | For USB type, Fingerprint Authentication type, and DLO type, insert the USB key into a different device than the device on which the error occurred, and then launch the Viewer. If the same trouble arises, there is a likely chance that the USB key is defective, in which case it should be replaced. For Terminal Authentication type and Mobile type, reinstall MagicConnect Viewer. |
| 143 | Failed preparation to connect application [*1: name of linked application]. Control PC port [*2: port number used by the control PC] already used by another application. If server application [*1: name of linked application] is already running on control PC, end the application. | The port that an application is attempting to use through MagicConnect is already in use. | If the port is being temporarily used by another application, the problem can be remedied by rebooting the control device. If rebooting is not effective, check that the port is not being continuously used by another application, and if it is, close that application. |
| | | An application attempting to be launched through MagicConnect has been blocked by security or other software. | If security or other software on the control device is blocking application launch and/or use of the port, set the security or other software so that the application, the MagicConnect program, or the target port is not blocked. |
| | | Launch failed for an application being used through MagicConnect. | Check that the application is running properly. If another linked application is already running, close that application for now. |
| 173 | Failed to start application [*1: name of linked application]. Install application [*1: name of linked application] to [*2: linked application launch command]. | There is a problem with a file related to an application being used through MagicConnect, or the MagicConnect USB key is broken. | For USB type, Fingerprint Authentication type, and DLO type, insert the USB key into a different device than the device on which the error occurred, and then launch the Viewer. If the same trouble arises, there is a likely chance that the USB key is defective, in which case it should be replaced. For Terminal Authentication type and Mobile type, reinstall MagicConnect Viewer. |
| | | If you are using the EX Edition, there is a mistake in the user-selected settings for an application being used through MagicConnect. | Look over the settings for the application that is experiencing the error. |
| 183 | Application [*1: name of linked application] not found. Install application [*1: name of linked application] to [※2: file path of linked application]. | There is a problem with a file related to an application being used through MagicConnect, or the MagicConnect USB key is broken. | For USB type, Fingerprint Authentication type, and DLO type, insert the USB key into a different device than the device on which the error occurred, and then launch the Viewer. If the same trouble arises, there is a likely chance that the USB key is defective, in which case it should be replaced. For Terminal Authentication type and Mobile type, reinstall MagicConnect Viewer. |
| | | If you are using the EX Edition, there is a mistake in the user-selected settings for an application being used through MagicConnect. | Look over the settings for the application that is experiencing the error. |

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| 193 | Problem with application [*1: name of linked application] detected. Reinstall application [*1: name of linked application] to [*2: linked application launch command]. | There is a problem with a file related to an application being used through MagicConnect, or the MagicConnect USB key is broken. | For USB type, Fingerprint Authentication type, and DLO type, insert the USB key into a different device than the device on which the error occurred, and then launch the Viewer. If the same trouble arises, there is a likely chance that the USB key is defective, in which case it should be replaced. For Terminal Authentication type and Mobile type, reinstall MagicConnect Viewer. |
| | | If you are using the EX Edition, there is a mistake in the user-selected settings for an application being used through MagicConnect. | Look over the settings for the application that is experiencing the error. |
| 203 | Failed to start application [*1: name of linked application]. | There is a problem with a file related to an application being used through MagicConnect, or the MagicConnect USB key is broken. | For USB type, Fingerprint Authentication type, and DLO type, insert the USB key into a different device than the device on which the error occurred, and then launch the Viewer. If the same trouble arises, there is a likely chance that the USB key is defective, in which case it should be replaced. For Terminal Authentication type and Mobile type, reinstall MagicConnect Viewer. |
| | | If you are using the EX Edition, there is a mistake in the user-selected settings for an application being used through MagicConnect. | Look over the settings for the application that is experiencing the error. |
| 223 | Control PC port[*1: linked application's remote device port number] was not connected from application[*2: name of linked application]. In the 'Settings' dialog, check that the connection method[*2: name of linked application] settings are correct. | There is a mistake in the user-selected settings for an application being used through MagicConnect. | Look over the settings for the application that is experiencing the error. |
| | | Connection to the MagicConnect Viewer, from an application being used through MagicConnect, has been blocked by security or other software. | Release the block by the security or other software. |
| | | A file for an application being used through MagicConnect is corrupt. | For USB type, Fingerprint Authentication type, and DLO type, insert the USB key into a different device than the device on which the error occurred, and then launch the Viewer. If the same trouble arises, there is a likely chance that the USB key is defective, in which case it should be replaced. For Terminal Authentication type and Mobile type, reinstall MagicConnect Viewer. |
| 233 | Failed to connect application[*1: name of linked application]. Exit any other applications that are running. | Connection to the MagicConnect Viewer, from an application being used through MagicConnect, has been blocked by security or other software. | Release the block by the security or other software. |

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| 283 | Unable to connect due to an authentication error. Check username, password, USB key and device authentication information. Contact your account manager if the problem is not solved. | The username entered in MagicConnect is incorrect. | Use a correct MagicConnect username. |
| | | The password entered in MagicConnect is incorrect. | Use a correct MagicConnect password. |
| | | If device restrictions (MAC address restrictions, IP address restrictions) have been set by the account manager, the current connection is from a device using an unauthorized MAC address or an unauthorized network IP address. | Use an allowed device. Connect from an allowed network. The account manager should change the MAC address and/or IP address restrictions. |
| | | The username is not the name linked to the USB key. | Use the correct USB key and username combination. |
| The account manager can check the details of inquiry code 283 (authentication error) with the administration functions. This will help with remedying the problem. For further details, please see the support pages: How to Handle Authentication Errors when Connecting | | | |
| 293 | Unable to connect due to an authentication error. Check username, password and device authentication information. Contact your account manager if the problem is not solved. | The username entered in MagicConnect is incorrect. | Use a correct MagicConnect username. |
| | | The password entered in MagicConnect is incorrect. | Use a correct MagicConnect password. |
| | | Unable to connect due to an authentication error. | Use an allowed device. Connect from an allowed network. |
| | | Check username, password, and device authentication information. Contact your account manager if the problem is not solved. | The account manager should change the MAC address and/or IP address restrictions. |
| 313 | This account is being used by another user. | A connection is already open from a different MagicConnect Viewer running on the device. | Use the MagicConnect Viewer that connected first. |
| | | Connection is still on the server from a connection that has just recently been closed due to a communication malfunction. | Wait up to one minute for the connection information on the server to be erased after timing out. |

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| 383 | This device is not a secure thin client or is not protected by antivirus software. Use a secure device. Application will now terminate. | There is a problem with the security software. | Check the items below to resolve the issue. In the Security Center (Action Center), check that "Virus Protection" and "Spyware and Other Malware Protection" are both enabled. |
| | | If the remote device is using Windows 8/8.1, the necessary settings have not been completed. | If you are using Windows 8/8.1 on your remote device, check the compatibility settings in the guide located at the URL below. - Settings guide for using MagicConnect Viewers (NDL+, EX+, DLO+) compatible with Windows 8/8.1 quarantining functions: http://www.magicconnect.net/support/manual/win8_plus_settings.php |
| 433 | Connection closed due to a problem with the security certificate. Contact the Server administrator. [*1 message indicating where the SSL connection has a problem] | MagicConnect certificates have been replaced by the device or network's quarantining function. (Communication monitoring software, such as a certain type of virus protection software or i-Filter, is running.) | Either disable the SSL communication monitoring features of communication monitoring software, such as virus software (ESET Smart Security, Kaspersky) or i-Filter, with a device on the network communication channel, or exempt MagicConnect communications from being monitored. |
| | | The device's date/time is incorrect by a large margin. | Adjust the date/time of the device. |
| | | Connection with MagicConnect is being attempted on a network, possibly from a hotel or airport, that can use the Internet only after authentication via a web browser, and this authentication has not been completed. | Use MagicConnect after completing authentication from a browser. |
| 583 | Failed to appropriately initialize the environment for connection. Application will now terminate. | Preparations for the remote desktop connection failed. | Reboot the remote device. Use a different remote device. |
| 603 | There was a problem with [*1: DLL file name] required to run MagicConnect Viewer, or the file was not found. Application will now terminate. | Only the MagicConnect Viewer program file was copied to a location other than the USB key, and the Viewer was launched. | Launch the MagicConnect Viewer program that is on the USB key. |
| | | The files used by MagicConnect Viewer are corrupt, do not exist, or have restricted access. | For USB type, Fingerprint Authentication type, and DLO type, insert the USB key into a different device than the device on which the error occurred, and then launch the Viewer. If the same trouble arises, there is a likely chance that the USB key is defective, in which case it should be replaced. For Terminal Authentication type and Mobile type, reinstall MagicConnect Viewer. |

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| 613 | Fatal error occurred during communication with USB key. | There is a conflict between the MagicConnect USB key and another USB device. | Remove USB devices other than the MagicConnect USB key. |
| | | You are using a defective USB 3.0 port, some functions of which are not supported. | Change the USB port that the MagicConnect USB key is in. |
| | | You are using a MagicConnect USB key via a dock connector, USB hub, or the like. | Use the USB key after inserting it directly into the device's USB port. |
| | | Use of the MagicConnect USB key is being hindered by software that encrypts the entire disk drive. | Either uninstall the software encrypting the disk drive, or use another device. |
| | | The USB key itself or the files on the USB key are corrupt. | Switch out the damaged/defective USB key. |
| 623 | Failed to find USB key. | Write access to the removable device or CD/DVD is prohibited in the Windows policy settings. | Remove the access restrictions in the Windows policy settings. |
| | | Access to the USB key is being restricted by security or other software. | Remove the access restrictions by the security or other software. |
| | | You are using MagicConnect Viewer in a virtual environment. Part of the virtual environment software does not support USB connection on a par with Windows on a physical device. (E.g.: Mac OS X's VMware Fusion) | Launch using a physical (not virtual) device. |
| | | The device manager's recognition of hardware related to MagicConnect failed, or it is disabled. | Under the "DVD/CD-ROM Drive" and "Disk Drive" settings in Device Manager, check that devices related to MagicConnect are being properly recognized. |
| 633 | Failed to get USB key data. | Write access to the removable device is prohibited in the Windows policy settings. | Remove the access restrictions in the Windows policy settings. |
| | | Access to the USB key is being restricted by security or other software. | Remove the access restrictions by the security or other software. |
| | | There is a conflict between the MagicConnect USB key and another USB device. | Remove USB devices other than the MagicConnect USB key. |
| | | You are using a MagicConnect USB key via a dock connector, USB hub, or the like. | Use the USB key after inserting it directly into the device's USB port. |
| | | Use of the MagicConnect USB key is being hindered by software that encrypts the entire disk drive. | Either uninstall the software encrypting the disk drive, or use another device. |
| | | The USB key itself or the files on the USB key are corrupt. | Switch out the damaged/defective USB key. |

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| 653 | Please execute the application from the USB key. | The entire MagicConnect Viewer program was copied to a location other than the USB key and the Viewer was launched. | Launch the MagicConnect Viewer program on the USB key. |
| 723 | The previous connection has not yet been completed. Do you want to cancel the previous connection, and try a new connection? | Another application was launched through MagicConnect before a connection could be established by the application that was just launched. Normally, a 223 or 233 message is shown when the connection negotiation of an application being used through MagicConnect is not progressing promptly. | Click the button to reconnect after waiting for a connection to be established by the previously launched application. If you are getting a 223 or 233 error message, refer to each section to determine the underlying problem. |
| 743 | MagicConnect client could not find server application at target PC port [*1 standby port of the target PC]. Check that server application corresponding to selected connection method is running on target PC. | [When you have selected remote desktop as the connection method] Remote desktop connection is not being allowed on the target PC (the PC being remotely operated). | Allow remote desktop connections. |
| | | [When you have selected remote desktop as the connection method] Security software on the target PC (the PC being remotely operated) is blocking standby for the remote desktop server. | Release the security software's standby block of the remote desktop server. |
| | | [When you have selected remote desktop as the connection method] The target PC (the PC being remotely operated) has an OS version that cannot use the remote desktop server function. | On the target PC (the PC being remotely operated), use an OS version that supports the remote desktop server function. |
| | | [When you have selected MC3000 as the connection method] The target PC (the PC being remotely operated) is not a WOL server machine (MC3000). WOL server is not running on MC3000. | Use a WOL server machine (MC3000). Reboot MC3000. |
| | | If you are using the EX Edition, there is a mistake in the user-selected settings for an application being used through MagicConnect. Or, the server function of a user-selected application is not running on the target PC (the PC being remotely operated). | Look over the settings for the application that is experiencing the error. On the target PC (the PC being remotely operated), check the status of the application server that is running. |
| 843 | Enter port in the range of 0 to 65535. | A number that is not between 0 to 65535 has been entered for the server port number. | Use a server port number within the specified range. |
| | | A number that is not between 0 to 65535 has been entered for the proxy port number. | Use a proxy port number within the specified range. |

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| 1123 | Receive failed. Reason: [*1 message describing the reason for the failure] | Either the network used by the device on which the error occurred is unstable, or the connection has been closed by a network device on the communication channel. | No measures are needed, since sudden interruptions along the network channel are quite likely to occur, assuming they are not chronic. [If the interruptions are chronic] Reboot the device on which the error occurred. If possible, change the network of the device on which the error occurred. |
| 1183 | Failed to connect to the Server. Reason: [*1 message describing the reason for the failure] | The server name and port number entered in MagicConnect are incorrect. | Use a correct server name and port number. |
| | | The proxy information entered in MagicConnect is incorrect, or the proxy cannot be used in the current network environment. | Check that the proxy information entered in MagicConnect is correct. If you are not using a proxy, turn off the "HTTP Proxy: Use proxy" MagicConnect setting. |
| 1193 | Send failed. Reason: [*1 message describing the reason for the failure] | Either the network used by the device on which the error occurred is unstable, or the connection has been closed by a network device on the communication channel. | No measures are needed, since sudden interruptions along the network channel are quite likely to occur, assuming they are not chronic. [If the interruptions are chronic] Reboot the device on which the error occurred. If possible, change the network of the device on which the error occurred. |
| 1263 | Connection negotiation timeout. | The network used by the device on which the error occurred may be unstable. | No measures are needed, since sudden interruptions along the network channel are quite likely to occur, assuming they are not chronic. [If the interruptions are chronic] Reboot the device on which the error occurred. If possible, change the network of the device on which the error occurred. |
| 1303 | Unexpected packet. An unauthorized application is being used or the application may have been tampered with. Check whether the proper files have been installed. Application will now terminate. | Unauthorized data sent by an application being used through MagicConnect has been detected. | This does not normally occur. If you are experiencing this, please contact us for support. |

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| 1313 | Unexpected redirection. The redirections below are unauthorized. [*1: type of redirect communication] The setting file may have been illegally modified. Check whether the setting file is valid. Application will now terminate. | Unauthorized data sent by an application being used through MagicConnect has been detected. | This does not normally occur. If you are experiencing this, please contact us for support. |
| | 1413 | Failed to connect to the Server [[*1 MagicConnect server host name] : [*2 MagicConnect server port number]] . In the 'Settings' dialog, check the HTTP proxy and the Server settings, and reconnect. | Access to port 443 of the MagicConnect server is blocked by a firewall, etc. |
| The server name and port number entered in MagicConnect are incorrect. | | | Use a correct server name and port number. |
| The proxy information used by MagicConnect is incorrect, or the proxy cannot be used in the current network environment. | | | Check that the proxy information entered in MagicConnect is correct. If you are not using a proxy, turn off the "HTTP Proxy: Use proxy" MagicConnect setting. |
| 1423 | Failed to connect to HTTP Proxy [[*1 Proxy Server] : [*2 Proxy port number]] . In the 'Settings' dialog, check the HTTP proxy settings, and reconnect. | The proxy information is incorrect. | Check that the proxy information entered in MagicConnect is correct. If you are not using a proxy, turn off the "HTTP Proxy: Use proxy" MagicConnect setting. |
| | | The chosen proxy server is not running. | Check that the proxy can be accessed from the current network. |
| 1433 | Connection timed out. In the 'Settings' dialog, check the HTTP proxy and the Server settings, and reconnect. | Access to port 443 of the MagicConnect server is blocked by a firewall, etc. | Open a browser and check that connection to the Internet is possible. Access the management screen from the MagicConnect website and check that the user authentication screen is showing. |
| | | The server name and port number entered in MagicConnect are incorrect. | Use a correct server name and port number. |
| | | The information for the proxy used by MagicConnect is incorrect; the proxy cannot be used in the current network environment. | Use a correct proxy host name. If you are not using a proxy, turn off the "HTTP Proxy: Use proxy" MagicConnect setting. |

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| 1443 | Failed to find the Server[*1 MagicConnect Server]. Check the Server host name, and reconnect. | Cannot connect to the Internet. | Open a browser and check that connection to the Internet is possible. Access the management screen from the MagicConnect website and check that the user authentication screen is showing. |
| | | The server name entered in MagicConnect is incorrect. | Use a correct server name. |
| | | In the current network environment requiring a proxy, settings have not been set to use a proxy. | If it is necessary to use a proxy, enter proxy information. |
| 1453 | Failed to find HTTP proxy [[*1 Proxy Server]]. In the 'Settings' dialog, check the host name for HTTP proxy, and reconnect. | Cannot connect to the Internet. | Open a browser and check that connection to the Internet is possible. Access the management screen from the MagicConnect website and check that the user authentication screen is showing. |
| | | The proxy host name entered in MagicConnect is incorrect. | Use a correct proxy host name. |
| 1463 | HTTP proxy [[*1 Proxy Server] : [*2 Proxy port number]] authentication failed. In the 'Settings' dialog, check the user name and password for HTTP proxy authentication, and reconnect. | User authentication for the chosen proxy host name has failed. | Use a correct proxy user name, password, and domain name. |
| 1473 | HTTP proxy [[*1 Proxy Server] : [*2 Proxy port number]] returned error [status code : [*3 error explanation]]. In the 'Settings' dialog, check the HTTP proxy and the Server settings, and reconnect. | Unable to connect to the server from the proxy host for the error reason noted in "status code*3." | Use a correct server name and port number. Enter correct proxy information (proxy host name and port number). |
| | | The chosen proxy host is not permitting connection by SSL. | Check with the network administrator that the connection from the device on which the error occurred, or the connection via SSL, is not being denied at the proxy host. |
| 1513 | Denied by the Server. Failed to register information for restricting the device. Information for restricting the device may have already been registered. | A (half-width) space has been entered at the end of the MagicConnect username. (This occurs when registering device authentication information to the server with Mobile type or Terminal authentication type MagicConnect.) | Use a correct MagicConnect username. |

Inquiry Codes and Handling Procedures

| Inquiry Code | Message | Primary Cause | Handling |
|--------------|--|---|--|
| 1673 | A "Save Password" toggle has been added to the login screen. When the toggle is turned on, the server login password is saved on the device. When saving the password, use of the device's Passcode Lock is recommended. | This message is displayed when the account manager has changed the setting for saving the MagicConnect login password from "not allowed" to "allowed" in the administration functions. | - |
| 1683 | Use of "Save Password" on the login screen has been prohibited by the administrator. | This message is displayed when the account manager has changed the setting for saving the MagicConnect login password from "allowed" to "not allowed" in the administration functions. | - |
| 1693 | Use of "Save Password" on the login screen has been prohibited by the administrator. The login screen password saved on the device has been erased. | This message is displayed when the account manager has changed the setting for saving the MagicConnect login password from "allowed" to "not allowed" in the administration functions, and when the login screen password has been saved on the device. | - |
| 1703 | Use of "Save Password" on the remote desktop logon screen has been prohibited by the administrator. | This message is displayed when the account manager has changed the setting for saving the Windows logon password from "allowed" to "not allowed" in the administration functions. | - |
| 1713 | Use of "Save Password" on the remote desktop logon screen has been prohibited by the administrator. The remote desktop password saved on the device has been erased. | This message is displayed when the account manager has changed the setting for saving the Windows logon password from "allowed" to "not allowed" in the administration functions, and when the Windows logon password has been saved on the device. | - |
| 1723 | This account can not use MagicConnect mobile. Contact your account manager for more information. | The account is not permitted for use on iPhone/iPad or Android device. | The handling procedure is different based on the type (edition) written on your "Account Registration Form". - If "(with mobile)" is written on it (e.g., "USB NDL (with mobile)"), the account manager needs to permit use of iPhone/iPad and Android device in the administration functions. - If "(with mobile)" is not written or "Mobile (Windows)" is written, you need to change your contract. |

Inquiry Codes and Handling Procedures

| Inquiry Code | Message | Primary Cause | Handling |
|--------------|--|--|---|
| 75 | Failed to connect to WOL server. | The WOL client has connected to the WOL server, but the WOL server did not respond: It is possible that something is wrong with the USB memory (stick) you are using with MC3000. | Reboot MC3000. Backup the data on the current USB memory (stick) and switch the data to a new USB memory (stick). |
| | | This message is shown when the network environment is unstable. | Look over the network environment. |
| 85 | Communication with WOL server timed out. | There is something wrong with the operation of the WOL server. | Reboot MC3000. |
| | | This message is shown when the network environment is unstable. | Look over the network environment. |
| 125 | Connection to WOL server was disconnected. | This message is shown when the user was idle (i.e., did not perform any operations) for a certain amount of time after connecting to the WOL server from a WOL client. | After connecting, choose the target PC to start up and promptly enter the password. Since there are cases when the Target PC List screen of the WOL client is hidden behind the Remote Desktop Connections screen, move the Remote Desktop Connections screen to see the WOL client's Target PC List screen behind it. |
| | | This message is shown when the network environment is unstable. | Look over the network environment. |
| 195 | Specified target PC is not registered on WOL server. | You have entered the name of a PC in the "Target PC" field of the WOL client that is not registered to the WOL server. | Enter a correct PC name, or select a PC from the WOL client's "Show all..." list. |
| 205 | Password is incorrect. | The password entered in the WOL client is incorrect. | Enter the correct password. |
| 265 | Target PC is not selected. | On the "Select target PC" screen, "select" was clicked without choosing a PC. | Select a PC, then click OK. |
| 455 | WOL server failed to send MagicPacket. | An incorrect value is registered as the target PC's broadcast address on the WOL server. | Register a correct value as the target PC's broadcast address on the WOL server. |
| | | A problem has occurred with the WOL server's communication functions. | Reboot MC3000. |
| 465 | Communication error with WOL server. | This message is shown when the network environment is unstable. | Look over the network environment. If this is not effective, reboot MC3000. |

Inquiry Codes and Handling Procedures

| Inquiry Code | Message | Primary Cause | Handling |
|--------------|--|---|--|
| 475 | The passwords do not match. Please retype the new passwords in both boxes. | The "new password" and "confirm new password" do not match on the Change Password screen of the WOL client. | Enter the same information for "new password" and "confirm new password." |
| 495 | WOL server busy. Try again later. | There is a user currently connected to the WOL server with a WOL client. | After waiting a few minutes, reconnect to the WOL server. If this is not effective, reboot MC3000. |
| 515 | Failed to send MagicPacket. | This message is shown when there was some kind of failure in sending MagicPacket. This often follows other WOL client errors. | Check whether this is accompanied by another error. It is possible that the direct cause is another WOL client error. |
| 525 | Failed to change password. | There is something wrong with the settings file of the WOL server program. It is possible that something is wrong with the USB memory (stick) you are using with MC3000. | Reboot MC3000. Backup the data on the current USB memory (stick) and switch the data to a new USB memory (stick). |

Inquiry Codes and Handling Procedures

| Update History | Update Made |
|----------------|--|
| 2013/8/30 | Initial version created. |
| 2013/11/19 | The content below was revised. Corrected the wording of inquiry codes 283 (authentication error occurring with the Terminal Authentication type) and 293 (authentication error occurring with the Viewer of the USB Key type), which had been transposed. |
| 2014/3/17 | Added a new inquiry code regarding password saving functionality that can be used with Mobile type MagicConnect. |
| 2014/7/8 | With the expiration of support for Windows XP, related content was deleted. |
| 2014/7/15 | A handling procedure for errors occurring with Windows 8/8.1 was added to the content related to inquiry code 383. |
| 2014/9/10 | Added procedures for confirming authentication errors in the event of 283, 291, and 293 errors. Color coded the files by error type. |
| 2015/1/5 | Newly added error 1513. Brought terminology in line with the most recent message text. ("control PC" --> "control device" "PC restriction" --> "terminal authentication") |
| 2015/4/1 | Sentences has been fixed according to the release of Mobile type (Windows). 1733 error is deleted from the list. |