FuelCloud App Version 3.0.0+ Warning and Error Codes

Find causes and possible solutions for each warning and error code in the FuelCloud app.

Manual Version 2.1 | Revised 10/23/23

Code	Error Text	Cause	Possible Solutions
103	It's outside your scheduled fueling hours.	The Driver has a custom fueling schedule, and it is currently outside of scheduled hours.	Adjust the Driver's schedule in the Web Portal. Go to Manage > Drivers > select the specific Driver. Edit the Schedule in the top section of the profile.
105	Location services have been disabled for this app.	The Location Service for the FuelCloud app has been disabled on your phone/tablet.	Re-enable location services on your device by going to the device's Settings > Fuelcloud > Location **or** re-install the app and approve all system permissions.

Code	Error Text	Cause	Possible Solutions
108	This pump is in use. When fueling has stopped the pump will be available. If there's an error try restarting the Cloudbox.	The selected pump is currently in use.	Tap 'Disconnect' on the pumping screen on the device that initially started the pump **or** wait for the no-flow timer to expire and end the transaction. If the problem persists, turn off the CloudBox, wait 10 seconds, and turn the CloudBox back on.
109	This vehicle or tank is not assigned to you. Contact your Admin to manage your assignments.	The Driver is not authorized to fuel this vehicle or tank. NOTE: This error is only triggered when a user scans a QR/Barcode.	Adjust the Driver's access in the Web Portal. Go to Manage > Restrictions **or** Manage > Drivers > select specific Driver > Restrictions. Drivers may need to be added or removed from an Access Group to access a specific vehicle.
110	Incompatible product. This vehicle or tank is not compatible with [Fuel type of pump selected]. If there's an error contact your Admin for support.	The Driver has selected a target vehicle or tank that does not match the product type of the source tank. NOTE: This error is only triggered when a user scans a QR/Barcode.	Update the fuel type allowed for the vehicles/tank in the Web Portal. Go to Manage > Vehicles/Tanks > select the specific Vehicle/Tank > Settings > Tank & Fuel.

Code	Error Text	Cause	Possible Solutions
111	You've reached your limit for offline transactions. Connect to the internet and re-open the app to reset your limit, or contact your Admin.	The Driver is in offline mode and has hit their offline transaction limit.	The Driver needs to regain internet connection to reset their limit. The number of Offline Transactions can also be managed in the Web Portal. Go to Settings > Company Settings > App Settings > Transactions.
115	Please turn on Camera access in your privacy settings.	Driver tried to use the camera scanner via the app but had previously denied permission for the app to access the device camera.	Navigate to Settings on the device. Go to Privacy > Camera > give FuelCloud permission.
116	Driver limit hit.	Driver has reached their limit for transactions in the app.	Ask your Admin to reset limit or instruct Driver to wait until their limit is reset.
117	Your maximum fuel limit is ____. Please enter a smaller preset.	The preset entered is larger than the remaining value of the Drivers limits.	Reset the Drivers limits or enter a different preset value.
118	The Admin made a change to this pump's settings while this transaction was authorizing. We'll use the new settings when you start the transaction. If this is a Weights and Measures enabled device you can select Weight & Measures from the app menu to see the change log.	A change was made to a pump (like the kfactor being updated) after the Driver had selected the pump before the Driver tapped on Authorize pump.	This is just a message letting the Driver know of the change. They are still able to fuel.

Code	Error Text	Cause	Possible Solutions
119	Transaction limits are enabled on your account which disabled offline transactions. Please contact your Admin to update your account and/or connect to the internet.	The locally stored Driver data shows transaction limits enabled. This is applied to the offline transaction which does not allow Driver to complete flow.	If transaction limit remains enabled, Driver must stay online to complete a transaction. If transaction limit has been disabled, Driver must complete an online transaction so the locally stored Driver data updates to reflect that change.
120	Allowing Maps is required to use the Get directions feature. Go to your app settings to enable Maps.	The locally stored Driver data shows transaction limits enabled. This is applied to the offline transaction which does not allow Driver to complete flow.	Go to your app settings to enable Maps.
121	Nearby pumps may not display when a VPN is enabled. Check settings and device apps to disable the VPN.	VPN is detected to be enabled on the device.	Locate the VPN setting or app and disable.

Code	Error Text	Cause	Possible Solutions
200	The CloudLink cannot be found, please check: - That there is power at the CloudLink. - No fuses are blown. - All of the wires are connected. - Power cycle both the CloudLink & the CloudBox.	The CloudBox cannot communicate with the CloudLink.	Verify the wiring on the RS485. The connections should be A-A, B-B and GND-GND. Use shielded, twisted pair wiring. Check that the CloudLink has power (D9 LED is illuminated). Check that the ID board is set to the corresponding number online. Check that the AC/DC fuse is not tripped.
201	The serial number on the CloudBox is different than the serial number entered on the website. Contact your Admin to adjust the number on the website.	The serial number on the CloudBox doesn't match the serial number entered on the Web Portal.	Delete the CloudBox entry in the FuelCloud Web Portal and enter the correct serial number from the CloudBox.
203	SD card missing. Please insert an SD card or remove and reinsert the existing card.	The SD card is missing or needs to be re-inserted, or the data is corrupted and the card needs to be cleared.	Remove and re-insert the SD Card, then try again. If the problem persists, clear the SD Card by holding down the blue button for 30 seconds, until the light flashes red. If the problem persists, replace the SD Card with a new SD card and try again.

Code	Error Text	Cause	Possible Solutions
301	Can't connect to FuelCloud Wi-Fi. Please check that the CloudBox is powered on.	The device could not join the FuelCloud Wi-Fi network and there was no Bluetooth signal detected from the CloudBox.	Verify that the CloudBox has power, then make sure that your device is detecting the CloudBox's Wi-Fi network. On your device, go to Settings > Wi-Fi and make sure the CloudBox network is displayed. If no network is shown, soft reboot the CloudBox by holding blue button for ~5 seconds. If the problem persists, clear the the SD Card by holding down blue button until the light flashes red for 30 seconds.
304	There is a problem with your phone/tablet, please restart your phone/tablet and try again.	Your device has had an operating system-level error that is unrelated to the FuelCloud app.	Restart the device, and ensure that the device is running the most up-to-date version of the appropriate OS (iOS or Android).
305	Wi-Fi connection lost. Move closer to the CloudBox and try again.	The app lost the FuelCloud Wi-Fi signal from the CloudBox.	Check that there is power to the CloudBox. Move closer to the CloudBox, and ensure that there are no barriers between the device and the CloudBox.
306	Wrong Wi-Fi password. Forget the FuelCloud Wi-Fi network in your device settings and try again.	The wrong Wi-Fi password was used to join the FuelCloud Wi-Fi network in your device network settings.	Forget the FuelCloud network in your phone/tablet settings. Reconnect by selecting the pump from the app.

Code	Error Text	Cause	Possible Solutions
307	No IP address found. Please forget [FuelCloud network] in device settings and try again. If the issue continues report a bug and contact support.	The app can't get IP address after connecting to CloudBox Wi-Fi.	Forget the FuelCloud network in your device settings and try to start a transaction again. If the problem persists, reset your network settings on your device, or power cycle your device. For Android devices, turn off any Wifi Smartswitch settings. If the problem persists, soft reboot the CloudBox by holding blue button for ~5 seconds, and try to connect again.
308	You must disconnect your current transaction before connecting to a different CloudBox.	There is a transaction in progress on your device that must finish before selecting a pump on a different CloudBox.	Disconnect the transaction by tapping the Disconnect button in the app, or connect to the new pump using a different device.
309	Transaction expired. Please stay in the app while fueling. Select your pump and try again.	The FuelCloud app was minimized or left idle.The app must remain open and in the foreground while pumping.	Keep the FuelCloud app open and in foreground of your device while completing transactions. Do not put the Screenlock on, or allow the Screen to sleep during long transactions.

Code	Error Text	Cause	Possible Solutions
310	You manually joined this Wi-Fi network before. Please forget the network or join manually again.	The device you are using was previous connected manually to the CloudBox Wi-Fi network in the device's network settings. This can sometimes cause issues on future connections.	Forget the FuelCloud network in your device settings and re-connect to the FuelCloud Wi-FI network. If the problem persists, reset the device's network settings. On the device, go to Settings > General > Reset > Reset Network Settings.
400	You can't complete offline transactions without completing at least one online transaction first.	Offline mode cannot be used on a specific pump if you have not previously used that specific pump for an online transaction.	Make sure the cellular data is turned ON on your device. Verify you have a cellular/internet connection and try to use the pump again.
403	Your cellular connection does not have internet. Try restarting your device or check with your carrier for outages.	Your device doesn't have a cellular data connection to the internet. The FuelCloud app requires an internet connection.	Ensure that you have cell service in your area, that there are no local data outages, and that cellular data is enabled on your device. If the problem persists, restart your device.
404	Cellular data is turned off for the FuelCloud app on your device. Go to your device Settings and enable cellular data for the app.	Cellular data is turned off, either for the FuelCloud app or for your device entirely.	Turn cellular data on for the FuelCloud app in your device's settings.

Code	Error Text	Cause	Possible Solutions
411	Wi-Fi with internet connection is required to download the OS file. Please connect to a non-CloudBox Wi-Fi.	When a user attempts to download an OS file, they either aren't connected to an internet source (cellular only), or they are accidentally connected to the CloudBox Wi-Fi, which does not have internet.	Check Wi-Fi connection: • If not connected to anything, connect to a Wi-Fi internet source. • If connected to CloudBox Wi-Fi, disconnect from CloudBox and connect to a Wi-Fi with internet.
412	The OS file failed to download because internet connection was lost.	The internet Wi-Fi connection was dropped before the file finished downloading to the device.	Check Wi-Fi connection: • If not connected to anything, connect to a Wi-Fi internet source. • Move closer to Wi-Fi router.
413	Please redownload the file from the Updates page in the app menu.	There was something wrong with the file during download.	Redownload the file. If it continues to fail, contact Customer Support. (File might be invalid)
414	Not enough available storage. Please free up space and try again.	There is not enough storage space on the device to save the file.	Free up storage space on device by deleting other files or apps on the device.

Code	Error Text	Cause	Possible Solutions
500	No CloudBox connection. Unable to communicate with the CloudBox. Restart the app and/or the CloudBox and try again.	The app can't create a Socket needed to communicate with the CloudBox.	Move closer to the CouldBox and ensure there are no barriers that would obstruct signal. If the problem persists, restart the app and your device, or powercycle the CloudBox by holding down the blue button on the board for about 5 seconds. If the problem persists, ensure that firewall and VPN settins at the site permit traffic from FuelCloud.
501	Lost communication with the CloudBox. Please move closer and try again.	The connection between the authorizing device and the CloudBox has been lost.	Move closer to the CloudBox, and ensure that there are no barriers between the device and the CloudBox. Verify that the Wi-Fi antenna is connected.
502	CloudBox not responding. Try again, restart the CloudBox, or check the fuses and power to the CloudBox.	The app sent a command and did not receive a response from the CloudBox.	Ensure that the CloudBox has power and that the fueses aren't blown. Power cycle the CloudBox by holding down the blue button on the board for about 5 seconds. If the problem persists, clear the SD Card by holding down the blue button for 30 seconds, until the light flashes red.

Code	Error Text	Cause	Possible Solutions
503	CloudBox not responding. Forget the FuelCloud Wi-Fi network in your device settings, or restart the Cloudbox and try again.	The FuelCloud app could connect to the CloudBox, but couldn't send information to the CloudBox.	Forget the FuelCloud network in your device settings and re-connect to the FuelCloud Wi-FI network.
505	There was an error installing the firmware update. Please power cycle the CloudBox.	Your CloudBox encountered a back-end error and could not upload the firmware file.	Power cycle the CloudBox by holding down the blue button on the board for about 5 seconds, then try to update your firmware again.
506	The OS file failed to install because Wi-Fi connection to the CloudBox was lost.	Connection to CloudBox Wi-Fi was dropped when installing the OS to the CloudBox.	Reconnect to CloudBox and make sure to stay in range throughout the install. If disconnecting from CloudBox to connect to other Wi-Fi source, make sure smart Wi-Fi switching is disabled.
507	Corrupt file. Please delete the file and redownload from the Updates page in the app menu.	If the file is corrupt, it will fail the check_sum test and not be installed.	Delete the file and redownload the OS file.
508	There was an error installing the OS update. Please move closer to the CloudBox and try again.	A slow connection can affect the uploading feature to properly install the update. The app will automatically retry 1 time in the background before showing the error.	Move closer to the CloudBox and try again.

Code	Error Text	Cause	Possible Solutions
509	There was an error starting the OS install. Please try again and contact support if the issue continues.	Sometimes the start_upgrade command fails after all parts of the OS file are sent to CloudBox. The app will automatically retry one time in the background before showing the error.	Retry to start the process again. If issue continues, power cycle.
510	The OS file is being installed from another device. This process can take up to 15 minutes. Please try again later.	The OS install process is currently in progress from another device and cannot occur on two devices congruently.	Locate the other device and wait until the Install process completed before trying to use the pump again.
602	Server under maintenance. The Fuelcloud server is undergoing and update. Wait a few minutes and try again.	The FuelCloud server is currently down for maintenance, but will be available again soon.	Wait a few minutes and try again.
603	There was an error connecting to the FuelCloud server. Please try again.	The app has encountered a back-end error (specifically, the app successfully called the server, but received a FALSE response).	Re-enter the Driver PIN. If the problem persists, send a bug report through the app and contact Customer Support.
700	Update needed. We've made some necessary improvements and bug fixes. You'll need to installl the latest version to continue using the FuelCloud app.	The app you are using to send a bug report is outdated. New versions of the app capture more diagnostic data that can be used to better solve the problem.	Update the FuelCloud app from the App Store or Google Play Store. Once updated you can report a bug if the issue persists.

Code	Error Text	Cause	Possible Solutions
701	Update needed. We've made some necessary improvements and bug fixes. You'll need to installl the latest version to continue using the FuelCloud app.	The app you are using to complete a transaction is outdated. An app update is required to pump.	Update the FuelCloud app from the App Store or Google Play Store, and try the transaction again.
1000	Request failed. There was an error processing your request. Try again, or report a bug and contact Customer Support.	The app encountered a back-end error communicating with the server.	Try the action again. If the problem persists, send a Bug Report through the app and contact Customer Support.
1007	This device doesn't have an active subscription. Please activate this device in your company's account.	The device is registered to a company but does not have an active subscription.	Purchase an Authorization Device Subscription in the FuelCloud Web Portal.
1008	This device isn't registered. Please register and activate this device in your company's account.	The device serial is not registered to any company.	Register the device serial in the Company's Web Portal account.
2000	Tanks not found.	The Tank ID is missing or incorrect.	Contact Customer Support.
3000	Not a valid phone number and/or PIN **OR** Invalid Admin Pin, see Admin or try again.	The incorrect Driver or Admin PIN has been entered.	Verify that the PIN was entered correctly and try again. Contact your Admin to verify the PIN associated with your account.

Code	Error Text	Cause	Possible Solutions
3001	Tank not found.	FuelCloud does not recognize a tank at your location, and so has become inactive after selecting a pump.	Verify with your Admin that a tank has been activated on the FuelCloud Web Portal by going to Manage > Tanks. If the tank you are trying to access is already activated, contact Customer Support.
3002	Tank not available for this user.	If this error appears while filling a tank, the tank is not connected to the Jobber account. If SMS verification is turned on, the company ID of the tank and the Driver do not match.	For fills, your Admin can add Jobber links to the appropriate FuelCloud account in the FuelCloud Web Portal. For SMS verification, double check that the Driver and tank are in the same company account. If the problem persists, send a bug report through the FuelCloud app and contact Customer Support.
3003	Company not available.	If this error appears while filling a tank, the Driver has entered the wrong PIN or had not been given fill permissions. If this error appears while scanning a vehicle or tank QR code, the company ID submitted from the app is different from the company ID attached to the Driver.	The Driver's Admin can update tank permissions in the FuelCloud Web Portal.

Code	Error Text	Cause	Possible Solutions
3006	Login not available. Contact your Admin to enable this feature for your company.	The login feature is disabled for your Company or for the specific device type that you are trying to log in on.	Contact your Admin to enable or disable the ability for Drivers to log in to the app. In the FuelCloud Web Portal, go to Settings > Company Settings> App Settings > App Login This setting can be enabled for mobile devices separately from on-site iPads.
3008	Login expired. Please log in again.	The Driver's PIN has changed on the Web Portal or the Driver's authorization time limit has expired.	Re-enter your Phone Number and PIN to login again.
3010	You're currenlty set as inactive. Contact your Admin for support.	The Driver is set as inactive in the FuelCloud Web Portal.	The Admin can re-activate the Driver or add a new phone number to the Driver's account.
3011	Phone number not recognized. Try again or contact your Admin for support.	The phone number you entered is not registered to a Driver account for the company.	The Admin can verify the phone number listed for the Driver account on the FuelCloud Web Portal.
3013	Phone number not recognized. (:remaining attempts remaining).	The phone number entered to login to the FuelCloud app is not recognized.	Re-enter the mobile number associated with your Driver account. Contact your Admin to verify that the Driver's phone number is entered correctly on the FuelCloud Web Portal.

Code	Error Text	Cause	Possible Solutions
3014	PIN number not recognized. (:remaining attempts remaining).	The PIN entered to login to the FuelCloud app is not recognized.	Re-enter the PIN associated with your Driver account. Contact your Admin to verify that the Driver's PIN is entered correctly on the FuelCloud Web Portal.
3015	Temporary code not recognized. (:remaining attempts remaining).	The SMS code entered to login to the app or access a Network pump is not recognized.	Re-enter the code that was sent to your mobile device, or request a new code to enter.
3016	This account is locked due to too many incorrect attempts. Contact your Admin to unlock this account.	Accounts are locked after the wrong PIN or SMS code is entered 12 times.	The Admin can unlock the Driver account in the FuelCloud Web Portal.
3017	Admins should use their Driver phone number and PIN.	Logging into the app requires a Driver account and PIN. You cannot use an Admin PIN to login to the app.	Create a Driver account with a valid PIN and phone number for Admin use.
3018	Login is temporarily locked due to too many incorrect attempts. Contact your Admin to confirm your mobile number.	App Login feature: Driver entered wrong phone number too many times.	Verify the correct number is listed for the Driver in the FuelCloud Web Portal.
3019	Try again, or contact your Admin for help. You have ____ remaining attempts.	The 2FA code is not correct.	Try again or contact your Admin for help.

Code	Error Text	Cause	Possible Solutions
3106	The code scanned is not registered. Search by name or contact your Admin for support.	The Driver scanned a barcode or QR code that is not associated with the customer's account.	Use the list view to search for the vehicle or tank name. Contact your Admin to create a new QR code or barcode for the target.
3107	Tank not found.	The QR code or barcode that was scanned is registered for a tank that is not at the current site.	Admins can update the location of registered tanks in the Web Portal. If the tank appears to be at the correct site, close and reopen the app and try again.
3400	Your site is inactive, please contact your Admin or activate your site online.	The site has been deactivated in the FuelCloud Web Portal.	Contact your Admin to activate the Site in the FuelCloud Web Portal. Go to Manage > Settings > select the specific site that needs activating > Configuration and activate hardware at the site.
3401	The tank this pump is connected to is inactive, please contact your Admin or activate this tank online.	The tank that the pump is connected to is set as inactive on the Web Portal.	Your Admin can activate the Tank from the FuelCloud Web Portal. Go to Manage > Tanks > select the tank to activate, and activate the tank.
7000	Update transaction error.	The request to update a transaction had an error and was not completed.	Report a bug through the FuelCloud app and contact Customer Support.

Code	Error Text	Cause	Possible Solutions
9000	Update needed. We've made some necessary improvements and bug fixes. You'll need to install the latest version to continue using the FuelCloud app.	Your FuelCloud app is out of date, and needs to be updated to complete the action.	For FuelCloud iPads, reset the iPad by going to Settings > General > Reset > Erase all Content and Settings. The FuelCloud App will re-install after the device has beeen reset. On other devices, update the app by going to Google Play Store or Apple App Store and downloading the latest version.
11000	Your company does not have access to this Network. Please contact the Network Owner to gain access.	A Driver has tried to access a Network pump but their company doesn't have access to that network.	Contact the Network Owner so the customer can be added to their Network account.
11001	You don't have permission to use this site.	The Driver is trying to log in to a site that doesn't exist in the Network Owner's account.	Contact the Network Owner to add the site to the Network. To add the site, the Network Admin can go to Manage > Network > Sites (Tab) > Add Site.
11002	Your company's [Time period] usage limit has been met. Please contact your fuel provider to adjust this limit.	The customer has met their company's monthly limit as set by the Network Owner.	Contact the Network Owner to increase the customer's monthly network limit. Go to Manage (customers) > customers > click one customer > Settings (Tab) Or (Manage > Network > Customers (Tab) > click the customer to update.

Code	Error Text	Cause	Possible Solutions
11003	Not a valid phone number.	This phone number does not belong to any Driver of any customers that have access to the Network.	Verify that the correct phone number was entered. Contact your Admin to make sure the Driver's phone number matches the phone number attached to the Driver's profile in the Web Portal.
11005	The SMS message was not sent.	The SMS code cannot be sent from our messaging service.	Try to send an SMS again. If the issue persists, report a bug through the app and contact Customer Support.
11006	Authentication missing SMS code. Please try again.	The SMS code cannot be sent from our messaging service.	Try to send an SMS again. If the issue persists, report a bug through the app and contact Customer Support.
11007	Invalid SMS code.	The SMS code the Driver entered doesn't match the code that was sent to the Driver.	Verify that the Driver entered the correct code from the most recent SMS, and try resending a new code by pressing the 'resend' button. If the problem persists, report a bug through the FuelCloud app and contact Customer Support.
11008	The SMS code is expired. Please retry.	The SMS code will is valid for 30 minutes. If the Driver tries to use this code more than 30 minutes after it was sent, we will return this error code.	Re-start the pump authorization process and resend an SMS code.

Code	Error Text	Cause	Possible Solutions
11009	Permission is needed to use this Network. Report a bug and contact Customer Support.	The Driver does not have permission to access pump(s) at the Network site.	Submit a bug report and contact your Admin for support.
11010	The SMS code is required but was not received on the server.	The app tried to log the user in with an SMS code, but the server didn't receive the SMS code.	Close and re-open the FuelCloud app. If the issue persists, report a bug through the app and contact Customer Support.
11011	Your [Time period] usage limit has been met. Please contact your Admin for support.	The Driver's monthly usage limit has been met on the Network.	Your Admin can increase Driver limits in the FuelCloud Web Portal. Go to Manage > Drivers > click one Driver > Settings (Tab).
11012	Site controller request timeout.	The application could not get a server response in time and the request timed out.	Please try again in a few minutes. If the issue persists, report a bug through the app and contact the Network Owner.
11014	[Phone number] is locked due to too many incorrect login attempts. Try again in [duration] minutes.	When a Driver enters an incorrect PIN for a corresponding phone number a certain number of times, the Driver's account is locked.	Verify that the Driver is using the right PIN, and that the PIN is attached to the right Driver account. Drivers will need to wait for the locked time to expire (1,2,5, 10, 30, etc minutes) and enter the PIN again, or have the Admin unlock the Driver's account.

Code	Error Text	Cause	Possible Solutions
11015	You're too far away from the pump. Please move closer and try again.	FuelCloud checks the user's location against the pump location. This error occurs when the user is too far from the Pump's location.	Move closer to the pump and try again.
11018	Sorry! We don't support SMS messages outside of the United States right now. Please contact your Admin to update your phone number.	The user enterd a non-US phone number to receive an authorization SMS.	Contact your Admin to update your Driver phone number to a US phone number and then try accessing the pump again.
11021	Unknown response from site controller.	The Verifone Commander at the site is active, but received an unusual response.	Try again. If the issue persists report a bug and contact the Network Owner.
11022	The site controller has not been configured for this site yet. Please contact your Admin.	The requested commander ID did not get correct configuration.	The Site Controller for this site can be configured by the Network Admin in the Web Portal.
11023	The site controller has been disconnected. Please contact your Admin.	The socket connection between the Socket Server and Verifone Commander has been broken.	Report a bug through the FuelCloud app and contact the Network Owner.
11024	Your [Time period] usage limit has been met. Contact your Admin for support.	The Driver's [Timeperiod] usage limit has been met on the Network.	The Network Admin can increase the time limit value in Driver settings. Go to Manage > Drivers > select a specific Driver > Settings Tab)

Code	Error Text	Cause	Possible Solutions
11025	This pump can't operate in offline mode. Please check the internet connection and try again.	The Network limit is in place so the pump cannot operate in offline mode.	Check the internet connection, try again. Reset the Network limit.

Kiosk Errors

Code	Error Text	Cause	Possible Solutions
313	The CloudBox cannot be seen over the local network. Please check that the CloudBox is powered on.	The Kiosks cannot see the CloudBox over mDNS, UDP, and does not see BLE nor CloudBox Wi-Fi.	Check that the CloudBox has power. No BLE points to no power or the Kiosk is far away from the CloudBox.
314	The CloudBox cannot be seen over the local network. Please check packet forwarding settings on the router.	The Kiosks cannot see the CloudBox over mDNS, UDP, nor sees the CloudBox Wi-Fi, but does see BLE.	Customer needs to check their router settings that are blocking the communication between the Kiosk and the CloudBox.
315	The CloudBox is not connected to your router. Please attach the CloudBox over Wi-Fi or ethernet and then try again.	The Kiosks cannot see the CloudBox over mDNS, UDP, but does see the CloudBox Wi-Fi.	Connect the CloudBox to the customer's router over Wi-Fi or ethernet.
1002	Invalid API Key	The API key for the Kiosk you are using is incorrect.	Send a bug report through the FuelCloud app and contact Customer Support.

Kiosk Errors (Continued)

Code	Error Text	Cause	Possible Solutions
1005	Invalid Serial	This error can appear on the Kiosk or in the Installer App. In either case, the serial number for this Kiosk is either wrong or missing.	Send a bug report through the FuelCloud app and contact Customer Support.
1006	Registering new Kiosk has failed.	FuelCloud has encountered a back-end error preventing the Kiosk from being registered.	Contact Customer Support.
11016	Invalid Software Package.	The Kiosk app has encountered a back-end problem (specifically related to the values of the software package that couldn't be found).	Report a bug through the FuelCloud app and contact Customer Support.
11019	The Kiosk has not been registered and added to this site yet. Please contact your Admin.	The Kiosk has not been registered with the server or added to this site.	Contact your Admin to register the Kiosk on the Web Portal.
11020	The Kiosk has not been configured for this site yet. Please contact your Admin.	The Kiosk has not been registered with the server or added to this site.	Contact your Admin to register the Kiosk on the Web Portal.
11026	This Kiosk has not been configured for any hardware at this site. Please contact your Admin.	Kiosk installed at a site which doesn't have any CloudBox, CloudLink, Verifone, or LCR device.	Please contact your Admin.

Other

Slow or no internet connection. (Tapping this screen will cause the app to refresh)	The Kiosk is not getting the internet or cellular data signal it needs to communicate with the server and process the transaction. Note: After a successful transaction, the Kiosk will enter Offline mode if there is no internet.	Check the internet or cellular connection to the Kiosk. Contact Customer Support if the issue persists.
Kiosk not configured. (Tapping this screen will cause the app to refresh)	This error could be caused by several issues. The Kiosk has not been added to a FuelCloud account, the site or tank is inactive, no CloudBox has been detected, or there are no configured pumps at the site.	The Admin can verify that the Kiosk has been added to a FuelCloud account, that the site and tanks are active, and that CloudBoxes and pumps are detected and configured.