

# Troubleshooting guide for vFlash



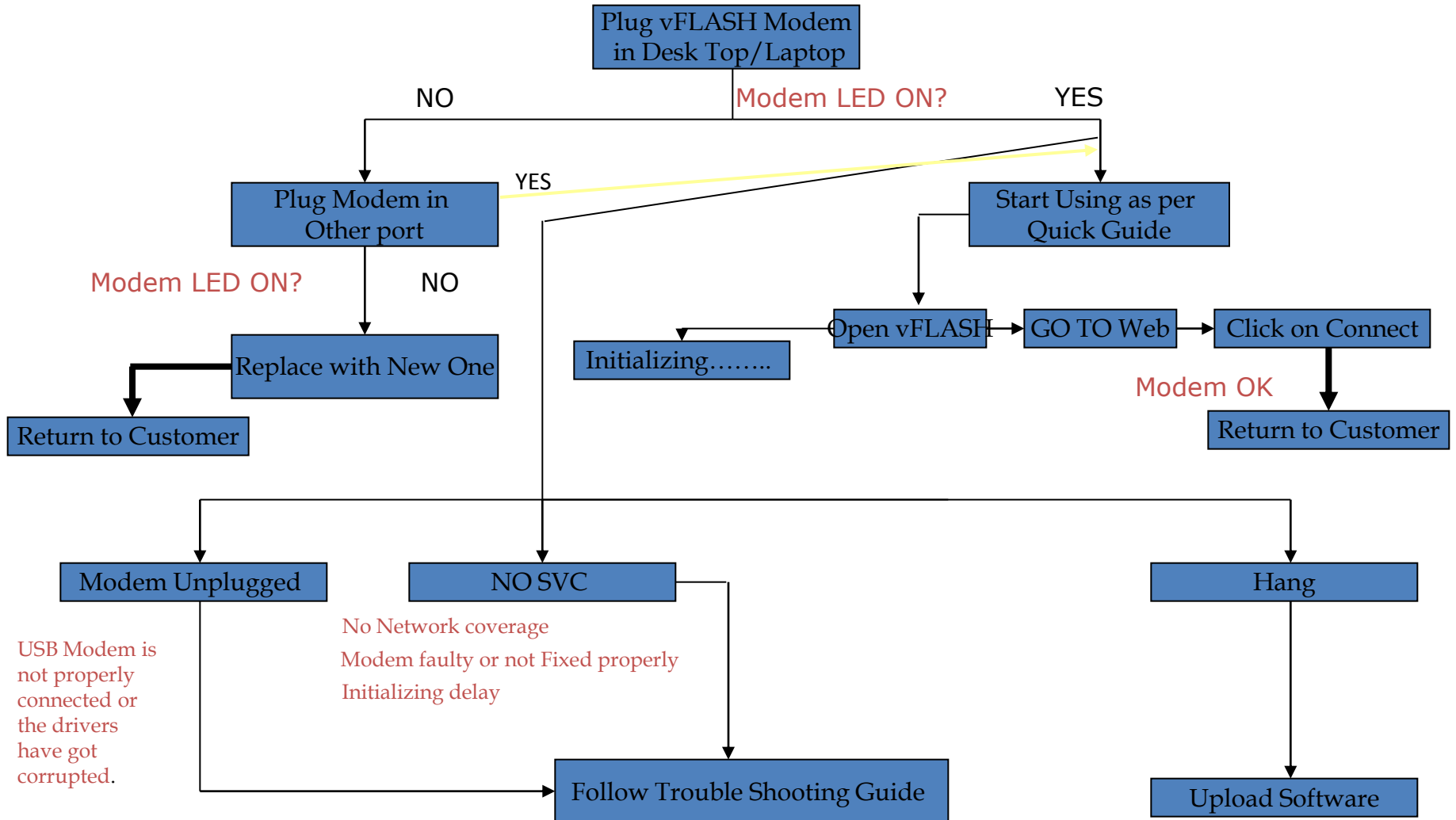
# TROUBLESHOOTING

S. No	Problem	Cause	Suggested Actions
1	Dead (No response from vFLASH after connecting to PC)	USB not recognized by the PC	Remove vFLASH and connect to other port of PC
		No LED Turns ON	Remove vFLASH and connect to other port of PC
2	Modem USB connector loose	Broken USB modem connector	Non warranty case, please visit nearest service center for repairing status. Service centre address can be found contacting Customer Care at <b>1800 419 4544</b> or by visiting Service Site <a href="http://www.sitsvc.co.in">www.sitsvc.co.in</a>
3	No SVC	No Network coverage	Go to Settings->Networks-> and set the preferred mode to Hybrid , wait for the device to get reset and latch to the network. If still there is no network kindly check on any other Virgin/tata in dicom handset. Contact Network provider for network coverage issue. Shift to another location for better network coverage.
		Initialization delay	Please wait for at least 3 minutes for the modem to get initialized and latch on to service.
		USB Modem faulty	Contact the nearest service center. Service centre address can be found contacting Customer Care at <b>1800 419 4544</b> or by visiting Service Site <a href="http://www.sitsvc.co.in">www.sitsvc.co.in</a>
4	Modem Unplugged	USB Modem not connected	Connect the USB Modem properly in the USB slot
		USB Modem is not properly connected or the drivers have got corrupted.	Reconnect the USB Modem properly. Follow Start > Setting > Control Panel > System > Hardware > Device Manager (In Windows XP) and Check whether USB Modem is present. If Modem does not appears, Separate USB Modem from PC, reconnect USB Modem after about one minute.

# TROUBLESHOOTING

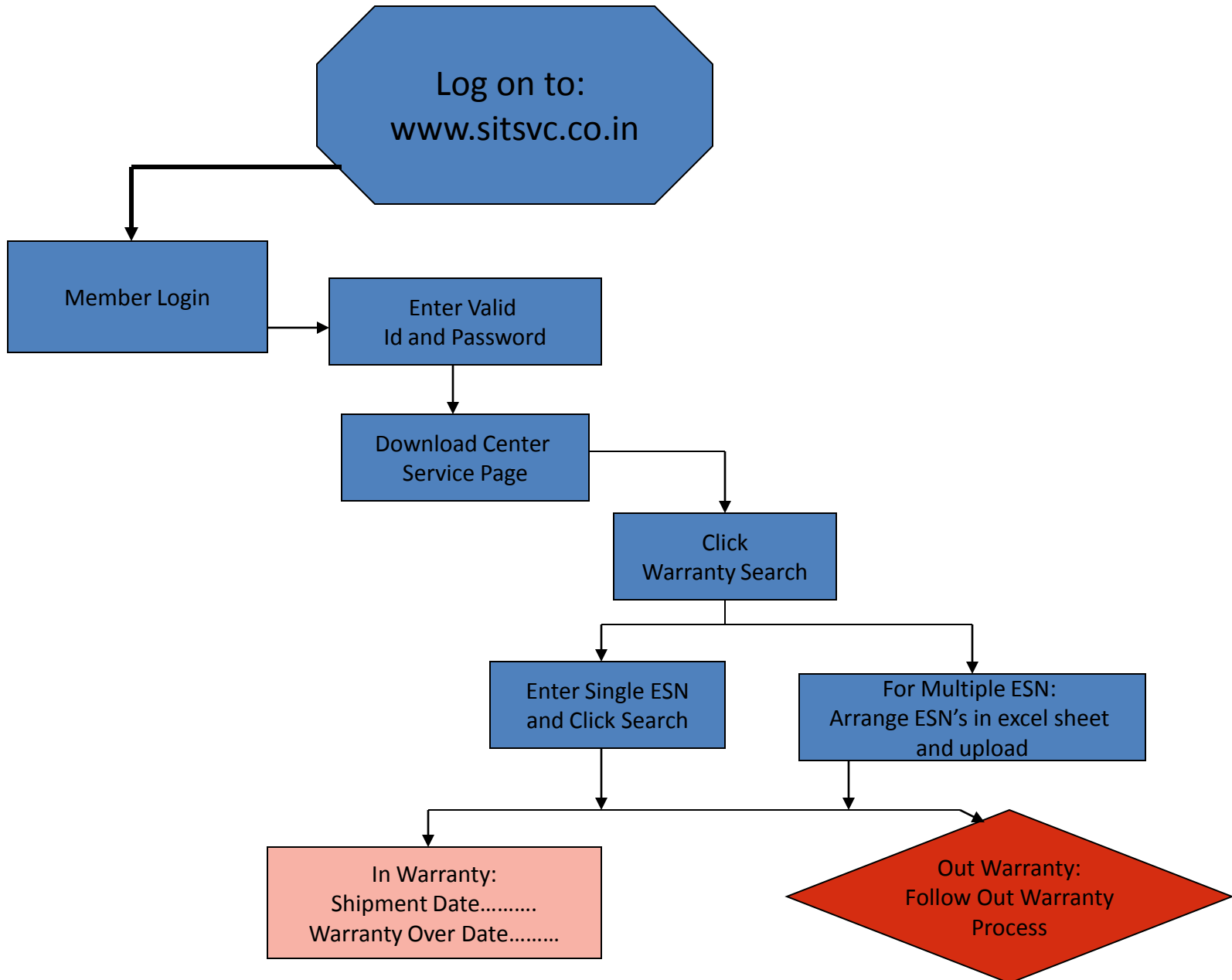
S.No	Problem	Cause	Suggested Actions
5	Low Browsing and Download speed	Low Network Area	Contact Network Provider for low Network Coverage.
		Desktop / Laptop heavily loaded with applications that share the internet data Bandwidth. Spy-ware or Virus in the PC	<ol style="list-style-type: none"><li>1. Uninstall the applications that are not required.</li><li>2. Remove spy-wares and viruses.</li></ol>
6	Invalid PIN code	Incorrect "Personal Identification Number" is entered	<ol style="list-style-type: none"><li>1. Please enter correct Personal Identification Number.</li><li>2. If it is locked after 3 wrong entries, please contact Network Provider.</li></ol>

# Troubleshooting Process



**India Service Process**  
**Of EpiValley**

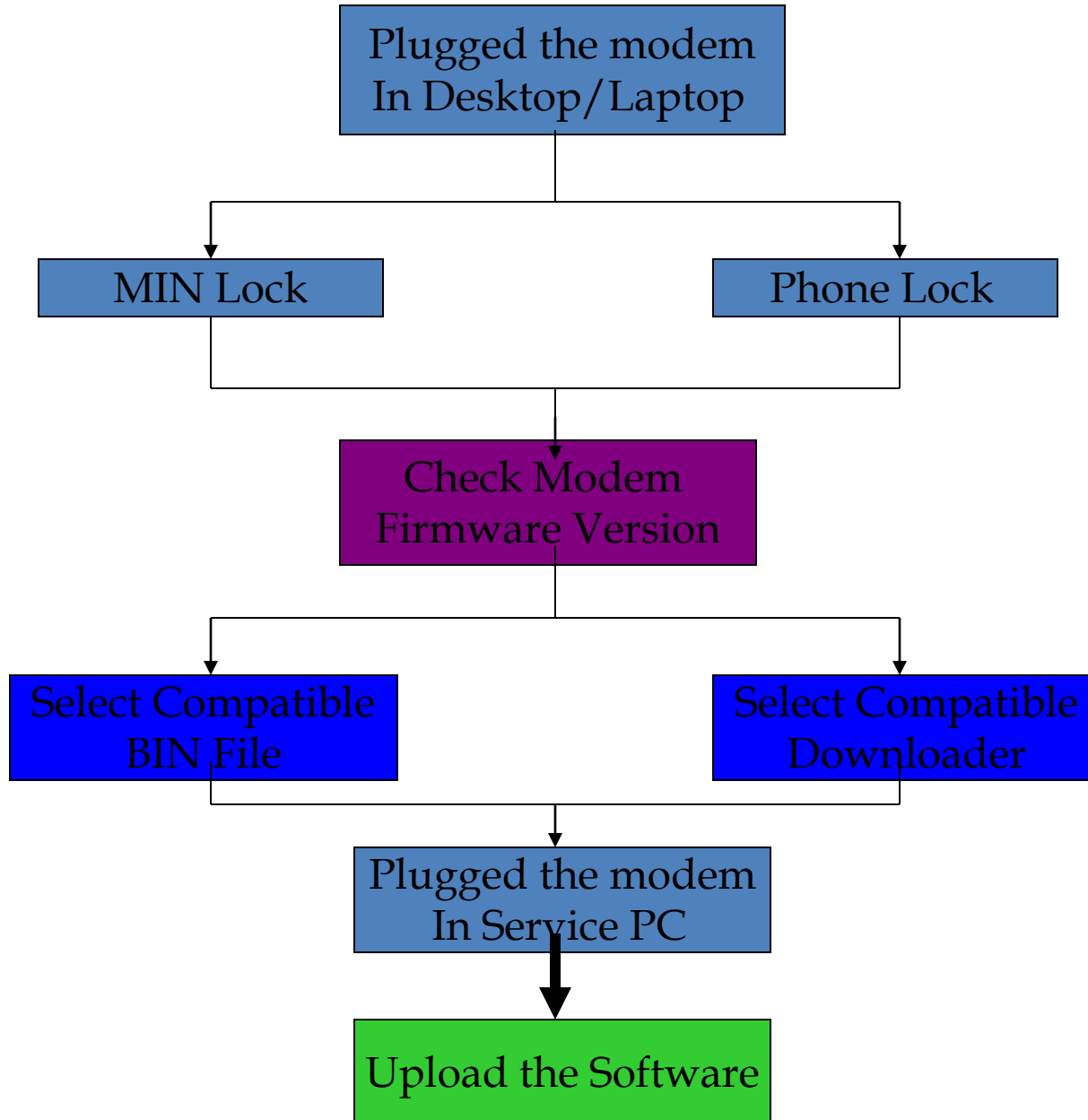
# CHECKING WARRANTY FROM EPIVALLEY SERVICE SITE



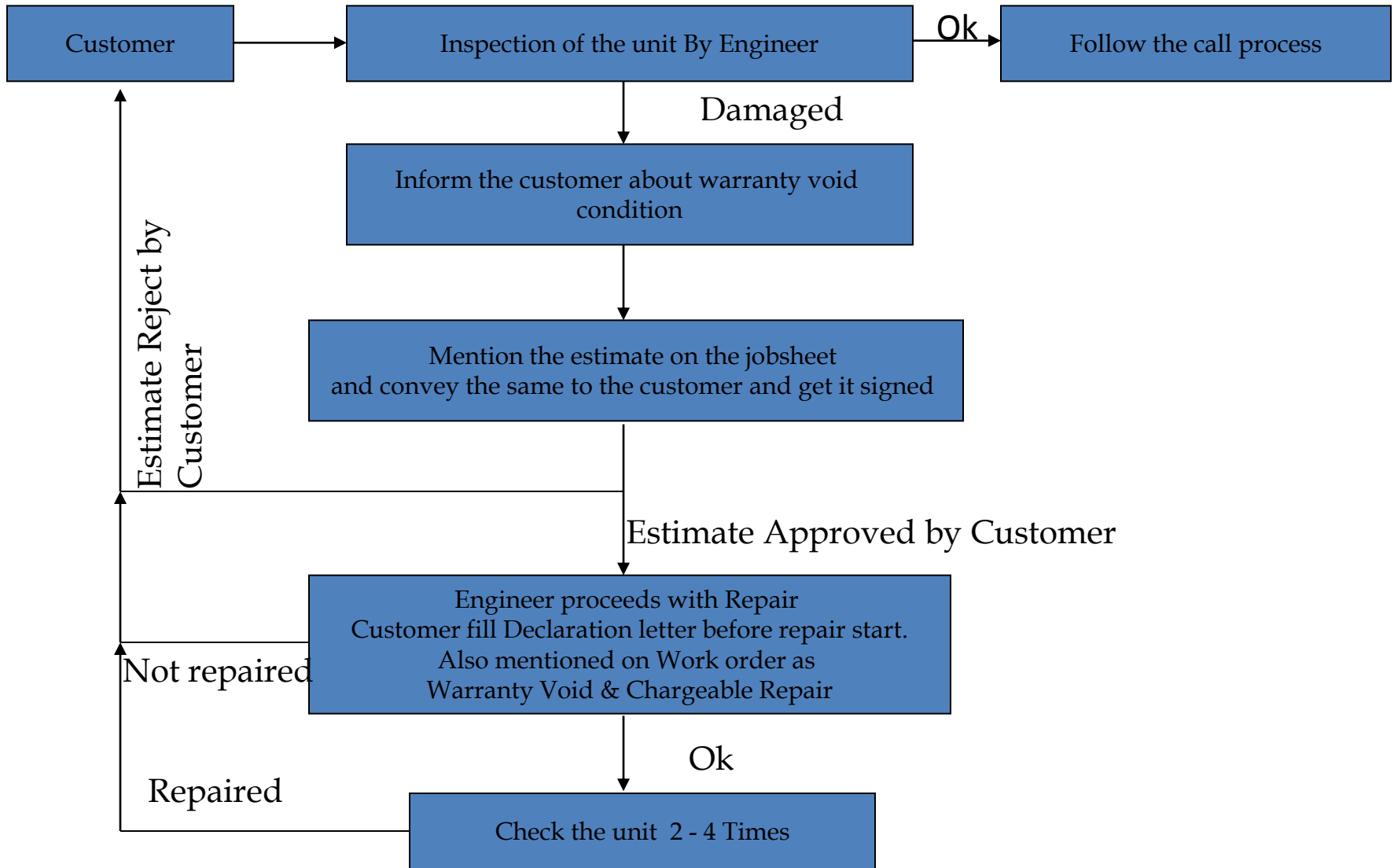
## REQUIRMENTS FOR DOA / REPLACEMENT CERTIFICATE

- DOA Certificate will be issued only for the product with manufacturing defect and is received within 7 days of purchase.
- Warranty Status
- Copy of Valid Sale Invoice (Copy of POP & Warranty Card)
- Replacement Certificate
- Mail to Connected ~ VMI & EpiValley Team

# SOFTWARE REFLASHING PROCESS



# OUT/NON WARRANTY PROCESS



# **ERROR CODES AND MESSAGES**

# CODES AND MESSAGES

Code	Error Message
5	ACCESS DENIED The username and/or the Password are incorrect. Verify that the username and password are correct; spelled correctly, and are in the proper case. Check to see if the account is active. And that nothing is in the domain name.
87	<p>A function call to the RasDial() API from a 16-bit Windows-based application that is running in Windows 95 fails with error 87 in Windows 95 if the hWndNotifier parameter of the RasDial() API is initialized to a NULL value. An application should always provide a window handle for this parameter even if it will not be processing the messages posted by the RAS DLLs to this window. Specifying a NULL value for window handle in the RasDial() API call is common for a Visual Basic application. In such a scenario, the application makes repetitive calls to RasGetConnectStatus() to get the status of the connection. However, calling RasDial() in this fashion causes it to fail on Windows 95 with error 87. Microsoft has confirmed this to be a bug in the Microsoft products listed at the beginning of this article. Microsoft is researching this problem and will post new information in the Microsoft Knowledge Base as it becomes available.</p>
127	<p>Error After cu runs Copyadmn.cmd on a computer with Remote Access Service (RAS) installed,you will receive the error: Cannot load the Remote Access Connection Manager service. Error 127: The specified procedure could not be found. This behavior is by design. To restore RAS functionality, expand the following DLLs from the Windows NT CD-ROM to your %SystemRoot%\System32 directory. After expanding the files, have cu reapply thier current service pack and restart t heir computer. Expand the following files to thier system32 directory: Rasdlg.dl_ Rasapi32.dl_ Rasfil32.dl_ Rass crpt.dl_ Example: expand D:\i386\Rasdlg.dl_ C:\Winnt\System32\Rasdlg.dll</p>

<b>600</b>	An operation is pending.
<b>601</b>	The port handle is invalid.
<b>602</b>	The port is already open.
<b>603</b>	Caller's buffer is too small.
<b>604</b>	Wrong information specified.
<b>605</b>	Cannot set port information.
<b>606</b>	The port is not connected.
<b>607</b>	The event is invalid.
<b>608</b>	The device does not exist.
<b>609</b>	The device type does not exist.
<b>610</b>	The buffer is invalid.

<b>611</b>	The route is not available.
<b>612</b>	The route is not allocated.
<b>613</b>	Invalid compression specified.
<b>614</b>	Out of buffers.
<b>615</b>	The port was not found.
<b>616</b>	An asynchronous request is pending.
<b>617</b>	The port or device is already disconnecting.
<b>618</b>	The port is not open.
<b>619</b>	The port is disconnected.
<b>620</b>	There are no endpoints.
<b>621</b>	Cannot open the phone book file.
<b>622</b>	Cannot load the phone book file.
<b>623</b>	Cannot find the phone book entry.
<b>624</b>	Cannot write the phone book file.
<b>625</b>	Invalid information found in the phone book.
<b>626</b>	Cannot load a string.
<b>627</b>	Cannot find key.
<b>628</b>	The port was disconnected.

629	<p>The port was disconnected by the remote machine. This is usually the result of a mismatch in what the ISP requires and how the RAS entry is configured. Try the following steps one at a time. Most of these steps are performed in the phone book properties.</p> <ol style="list-style-type: none"> <li>1. Change the authentication to Clear Text under Security..</li> <li>2. Lower the connection speed under Modem Configuration.</li> <li>3. Disable hardware flow control under Modem Configuration.</li> <li>4. Disable modem error control under Modem Configuration.</li> <li>5. Disable modem compression under Modem Configuration.</li> <li>6. Disable software compression under Server.</li> <li>7. Disable PPP LCP extensions.</li> <li>8. Disable IP header compression.</li> <li>9. Check DNS configuration.</li> <li>10. Check the user name and password syntax (mixed case, "ppp" extension needed, and so on.) You may need to contact the ISP for assistance.</li> <li>11. Connect using a Terminal window if you can get connected then there is a possible problem with CHAP or PAP. ( This determines the user name and password. Set at the remote host site.) You will need to call your ISP for additional support.</li> <li>12. Check to see if the modem is supported.</li> <li>13. Contact the modem's manufacturer for updated modem files.</li> <li>14. Try another supported modem.</li> <li>15. Have the phone company check the phone lines.</li> <li>16. If you are not prompted for a user name or password and you get the error message, then choose UnSaved Password on the Security tab in the phone book. Try to reconnect. You should be prompted for a user name and password.</li> <li>17. If running a script, disable it and try to connect with a Terminal window. If you are able to connect then there is a problem with the script file.</li> </ol>
630	The port was disconnected due to hardware failure.
631	The port was disconnected by the user.
632	The structure size is incorrect.
633	<p>The port is already in use or is not configured for Remote Access dialout. If Rasdial.exe terminates prematurely, it can leave the port in an indeterminate state. The port disappears from Remote Access Server Manager if it is configured for dial-in. When a cu attempts to dial out using RAS, cu receives the error message. NOTE: This problem is not specific to Rasdial.exe. Any program that terminates prematurely without clearing the port state may cause this problem. Stopping and restarting the Remote Access Service temporarily resolves the problem.</p>

<b>634</b>	Cannot register your computer on the remote network.
<b>635</b>	Unknown error.
<b>636</b>	The wrong device is attached to the port.
<b>637</b>	The string could not be converted.
<b>638</b>	The request has timed out.
<b>639</b>	No asynchronous net available.
<b>640</b>	A NetBIOS error has occurred. If the telephone line is unusually noisy, the modem may not be able to negotiate a connection at a higher speed. Try setting the modem speed on the cu computer down to a lower speed such as 9600 bps.
<b>641</b>	The server cannot allocate NetBIOS resources needed to support the client.
<b>642</b>	One of your NetBIOS names is already registered on the remote network.
<b>643</b>	A network adapter at the server failed.
<b>644</b>	You will not receive network message popups.
<b>645</b>	Internal authentication error.
<b>646</b>	The account is not permitted to log on at this time of day.
<b>647</b>	The account is disabled.
<b>648</b>	The password has expired.
<b>649</b>	The account does not have Remote Access permission.
<b>650</b>	The Remote Access server is not responding.
<b>651</b>	Your modem (or other connecting device) has reported an error.
<b>652</b>	Unrecognized response from the device.
<b>653</b>	A macro required by the device was not found in the device .INF file section.

<b>654</b>	A command or response in the device .INF file section refers to an undefined macro
<b>655</b>	The macro was not found in the device .INF file section.
<b>656</b>	The macro in the device .INF file section contains an undefined macro
<b>657</b>	The device .INF file could not be opened. This error occurs because one or more remote access configuration
<b>658</b>	The device name in the device .INF or media .INI file is too long.
<b>659</b>	The media .INI file refers to an unknown device name. These errors can occur if one or more of the remote access configuration files is missing or damaged. WARNING: If you have modified the original configuration files for the Remote Access service in any way, you should back up the files before proceeding. For example, if you modified the Modem.inf file to add information for an unsupported modem, or if you modified the Switch.inf file to create a script to connect to your ISP, make sure to back up these files. To resolve this issue, replace the damaged files by removing and reinstalling the Remote Access service.
<b>660</b>	The device .INF file contains no responses for the command.
<b>661</b>	The device .INF file is missing a command.
<b>662</b>	Attempted to set a macro not listed in device .INF file section.
<b>663</b>	The media .INI file refers to an unknown device type.
<b>664</b>	Cannot allocate memory.
<b>665</b>	The port is not configured for Remote Access.
<b>666</b>	Your modem (or other connecting device) is not functioning.
<b>667</b>	Cannot read the media .INI file.
<b>668</b>	The connection dropped.
<b>669</b>	The usage parameter in the media .INI file is invalid.
<b>670</b>	Cannot read the section name from the media .INI file.

<b>671</b>	Cannot read the device type from the media .INI file.
<b>672</b>	Cannot read the device name from the media .INI file.
<b>673</b>	Cannot read the usage from the media .INI file.
<b>674</b>	Cannot read the maximum connection BPS rate from the media .INI file.
<b>675</b>	Cannot read the maximum carrier BPS rate from the media .INI file.
<b>676</b>	The line is busy. The Phone Number you are dialing is busy try dialing the number again, until the line is no longer busy, or use a different phone number. Check to make sure that the phone number is correct and that you are not dialing any unnecessary numbers.
<b>677</b>	A person answered instead of a modem. Self explanatory.
<b>678</b>	There is no answer. The Phone Number you are dialing either not answering or incorrect. Make sure that the number being dialed is correct, with no extra numbers or settings, and that the dialer is configured properly. While Microsoft says that this message may also mean a problem with the PPTP connection, unless your ISP is aware of a specific network problem on their side (or if you are on a network), it is most likely a dialer misconfiguration.
<b>679</b>	Cannot detect carrier.
<b>680</b>	There is no dial tone.
<b>681</b>	General error reported by device.
<b>682</b>	ERROR WRITING SECTIONNAME
<b>683</b>	ERROR WRITING DEVICETYPE
<b>684</b>	ERROR WRITING DEVICENAME
<b>685</b>	ERROR WRITING MAXCONNECTBPS
<b>686</b>	ERROR WRITING MAXCARRIERBPS
<b>687</b>	ERROR WRITING USAGE
<b>688</b>	ERROR WRITING DEFAULTOFF
<b>689</b>	ERROR READING DEFAULTOFF
<b>690</b>	ERROR EMPTY INI FILE

<b>691</b>	Access denied because username and/or password is invalid on the domain.
<b>692</b>	Hardware failure in port or attached device. This error message can occur if the modem is turned off or malfunctioning. Reset the modem.
<b>693</b>	ERROR NOT BINARY MACRO
<b>694</b>	ERROR DCB NOT FOUND
<b>695</b>	ERROR STATE MACHINES NOT STARTED
<b>696</b>	ERROR STATE MACHINES ALREADY STARTED
<b>697</b>	ERROR PARTIAL RESPONSE LOOPING
<b>698</b>	A response keyname in the device .INF file is not in the expected format.
<b>699</b>	The device response caused buffer overflow.
<b>700</b>	The expanded command in the device .INF file is too long.
<b>701</b>	The device moved to a BPS rate not supported by the COM driver.
<b>702</b>	Device response received when none expected.
<b>703</b>	ERROR INTERACTIVE MODE
<b>704</b>	ERROR BAD CALLBACK NUMBER
<b>705</b>	ERROR INVALID AUTH STATE
<b>706</b>	ERROR WRITING INITBPS
<b>707</b>	X.25 diagnostic indication.
<b>708</b>	The account has expired.
<b>709</b>	Error changing password on domain.
<b>710</b>	Serial overrun errors were detected while communicating with your modem.

<b>711</b>	RasMan initialization failure. Check the event log.
<b>712</b>	Biplex port is initializing. Wait a few seconds and redial.
<b>713</b>	No active ISDN lines are available.
<b>714</b>	Not enough ISDN channels are available to make the call.
<b>715</b>	Too many errors occurred because of poor phone line quality.
<b>716</b>	The Remote Access IP configuration is unusable.
<b>717</b>	No IP addresses are available in the static pool of Remote Access IP addresses.
<b>718</b>	PPP timeout. When the screen comes up with the username, password, domain, you may have something in the domain line. Remove it from the domain line and that should correct the problem.
<b>719</b>	PPP terminated by remote machine.
<b>720</b>	<p>No PPP control protocols configured. You may also receive one of the following errors when you try to add a protocol to phonebook entry: The protocol cannot be selected because it is not installed or is disabled for Remote Access. To change this, start the Control Panel Network applet, choose Configure Remote Access, and press the Network button.</p> <p style="text-align: center;">-or-</p> <p>The protocol cannot be selected because it is not installed or is disabled for Remote Access. To change, in Control Panel start Network, choose Services page, Remote Access Properties, and press the Network button. This problem can occur if RAS is configured to receive calls only. To use RAS or DUN to dial out, RAS must be configured to either dial out only or dial out and receive calls. To resolve this problem, use the appropriate method below: Windows NT versions 3.1, 3.5, and 3.51</p> <ol style="list-style-type: none"> <li><b>1.</b> Double-click the Control Panel icon in the Main group, and then double-click the Network icon.</li> <li><b>2.</b> Under Installed Network Software, click Remote Access Service, click Configure, and then click Configure again.</li> <li><b>3.</b> Under Port Usage, click either Dial Out Only or Dial Out And Receive Calls.</li> <li><b>4.</b> Click OK, click Continue, click OK, and then click Restart</li> </ol>

<b>721</b>	Remote PPP peer is not responding.
<b>722</b>	The PPP packet is invalid.
<b>723</b>	The phone number, including prefix and suffix, is too long.
<b>724</b>	The IPX protocol cannot dial-out on the port because the computer is an IPX router.
<b>725</b>	The IPX protocol cannot dial-in on the port because the IPX router is not installed..
<b>726</b>	The IPX protocol cannot be used for dial-out on more than one port at a time.
<b>727</b>	Cannot access TCPCFG.DLL.
<b>728</b>	Cannot find an IP adapter bound to Remote Access.
<b>729</b>	SLIP cannot be used unless the IP protocol is installed.
<b>730</b>	Computer registration is not complete.
<b>731</b>	The protocol is not configured.
<b>732</b>	The PPP negotiation is not converging.

**733**

Error over PPP due to cause unknown. The cause of this problem is unknown. You will need to call Microsoft.

Error over PPP due to RAS static addresses also used by DHCP server. The remote access static address pool is not excluded from the scope(s) of the DHCP server on the same network. If the IP addresses in the RAS static address pool are also included in a DHCP scope, the IP addresses in the RAS static pool will also be assigned to clients on the LAN, which will make them unavailable to remote access clients, or can cause duplicate IP addresses on the network. Check the range of IP addresses in the RAS static address pool. From DHCP Manager, examine the range of IP addresses in each scope. Make sure that the scope(s) and the RAS static pool do not share a common address range. Exclude the RAS pool from the DHCP scope(s) for common IP address ranges.

Error over PPP due to invalid static IP address pool range. The static IP address pool in the 'RAS Server TCP/IP Configuration' dialog box consists of IP addresses which are invalid for the network. Use a valid range of IP addresses on the network for the remote access static address pool. If you have created subnets on the network, make sure you have configured the subnets correctly.

Error over PPP due to TCP/IP bindings disabled on RAS device. The network bindings for the 'TCP/IP Protocol' or 'WINS Client TCP/IP' are disabled for the remote access device. Open the Control Panel and double-click the 'Network' icon. Click the 'Bindings' tab. Enable the bindings for 'TCP/IP Protocol' and 'WINS Client TCP/IP' on the remote access device.

Error over PPP due to unknown. The cause of this problem is unknown. You will need to call Microsoft.

Error over PPP due to active lease. The DHCP scope indicates that an IP address lease is already active for the RAS client. This can be caused by an error in the DHCP database, or the client failing to properly release an IP address. To force the client computer to release the IP address, type the following at the command prompt on the client: `IPCONFIG /RELEASE` Use DHCP Manager to delete the active lease from the DHCP scope, and reserve or exclude the IP address.

Error all IP addresses in the DHCP scope are already in use by other clients. No IP addresses in the scope are available for assignment to new clients attempting to join the network. Enlarge the DHCP scope to include sufficient IP addresses for new clients, or shorten the lease duration to force clients to renew their IP address leases more frequently. If neither of these options are viable, create a new subnet on your network to create sufficient client IP addresses.

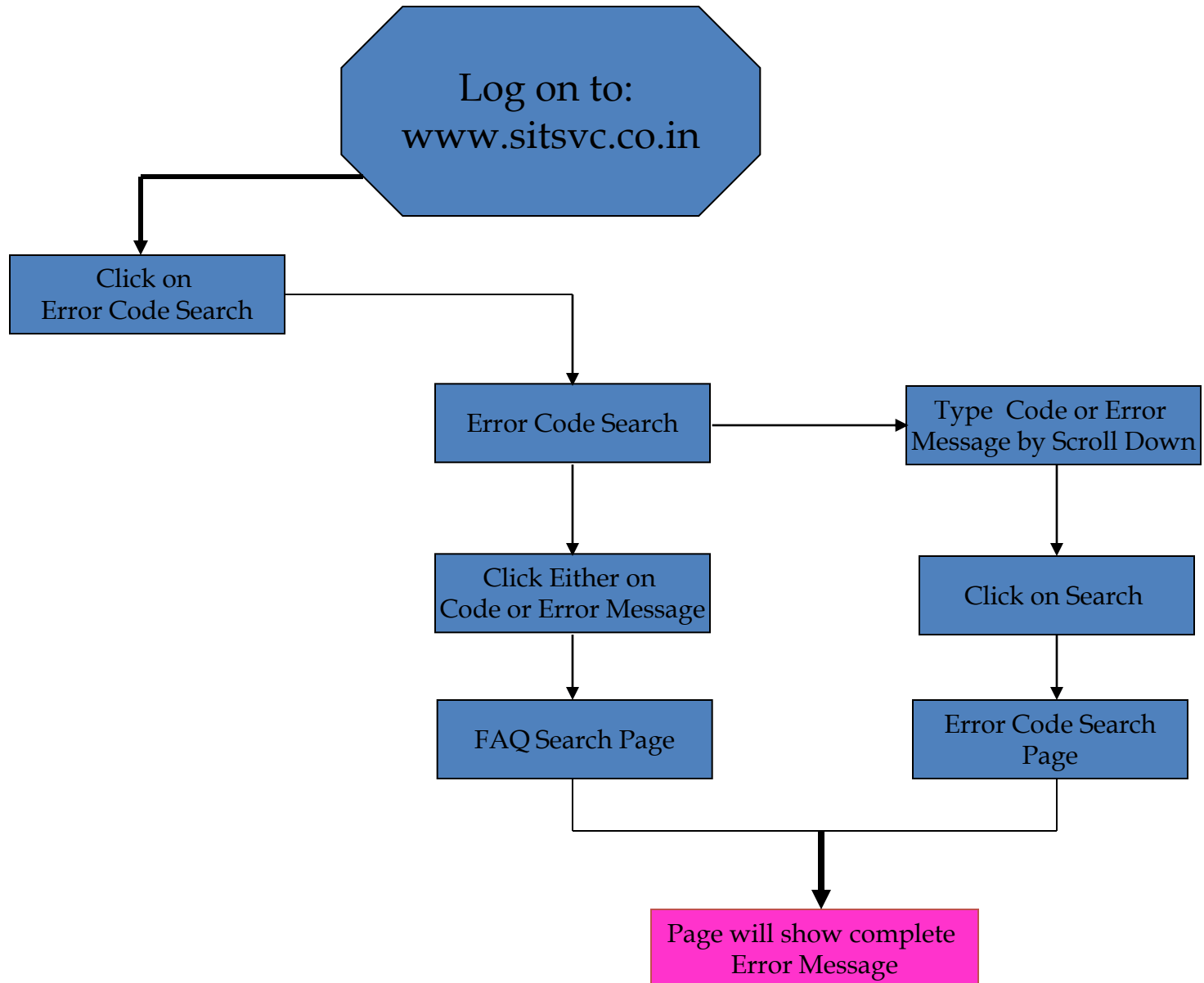
Error over PPP due to DHCP server down. The DHCP server is not functioning properly or is not available to assign IP addresses to clients. Check to make sure the DHCP server is functioning properly.

Error over PPP due to DHCP service stopped. The DHCP Server service is stopped on the DHCP server, or the DHCP Client service is stopped on the remote access client.

734	<p>The PPP link control protocol terminated. The Security is set to send encrypted Passwords Most ISP's do not accept encrypted passwords. Set to send in plain text passwords by:</p> <ol style="list-style-type: none"> <li>1) Open up Dial-up Networking</li> <li>2) Click More, then click Edit Entry and Modem Properties</li> <li>3) Click on the Security Tab</li> <li>4) Make sure that Any Authentication including clear text is checked</li> </ol>
735	<p>The requested address was rejected by the server..</p>
736	<p>The remote computer terminated the control protocol. The Windows NT PPP server is configured to allocate TCP/IP addresses using dynamic host configuration protocol (DHCP), but there is no DHCP server on the network. To correct this error, perform one of the following steps: Install a DHCP server on the network. NOTE: Verify that the DHCP server has a scope that includes IP addresses on the same subnet as that of the network adapter in the Remote Access Service (RAS) server.</p> <p style="text-align: center;">-or-</p> <p>Configure the RAS server to use a pool of IP addresses for PPP instead of DHCP for PPP clients.</p> <p style="text-align: center;">-or-</p> <p>Remove TCP/IP from the RAS server.</p>
737	<p>Loopback detected..</p>
738	<p>The server did not assign an address.</p>
739	<p>The remote server cannot use the Windows NT encrypted password.</p>
740	<p>The TAPI devices configured for Remote Access failed to initialize or were not installed correctly.</p>
741	<p>The local computer does not support encryption.</p>
742	<p>The remote server does not support encryption.</p>
743	<p>The remote server requires encryption.</p>
744	<p>Cannot use the IPX net number assigned by the remote server. Check the event log.</p>
752	<p>A syntax error was encountered while processing a script.</p>

<b>1068</b>	<p>Error after RAS is installed (due to Service Pack). Error starting Remote Access Service on (servername) . Check the Event log on (servername) for details. Error 1068: The dependency service failed to start. If you installed Remote Access Service after you installed a Service Pack, an older version of it is installed. Event ID 7000 and Event ID 7001 appear in the System event log when this occurs. To resolve this issue, reapply the Windows NT Service Pack.</p>
<b>20077</b>	<p>An error occurred in the Point to Point Protocol module on port COM x. The account is disabled. This error results from an RAS client's exceeding the number of bad logon attempts permitted by the setting in the Account Policy option of the User Manager. By itself, the error message text for event 20077 does not provide the information needed to identify the RAS client responsible for the error. To track the source of the invalid logon attempts, you can enable the Auditing for Logon Failure option. To do this, go into User Manager, open the Policies menu, and use the Auditing option to enable Auditing for Logon Failure." You should then be able to correlate the failed logon error message with the RAS client that triggered the error.</p>
<b>20091</b>	<p>You are using DHCP on your network, but you have not created an active scope that includes addresses from the same subnet as the subnet of the RAS server's network card. This RAS server is configured to use DHCP to assign remote TCP/IP client addresses (the default option), however, there is no DHCP server on your network.</p>

# ERROR CODES & MESSAGES ON EPIVALLEY SITE



# 1. EpiValley After Sales Support Centers

EpiValley is providing After Sales Support to Customer's through:

1. Toll Free Call Centre → 1800-419-4544

2. Online Site → <http://www.sitsvc.com> .  
This is dedicated site for service support. The site offers following support facilities.

- Warranty Status checking.
- Service Manuals.
- Downloading of latest software.
- User Manuals.
- FAQs.
- News & Notice

3. Service Partners & ASC

➤ Refer to Online site

**EpiValley On-line Support Center**

*Real Communication for Human*  
We make happy world. We make happy future.

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GDMA	ICCB	2008/03/20	DOWNLOAD
GDMA	SXT-2180	2008/03/20	DOWNLOAD
GDMA	SXC-1080	2007/05/23	DOWNLOAD
GDMA	SXP-2080	2007/05/01	DOWNLOAD
GDMA	SXT-2080	2007/05/23	DOWNLOAD
GDMA	SXT-800U	2007/05/01	DOWNLOAD
GDMA	SXT-800UF	2007/05/01	DOWNLOAD
GDMA	SXP-800T	2007/05/01	DOWNLOAD

**Customer Call Center**  
**1800-419-4544**  
Monday to Saturday (except Holidays)  
09:00 AM to 6:00 PM