

Hik-Connect Frequently occurred Error Code

Notes: Relevant module definitions

VTDU: stream media server service

TTS: two-way audio service

CAS: interaction between APP and device

No.	Android	iOS	Description	Model	Solution
1	240020	245020	Failed to apply system memory	client	
2	240021	245021	Failed to get vtdu address	client	
3	240023	245023	Failed to get system socket	client	
4	240025	245025	Failed to connect to server	client	
5	240026	245026	Failed to get the callback from server	client	
6	240027	245027	The linkage is broken from server	client	
7	240037	240037	Request from VTDU overtime	vtdu	Check the device firmware, if it is lower than 3.4.80 for HGHI-Fx , upgrade the firmware.
8	245402	240402	Failed to search the video file	vtdu	1.Check if there is storage medium and record2.Check the device firmware and make sure it is the latest one
9	245404	240404	Device offline	vtdu	1. Check device hik-connect status 2.Check network connection 3. Reboot device
10	245405	240405	Stream server sends signal to device overtime or device responses overtime(10 seconds)	vtdu	1. Check device network connection 2.Check the device firmware version and make sure it is the latest one
11	245406	240406	Token invalid	vtdu	Refresh client
12	245407	240407	Client URL format wrong	vtdu	Refresh client
13	245408	240408	Request timeout	vtdu	
14	245410	240410	Device reach the maximum connection limitation	vtdu	For I, K and E series NVR, please upgrade to 3.4.97 or above
15	245412	240412	Session invalid	vtdu	
16	245451	240451	Unsupported stream type	vtdu	1. Switch between HD and basic 2. Check the camera video parameters
17	245452	240452	Device failed to connect to stream server	vtdu	1. Check device network connection 2. Reboot device
18	245453	240453	Client returns wrong CAS address	vtdu	
19	245500	240500	Internal process error in stream server	vtdu	

20	245503	240503	Failed to delivery vtdu server to client	vtdu	Need technical support to check server service
21	245544	240544	No video source	vtdu	1.Check device network connection 2.Check the device firmware and make sure it is the latest one
22	360001	360001	Client request overtime	tts	
23	360002	360002	Server handle overtime	tts	
24	360003	360003	Client error	tts	
25	360004	360004	TTS server inner error	tts	
26	360005	360005	Client message sent error	tts	
27	360006	360006	Client message received error	tts	
28	360007	360007	TTS server closed the linkage from client	tts	
29	380045	380045	No source available from the device	cas	There is no more stream connection for client, reboot the device or check the firmware version
30	380053	380053	Unsupported stream type	cas	
31	380054	380054	Unsupported transport connection for preview	cas	Client try to get stream from the device while the device judge the linkage is off. Reboot device
32	380055	380055	Failed to connect to stream server	cas	
33	380066	380066	Unsupported video type in playback	cas	
34	380209	380209	Failed to connect to cas server	cas	
35	380213	380213	Receive signal from server overtime	cas	
36	380454	380454	The preset already exist	cas	
37	380459	380459	Failed to take PTZ control	cas	
38	380460	380460	The preset number reaches the limitation	cas	
39	99991	99991	Network exception between client and server	other	Change network or try again
40	99993	99993	Network exception between client and server	other	Change network or try again