Topic: Error Codes for Grid Center "Disconnection Reason"
Component(s) Affected: Grid Center 4.1
Date: September 27, 2005

OVERVIEW / ENVIRONMENT

For a variety of reasons, a Grid Center session between the host and client may end unexpectedly. This Technical Bulletin lists the error messages associated with session disconnections.

DETAILED DESCRIPTION

The following tables list the disconnection messages received when a Grid Center session is unexpectedly closed. The detailed message describes the problem that caused the session to close. In most cases, the remedy is to restart the session. In some cases, further action may be warranted, as described.

Error Messages Sorted by Code Number

Code	Short Description	Detailed Message
1	L_DisconnectRemoteByServerTool_ErrorMessage	The remote session to the remote computer was ended by means of an administration tool. Your administrator might have ended your connection.
2	L_LogoffRemoteByServer_ErrorMessage	The remote session was disconnected because your session was logged off at the remote computer. Your administrator or another user might have ended your connection.
3	L_DisconnectIdleTimeout_ErrorMessage	The remote session was ended because the idle time-out limit was reached. This limit is set by the server because the total logon time limit was reached. This limit is set by the server administrator or by network policies.
4	L_DisconnectLogonTimeout_ErrorMessage	The remote session ended.
5	L_DisconnectByOtherConnection_ErrorMessage	The remote session was disconnected because another user has connected to the session.
6	L_ServerOutOfMemory_ErrorMessage	The connection was disconnected because the remote computer is low on memory.
7	L_ServerDeniedConnection_ErrorMessage	The client could not establish a connection to the remote computer.The most likely causes for this error are: **1.** Remote connections might not be enabled at the remote computer. **2.** The maximum number of connections was exceeded at the remote computer. **3.** A network error occurred while establishing the connection.
256	L_LicenseInternal_ErrorMessage	The remote session was disconnected because there was an internal error in the remote computer's licensing protocol.
257	L_NoLicenseServer_ErrorMessage	The remote session was disconnected because there are no Terminal Server License Servers available to provide a license. Please contact the server administrator.

Error Messages Sorted by Code Number (Continued)

Code	Short Description	Detailed Message
258	L_NoLicense_ErrorMessage	The remote session was disconnected because there are no Terminal Server client access licenses available for this computer. Please contact the server administrator.
259	L_LicenseBadClientMsg_ErrorMessage	The remote session was disconnected because the remote computer received an invalid licensing message from this computer.
260	L_LicenseHwidDoesntMatch_ErrorMessage	The remote session was disconnected because the Terminal Server client access license stored on this computer has been modified.
261	L_BadClientLicense_ErrorMessage	The remote session was disconnected because the Terminal Server client access license stored on this computer is in an invalid format.
262	L_LicenseCantFinishProtocol_ErrorMessage	The remote session was disconnected because there were network problems during the licensing protocol.Please try connecting to the remote computer again.
263	L_LicenseClientEndedProtocol_ErrorMessage	The remote session was disconnected because the client prematurely ended the licensing protocol.
264	L_LicenseBadClientEncryption_ErrorMessage	The remote session was disconnected because a licensing message was incorrectly encrypted.
265	L_CantUpgradeLicense_ErrorMessage	The remote session was disconnected because the local computer's client access license could not be upgraded or renewed. Please contact the server administrator.
266	L_LicenseNoRemoteConnections_ErrorMessage	The remote session was disconnected because the remote computer is not licensed to accept remote connections. Please contact the server administrator.
516	L_NotResponding_ErrorMessage	The client could not connect to the remote computer. Remote connections might not be enabled or the computer might be too busy to accept new connections.It is also possible that network problems are preventing your connection. Please try connecting again later. If the problem continues to occur, contact your administrator.
1796	L_NotResponding_ErrorMessage	The client could not connect to the remote computer. Remote connections might not be enabled or the computer might be too busy to accept new connections.It is also possible that network problems are preventing your connection.Please try connecting again later. If the problem continues to occur, contact your administrator.
518	L_LowMemory_ErrorMessage	The local computer is low on memory. Close some programs, and then connect to the remote computer again.
520	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
772	L_NetworkErr_ErrorMessage	The connection was ended because of a network error. Please try connecting to the remote computer again.
774	L_LowMemory_ErrorMessage	The local computer is low on memory. Close some programs, and then connect to the remote computer again.
776	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
1028	L_NetworkErr_ErrorMessage	The connection was ended because of a network error. Please try connecting to the remote computer again.

Error Messages Sorted by Code Number (Continued)

Code	Short Description	Detailed Message
1030	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
1032	L_IllegalServerName_ErrorMessage	The specified computer name contains invalid characters. Please verify the name and try again.
1286	L_EncryptionError_ErrorMessage	Because of an error in data encryption, this session will end. Please try connecting to the remote computer again.
1288	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
1540	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
1542	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
1544	L_LowMemory_ErrorMessage	The local computer is low on memory. Close some programs, and then connect to the remote computer again.
1798	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
1800	L_CannotLoopBackConnect_ErrorMessage	The client could not connect. You cannot connect to the console from a console session of the same computer.
2052	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
2056	L_LicensingNegotFailed_ErrorMessage	The remote computer disconnected the session because of an error in the licensing protocol. Please try connecting to the remote computer again or contact your server administrator.
2310	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
2566	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
2822	L_EncryptionError_ErrorMessage	Because of an error in data encryption, this session will end. Please try connecting to the remote computer again.
3078	L_EncryptionError_ErrorMessage	Because of an error in data encryption, this session will end. Please try connecting to the remote computer again.
3080	L_DecompressionFailed_ErrorMessage	The remote session was disconnected because of a decompression failure at the client side. Please try connecting to the remote computer again.
3334	L_ProtocolErr_ErrorMessage	Because of a protocol error, this session will be disconnected. Please try connecting to the remote computer again.
10500	L_ProtocolErr_ErrorMessage	Because of a protocol error, this session will be disconnected. Please try connecting to the remote computer again.
Not Reported	L_ConnectFailedProtocol_ErrorMessage	Because of a protocol error, the client could not connect to the remote computer. Please try connecting to the remote computer again. If the client still fails to connect, contact your network administrator.
Not Reported	L_ConnectionBroken_ErrorMessage	The connection to the remote computer was broken. This may have been caused by a network error. Please try connecting to the remote computer again.
Not Reported	L_ConnectionTimeout_ErrorMessage	The remote connection has timed out. Please try connecting to the remote computer again.

Error Messages Sorted by Code Number (Continued)

Code	Short Description	Detailed Message
Not Reported	L_DisconnectedCaption_ErrorMessage	Remote Desktop Disconnected ActiveX control can only run in the 32-bit version of Internet Explorer.
Not Reported	L_ErrMsg_Text	Error connecting to remote computer.
Not Reported	L_FullScreenTitle_Text	Remote Desktop Web Connection.
Not Reported	L_FullScreenWarn1_Text	Your current security settings do not allow automatically switching to full screen mode.
Not Reported	L_FullScreenWarn2_Text	You can use **Ctrl-Alt-Pause** to toggle your remote desktop session to full screen mode.
Not Reported	L_InternalErr_ErrorMessage	An internal error has occurred.
Not Reported	L_LicensingTimeout_ErrorMessage	A licensing error occurred while the client was attempting to connect (Licensing timed out).Please try connecting to the remote computer again.
Not Reported	L_PlatformCheck_ErrorMessage	The Remote Desktop Web connection ActiveX control can only run in the 32-bit version of Internet Explorer.
Not Reported	L_ProtocolErrWITHCODE_ErrorMessage	Client disconnected due to internal protocol error.
Not Reported	L_VersionMismatch_ErrorMessage	Client and server versions do not match. Please upgrade your client software and then try connecting again.
Not Reported	L_DisconnectRemoteByServer_ErrorMessage	The remote computer has ended the connection.
Not Reported	L_ErrConnectCallFailed_ErrorMessage	An error occurred when the client attempted to connect to the remote computer. Check your system memory and then try the connection again.

Error Messages Sorted by Short Description

Code	Short Description	Detailed Message
261	L_BadClientLicense_ErrorMessage	The remote session was disconnected because the Terminal Server client access license stored on this computer is in an invalid format.
520	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
776	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
1288	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
1540	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
2052	L_BadServerName_ErrorMessage	The specified remote computer could not be found. Verify that you have typed the correct computer name or IP address, and then try connecting again.
1800	L_CannotLoopBackConnect_ErrorMessage	The client could not connect. You cannot connect to the console from a console session of the same computer.

Error Messages Sorted by Short Description (Continued)

Code	Short Description	Detailed Message
265	L_CantUpgradeLicense_ErrorMessage	The remote session was disconnected because the local computer's client access license could not be upgraded or renewed. Please contact the server administrator.
Not Reported	L_ConnectFailedProtocol_ErrorMessage	Because of a protocol error, the client could not connect to the remote computer. Please try connecting to the remote computer again. If the client still fails to connect, contact your network administrator.
Not Reported	L_ConnectionBroken_ErrorMessage	The connection to the remote computer was broken. This may have been caused by a network error. Please try connecting to the remote computer again.
Not Reported	L_ConnectionTimeout_ErrorMessage	The remote connection has timed out. Please try connecting to the remote computer again.
3080	L_DecompressionFailed_ErrorMessage	The remote session was disconnected because of a decompression failure at the client side. Please try connecting to the remote computer again.
5	L_DisconnectByOtherConnection_ErrorMessage	The remote session was disconnected because another user has connected to the session.
Not Reported	L_DisconnectedCaption_ErrorMessage	Remote Desktop Disconnected ActiveX control can only run in the 32-bit version of Internet Explorer.
3	L_DisconnectIdleTimeout_ErrorMessage	The remote session was ended because the idle time-out limit was reached. This limit is set by the server because the total logon time limit was reached. This limit is set by the server administrator or by network policies.
4	L_DisconnectLogonTimeout_ErrorMessage	The remote session ended.
Not Reported	L_DisconnectRemoteByServer_ErrorMessage	The remote computer has ended the connection.
1	L_DisconnectRemoteByServerTool_ErrorMessage	The remote session to the remote computer was ended by means of an administration tool. Your administrator might have ended your connection.
1286	L_EncryptionError_ErrorMessage	Because of an error in data encryption, this session will end. Please try connecting to the remote computer again.
2822	L_EncryptionError_ErrorMessage	Because of an error in data encryption, this session will end. Please try connecting to the remote computer again.
3078	L_EncryptionError_ErrorMessage	Because of an error in data encryption, this session will end. Please try connecting to the remote computer again.
Not Reported	L_ErrConnectCallFailed_ErrorMessage	An error occurred when the client attempted to connect to the remote computer. Check your system memory and then try the connection again.
Not Reported	L_ErrMsg_Text	Error connecting to remote computer.
Not Reported	L_FullScreenTitle_Text	Remote Desktop Web Connection.
Not Reported	L_FullScreenWarn1_Text	Your current security settings do not allow automatically switching to full screen mode.
Not Reported	L_FullScreenWarn2_Text	You can use **Ctrl-Alt-Pause** to toggle your remote desktop session to full screen mode.
1032	L_IllegalServerName_ErrorMessage	The specified computer name contains invalid characters. Please verify the name and try again.
Not Reported	L_InternalErr_ErrorMessage	An internal error has occurred.
264	L_LicenseBadClientEncryption_ErrorMessage	The remote session was disconnected because a licensing message was incorrectly encrypted.
259	L_LicenseBadClientMsg_ErrorMessage	The remote session was disconnected because the remote computer received an invalid licensing message from this computer.

Error Messages Sorted by Short Description (Continued)

Code	Short Description	Detailed Message
262	L_LicenseCantFinishProtocol_ErrorMessage	The remote session was disconnected because there were network problems during the licensing protocol.Please try connecting to the remote computer again.
263	L_LicenseClientEndedProtocol_ErrorMessage	The remote session was disconnected because the client prematurely ended the licensing protocol.
260	L_LicenseHwidDoesntMatch_ErrorMessage	The remote session was disconnected because the Terminal Server client access license stored on this computer has been modified.
256	L_LicenseInternal_ErrorMessage	The remote session was disconnected because there was an internal error in the remote computer's licensing protocol.
266	L_LicenseNoRemoteConnections_ErrorMessage	The remote session was disconnected because the remote computer is not licensed to accept remote connections. Please contact the server administrator.
2056	L_LicensingNegotFailed_ErrorMessage	The remote computer disconnected the session because of an error in the licensing protocol. Please try connecting to the remote computer again or contact your server administrator.
Not Reported	L_LicensingTimeout_ErrorMessage	A licensing error occurred while the client was attempting to connect (Licensing timed out).Please try connecting to the remote computer again.
2	L_LogoffRemoteByServer_ErrorMessage	The remote session was disconnected because your session was logged off at the remote computer. Your administrator or another user might have ended your connection.
518	L_LowMemory_ErrorMessage	The local computer is low on memory. Close some programs, and then connect to the remote computer again.
774	L_LowMemory_ErrorMessage	The local computer is low on memory. Close some programs, and then connect to the remote computer again.
1544	L_LowMemory_ErrorMessage	The local computer is low on memory. Close some programs, and then connect to the remote computer again.
772	L_NetworkErr_ErrorMessage	The connection was ended because of a network error. Please try connecting to the remote computer again.
1028	L_NetworkErr_ErrorMessage	The connection was ended because of a network error. Please try connecting to the remote computer again.
258	L_NoLicense_ErrorMessage	The remote session was disconnected because there are no Terminal Server client access licenses available for this computer. Please contact the server administrator.
257	L_NoLicenseServer_ErrorMessage	The remote session was disconnected because there are no Terminal Server License Servers available to provide a license. Please contact the server administrator.
516	L_NotResponding_ErrorMessage	The client could not connect to the remote computer. Remote connections might not be enabled or the computer might be too busy to accept new connections.It is also possible that network problems are preventing your connection. Please try connecting again later. If the problem continues to occur, contact your administrator.
1796	L_NotResponding_ErrorMessage	The client could not connect to the remote computer. Remote connections might not be enabled or the computer might be too busy to accept new connections.It is also possible that network problems are preventing your connection.Please try connecting again later. If the problem continues to occur, contact your administrator.
Not Reported	L_PlatformCheck_ErrorMessage	The Remote Desktop Web connection ActiveX control can only run in the 32-bit version of Internet Explorer.

Error Messages Sorted by Short Description (Continued)

Code	Short Description	Detailed Message
3334	L_ProtocolErr_ErrorMessage	Because of a protocol error, this session will be disconnected. Please try connecting to the remote computer again.
10500	L_ProtocolErr_ErrorMessage	Because of a protocol error, this session will be disconnected. Please try connecting to the remote computer again.
Not Reported	L_ProtocolErrWITHCODE_ErrorMessage	Client disconnected due to internal protocol error.
1030	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
1542	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
1798	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
2310	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
2566	L_SecurityErr_ErrorMessage	Because of a security error, the client could not connect to the remote computer. Verify that you are logged on to the network, and then try connecting again.
7	L_ServerDeniedConnection_ErrorMessage	The client could not establish a connection to the remote computer.The most likely causes for this error are: **1.** Remote connections might not be enabled at the remote computer. **2.** The maximum number of connections was exceeded at the remote computer. **3.** A network error occurred while establishing the connection.
6	L_ServerOutOfMemory_ErrorMessage	The connection was disconnected because the remote computer is low on memory.
Not Reported	L_VersionMismatch_ErrorMessage	Client and server versions do not match. Please upgrade your client software and then try connecting again.

For more information, please contact ClearCube technical support.