

ERROR	DESCRIPTION	ACTION
60001	<b>XML SYNTAX ERROR</b> Its a new error on the devices.	If it occurs bring the Device to us. Once the error has been investigated and sorted, the solution will be shared to all the clients and VARs
60002	<b>DATA VALIDATION ERROR</b> This error occurs due to wrong data sent onto the device, mostly the exemption number and Trader System Invoice Number	Bring the device so that we troubleshoot the cause. Possibly contact the manufactures for a fix depending on the cause after diagnosis
60003/70003	<b>HASH CODE VALIDATION FAILED</b> Its a new error that prevents devices from transmitting. It's a new error that we have recently started facing.	For clients, they can continue making invoices and using the device as we figure out the cause.  For VARs they are to notify the support team and get an update on the way forward.
60004	<b>CONTROL UNIT SERIAL NUMBER IS INVALID</b> The customer might not have clicked YES on the notification email from KRA or might have received invalid link.	Kindly get in contact with the customer and ask them to click yes.  If He/She had clicked yes yet it still brings the error, Write an email to KRA support desk (timsupport@kra.go.ke) and ask them to create a token for the device. attach a screenshot of the error message and acknowledgement email.
500 HTTP -	<b>INTERNAL SERVER ERROR (KRA)</b> The KRA server might be down, Retry.	It will fiscalize once the server up. Keep retrying.
MISSING CERTIFICATE and TIMS PAIRED NO status	<b>MISSING CERTIFICATES</b>	If it occurs, send the device to us so that we solve the issue. For VARs, we will share instructions on how to resolve this error when it reoccurs.
-76: UNKNOWN ERROR CODE (004C)	Reading information from the socket failed	Check Internet Connection. Confirm the net error on the log. If it is http ans status, that's the server connection.
HTTP ans err/status	The Server Response was never received and timed out	The server is down. Confirm internet connection and retry later.

UNKNOWN ERROR CODE (0052)	Failed to get an IP address for the given hostname	Confirm the network configurations and check internet connectivity. Try a different network or hotspot
STM32 Virtual ComPort in FS Mode	Occurs when the device is connected via USB to a computer	On windows 10, unplug the cable and reconnect. For windows 7 download the VCP drivers and install. You can also get in touch with us, we shall assist