



FUELCLOUD

Error Code Reference Guide

May 2021



Error Code lookup

Error codes are listed in sequential order by error code number.

| Code | Source | Error Text | Cause | Possible Solutions |
|------|--------|---|---|--|
| 100 | App | This CloudBox doesn't have an active subscription. Contact your Admin to activate your subscription. | The CloudBox does not have an active subscription. | Contact your Admin to update or enter payment info online for the CloudBox Subscription. |
| 101 | App | This site's Latitude and Longitude is incorrect. | The site for the CloudBox has different coordinates than the phone or tablet that is trying to connect to the Cloudbox. | Report a Bug from your phone/tablet to send latitude and longitude. Contact customer support so we can adjust the coordinates at the site. |
| 102 | App | This Cloudbox is set to inactive. Contact your Admin to activate the Cloudbox under Hardware settings on the website. | The CloudBox is set to inactive online. | In the FuelCloud Web Portal Aactivate the CloudBox you're trying to connect to under Manage > Hardware. |
| 103 | App | It's outside your scheduled fueling hours. Contact your Admin if you need your access schedule adjusted. | The driver has a custom fueling schedule and it is currently outside outside the scheduled hours. | Contact your Admin to adjust your schedule in the FuelCloud Web Portal. In the FuelCloud Web Portal go to the specific Driver's settings page on the web portal. Edit the Access schedule to allow access for the specified time. |
| 104 | App | You're not currently assigned to any vehicles that match this tank's product. Contact your admin to manage your access. | The driver has restrictions set that are blocking them from being able to fuel the vehicle selected. | Contact your Admin to adjust your schedule in the FuelCloud Web Portal. In the FuelCloud Web Portal go to Manage > Restrictions on the web portal to verify access. You may need to add or remove the driver from an Access group to allow them access to the specific. |
| 105 | App | Location services have been disabled for this app. | The Location Service for the FuelCloud app have been disabled on your phone/tablet. | Either re-enable location services by going to your phone/tablets settings > Fuelcloud > Location or re-install the app and approve all system permissions. |
| 106 | App | Your transaction has timed out. Contact your admin to adjust the time limit or try again. | The user did not touch or enter any info and the inactivity timer expired. | Contact your Admin to adjust Inactivity and No-Flow Timers in the FuelCloud Web Portal by going to Settings > Company Settings > App Settings |
| 107 | App | Incompatible product. This vehicle is not authorized for [product type]. If there's an error contact your Admin to verify the correct product is set for the vehicle. | The vehicle selected is marked for a different type of fuel than the source tank. This error is only triggered when user scans a QR/Barcode. | Contact your Admin to manage the vehicles/tank fuel type in the FuelCloud Web Portal by navigating to Manage > Vehicles/Tanks, select the specific Vehicle/Tank and verify the correct Product is selected for this vehicle/Tank in Settings. |
| 108 | App | This pump is in use. When fueling has stopped the pump will be available. If there's an error try restarting the Cloudbox. | The pump that the driver selected is in use. | There are a few options: * Tap Disconnect in the app that started the pumping * Wait for the no flow timer to expire the transaction * Turn the CloudBox off wait 10 seconds, and turn the CloudBox back on |
| 109 | App | 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. This error is only triggered when a user scans a QR/Barcode | Contact your Admin to update the Drivers Restrictions in the FuelCloud Web Portal by: Going to Manage > Restrictions verify access. or Drivers> select specific Driver and verify Access in the Driver's Settings > Restrictions |

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| 110 | App | 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. This error is only triggered when a user scans a QR/Barcode. | Contact your Admin to check the Product of the vehicle or tank in the FuelCloud Web Portal Go to the Manage > Vehicle or Tank > Select specific Vehicle/Tank > Settings and verify the correct product type is selected for the Target. |
| 111 | App | 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. Admins manage the number of Offline transactions Drivers are allowed to complete in the FuelCloud Web Portal by navigating to Settings > Company Settings > App Settings > Transactions |
| 112 | App | You are about to fill over the tank's capacity, are you sure this fill is correct? | The Driver is attempting to fill the tank over its specified capacity. This shows on the I'm a Jobber fill entry form. | Contact your Admin to verify tank dimensions and capacity limits, and inventory are accurate on the FuelCloud Web Portal by navigating to Manage > Tanks > Select the Tank > Settings > Inventory Settings |
| 113 | App | You are about to fill the tank over 90% capacity. Are you sure you want to continue? | User is attempting to fill the tank over 90% of its specified capacity. This shows on the I'm a Jobber fill entry form. | You can contact your Admin to verify tank dimensions and capacity limits, and inventory are accurate on the FuelCloud Web Portal by navigating to Manage > Tanks > Select the Tank > Settings > Inventory Settings |
| 114 | App | Ending Inches entered exceeds the tank capacity. Enter gallons only or verify inches | Ending inches entered by the user is higher than the dimensions of the tank. This shows on the I'm a Jobber fill entry form. | Contact your Admin to verify tank dimensions and current inventory levels are accurate on the web portal |
| 200 | App | 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. Be sure to 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 |
| 201 | App | 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. | Contact your Admin or Customer Support to delete the CloudBox in the FuelCloud Web Portal and enter the correct serial number. |
| 203 | App | 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. | Several possible solutions -Remove the SD Card and re-insert and try again. -Clear SD Card by holding down blue button until flashes red ~30 seconds (this will erase any transactions saved on the CloudBox) |
| 300 | App | Unable to connect to FuelCloud Wi-Fi. Try moving closer to the Cloudbox. If the issue continues, restart the CloudBox or report a bug and contact customer support. | Could not connect to the FuelCloud Wi-Fi network, but the CloudBox was detected over Bluetooth or other networks. | Verify the antenna is connected and there are less than 6 mobile devices connected to the same CloudBox at once. Try the following steps: -Soft reboot the CloudBox by holding blue button for ~5 seconds |
| 301 | App | Can't connect to FuelCloud Wi-Fi. Please check that the CloudBox is powered on. | Could not join the FuelCloud Wi-Fi network and there was no Bluetooth signal detected from the CloudBox. | Verify there is power to the unit. Go to Settings > Wi-Fi on your device and make sure the Wi-Fi network is displayed. If not, -Soft reboot the CloudBox by holding blue button for ~5 seconds -alternatively try clearing the SD Card by holding |

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| 302 | App | Poor Wi-Fi signal strength. | Wi-Fi signal strength from the CloudBox is low and the FuelCloud app cannot connect. There could be many reasons for this. -You're too far away from the | * Move closer to the CloudBox. * Verify no Wi-Fi signal obstructions. * Verify that the Wi-Fi antenna is connected. |
| 303 | App | There are too many Wi-Fi connections on the CloudBox. | There are too many Wi-Fi connections on the CloudBox at the same time. Only 6 devices can connect to a CloudBox at once. This can happen when users | Forget the FuelCloud network on any one of the connected devices and reboot the CloudBox. |
| 304 | App | There is a problem with your Phone/Tablet, please restart your Phone/Tablet and try again. | iOS (Apple) or Android operating system error. This error happens at the device (phone/tablet) level and there is no way for the app to prevent it. | You will need to: * Restart the phone or tablet. * Ensure the operating system is up to date. |
| 305 | App | 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. * Make sure the you are close to the CloudBox and in line-of-site with no obstructions. |
| 306 | App | 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 phone/tablet Network Settings. | Forget the FuelCloud network in your phone/tablet settings. Attempt to connect again by selecting the pump from the app. |
| 307 | App | No IP address found. Please forget [FuelCloudNetwork] 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 Phone/Tablet settings and try connecting again by starting a transaction in the app. Try the following tips -If on Android turn off any Wifi Smartswitch settings -Restart your phone/tablet and try to connect again |
| 308 | App | You must disconnect your current transaction before connecting to a different CloudBox. | There is a transaction in progress in your app that must finish before selecting a pump on different CloudBox. | Disconnect the transaction by tapping the Disconnect button in the app, or try to connect to the new pump using a different phone/tablet |
| 309 | App | Transaction expired. Please stay in the app while fueling. Select your pump and try again. | The Driver left the FuelCloud app for too long. The app must remain open and in the foreground while the pumping. | Keep the FuelCloud app in the 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. There is an Admin setting to allow the App Screen to remain on, this can be set per device using an Admin |
| 310 | App | You manually joined this Wi-Fi network before. Please forget the network or join manually again. | There was a previous connection to the CloudBox Wi-Fi network that was completed by entering the Wifi password in the Devices Network Settings. This can sometimes cause issues on | Navigate to your phone/Tablet Network settings and: * Forget the FuelCloud Wi-Fi network * Manually select the FuelCloud Wi-Fi network and enter password *Reset Network Settings Settings > General > Reset > Reset Network Settings |
| 400 | App | 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 with internet. | Make sure the cellular data is turned ON on your phone/tablet. Verify you have a cellular/internet connection and try to use the pump again. |
| 401 | Server | There's an issue communicating with the server. Try again or report a bug and contact support. | The app is having a problem connecting to server. This can be due to poor internet connection or a cellular outage. | Check internet connection is stable, restart the app, restart the phone/tablet |

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| 401 | App | The pump is inactive and your phone / tablet does not have a cellular connection. | User is in offline mode and tank is not active. | Make sure the cellular data is turned ON on the device. Verify you have a cellular/internet connection and try again. |
| 402 | App | 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 with internet. | Make sure the cellular data is turned ON on your phone/tablet. Verify you have a cellular/internet connection and try to use the pump again. |
| 403 | App | Your cellular connection does not have internet. Try restarting your device or check with your carrier for outages. | Your phone/tablet doesn't have a cellular data connection to the internet. The FuelCloud app requires an internet connection. | Check the cellular service with your carrier. Look for outages in your area. Check that the Cellular data is on in your phone/tablet settings. Try Restarting your phone/tablet. |
| 404 | App | 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 for the FuelCloud app. | Go to your phone/tablet settings find the FuelCloud app and turn cellular data on for the FuelCloud app. |
| 405 | App | The Wi-Fi network [NetworkName] does not have internet. Please enable internet access to continue. | The user's Wi-Fi network does not have internet. | Enabled internet access on your local Wi-Fi network. |
| 406 | App | Poor cellular data connection. Restart your device or move to a location with better service. | Your phone/Tablet has poor cell service. This error is only shown on Android devices. | Move to a location with better cell service or try restarting your phone/tablet. |
| 500 | App | 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. | *Restart the app and/or the phone/tablet * Power cycle the CloudBox. Soft reboot by holding blue button for ~5 seconds * Move closer to the CloudBox. * Check VPN or firewall settings on company routers. |
| 501 | App | Lost communication with the CloudBox. Please move closer and try again. | Lost the Socket needed to communicate between the phone/tablet and the CloudBox. | Make sure you are within 20 feet of the CloudBox with line-of-sight. If you are out of range, the app cannot secure a connection. |
| 502 | App | 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. | * Check fuses and power to the CloudBox. * Power cycle the CloudBox. Soft reboot by holding blue button for ~5 seconds * Clear SD Card by holding down blue button until flashes red ~30 seconds (This will erase any saved transactions on the SD |
| 503 | App | CloudBox not responding. Forget the FuelCloud Wi-Fi network in your device settings, or restart the Cloudbox and try again. | The FuelCloud app couldn't send information to the CloudBox, but could create a socket. | Forget the FuelCloud network in your phone/tablet settings. Attempt to connect again by selecting the pump from the app. |
| 504 | App | There was an issue with the response from the CloudBox. Please send a bug report and contact support. | The app read invalid JSON and can't process the command. | Try again, if the issue persists send a Bug report and contact customer support. |
| 505 | App | There was an error installing the firmware update. Please power cycle the CloudBox. | The firmware file could not be uploaded due to an error | Power cycle (restart) the CloudBox. Soft reboot by holding blue button for ~5 seconds adn try again. |
| 600 | App | There was an error connecting to the FuelCloud server. Please try again. | Can't get a token to work with the private API | Try entering a driver PIN again. Report a bug and contact support if the error persists |
| 601 | App | There was an issue with the FuelCloud server. Please try again or contact support | The app called the server, but fails when the response has no error message | Try entering a driver PIN again. Report a bug and contact support if the error persists |

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| 602 | App | Server under maintenance. The Fuelcloud server is undergoing an update. Wait a few minutes and try again. | The FuelCloud server is down for an update. | Wait a few minutes and try again. |
| 603 | App | There was an error connecting to the FuelCloud server. Please try again. | The app called the server successfully, but returned a response with status of FALSE with no error message | Try entering your Driver PIN again. Report a bug and contact support if the error persists |
| 701 | App | 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. | An app update is required to complete a transaction. | Update the FuelCloud app from the App Store or Google Play Store |
| 700 | App | 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. | An app update is required to send a bug report | Update the FuelCloud app from the App Store or Google Play Store and try again. Once updated you can report a bug if the issue persists. |
| 1000 | Server | Request failed. There was an error processing your request. Try again, or report a bug and contact customer support. | There was an issue when communicating with the server. | Try again if the issue persists, report a bug and contact support to escalate the issue. |
| 1002 | Server | Invalid API Key | This only shows on a Kiosk. The API key could be wrong. | The Driver should Report a bug, and contact customer support. |
| 1003 | Server | Invalid passphrase | In tank monitor - MoBors: Invalid passphrase | Report a bug and contact Support to double check from Mobros side to make sure their phrase is generated correctly and matches with our phrase. |
| 1004 | Server | Invalid session ID | There is no session ID or session ID is expired in case update firmware/hardware for device. | There was an error processing your request. Try again, or report a bug and contact customer support. Escalate to the DEV team. |
| 1005 | Server | Invalid Serial | This only shows on a Kiosk or in the Installer app The app was submitted without serial or wrong serial param to server. | Shown on a Kiosk: the fueling position is not updated status. Contact Customer support Shown on Installer app: The app can't submit the configuration. Contact customer support to verify the serial number. |
| 1006 | Server | Registering new KIOSK has failed | Trying to register new kiosk failed | Contact customer support |
| 2000 | Server | Tanks not found | The app submit a request to get SMS verification code without tank ID or wrong tank ID. | Report a bug and contact customer support. |
| 2001 | Server | Email missing data | Shown on Installer app: Request to create an installer account but the email is missing. | Enter an email, or contact customer support if the issue persists |
| 3000 | App | "Not a valid phone number and/or PIN." If being used to Unlock a locked pump "Invalid Admin Pin, see administrator or try again" | The Driver has entered an invalid PIN or Phone Number. An Admin has entered an invalid Admin PIN to unlock a locked pump. | Double Check the correct PIN was entered and try again. Contact your Admin to verify the PIN in the FuelCloud Web Portal find the Driver or Admin and Verify they are using the correct PIN. |
| 3001 | Server | Tank not found | The tank became inactive after selecting the pump. | Report a bug and contact customer support or your Admin to activate the Tank in the FuelCloud Web portal Manage > Tanks |

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| 3002 | Server | Tank not available for this user | <p>- Fill: This tank does not allow to fill because their company has no link to the jobber company.</p> <p>If SMS verification is turn on in case of non-network. The</p> | <p>-Fill: In the FuelCloud Web Portal your Admin can double check the permission to pump or add jobber link to fill.</p> <p>-SMS Non-Network: Report a bug and contact customer Support team to double check that the driver and tank is on the same company.</p> |
| 3003 | Server | Company not available | <p>- Entering PIN to complete a Jobber Fill: jobber driver enters wrong PIN or is NOT allowed fill permission.</p> <p>- Scanning a vehicle/tank QR code: company ID submit from</p> | <p>Driver must contact Customer Support to check thier permissions.</p> |
| 3006 | Server | Login not available. Contact your Admin to enable this feature for your company. | <p>The login feature is disabled for your Company or for the specific device type that you are trying to log in on.</p> | <p>Contact your Web Admin to enable or disable the ability for drivers to log in to the app from the FuelCloud web portal in Setttings > Company Settings> App Settings > App Login</p> <p>This setting can be enabled for mobile devices</p> <p>Return to Account login and enter you Phone number and PIN to log in again.</p> |
| 3008 | Server | Login expired. Please log in again | <p>The Drivers session expired. Maybe their PIN has changed on website or the drivers authorization time limit expired.</p> | |
| 3010 | Server | You're currently set as inactive. Contact your Admin for support. | <p>Driver is set as inactive in the FuelCloud Web Portal</p> | <p>Contact your Admin to activate your Driver account in the FuelCloud Web Portal Manage > Driver > Settings</p> |
| 3011 | Server | Phone number not recognized. Try again or contact your Admin for support. | <p>The phone number you entered is not registered to a Driver account for the company's account.</p> | <p>Contact your Admin to check the phone number listed for the driver account on the FuelCloud Web Portal to see if there is an error. Update the phone number. Try Again</p> |
| 3013 | Server | Phone number not recognized. (:remaining attempts remaining). | <p>- App Login Feature: Phone number is not recognized</p> | <p>Re-enter the mobile number associated with your Driver account. Contact your Admin to verify it is entered correctly on the FuelCloud Web Portal.</p> |
| 3014 | Server | PIN number not recognized. (:remaining attempts remaining). | <p>- App Login Feature: Driver PIN is not recognized</p> | <p>Re-enter the PIN associated with your Driver account. Contact your Admin to verify it is entered correctly on the FuelCloud Web Portal.</p> |
| 3015 | Server | Temporary code not recognized. (:remaining attempts remaining). | <p>- App Login Feature: SMS code you entered does not match what we sent to you.</p> <p>Can happen when:</p> <p>+ Using SMS code to log in to the app</p> | <p>Re-enter the code that was sent to your mobile device, or request a new code to enter.</p> |
| 3016 | Server | This account is locked due to too many incorrect attempts. Contact your admin to unlock this account. | <p>- App Login Feature: This account will be permanently locked after verifying the wrong PIN or SMS twelve times</p> | <p>You have made too many attempts and will need your Admin to unlock your account in the FuelCloud Web Portal.</p> |
| 3017 | Server | Admins should use their Driver phone number and PIN. | <p>You cannot use an Admin PIN to log in to the app. Driver PINs are required.</p> | <p>Admins cannot use an Admin PIN to log in to the App they must create a Driver account with a valid phone number and PIN in order to use the Login.</p> |

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| 3103 | Server | invalid user ID | Installer app: Email and/or password was not recognized. | Enter email and password before submitting. Verify you are using the correct email and password and Try again. |
| 3106 | App | 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 account. | Use the list view to search for the vehicle/tank name or Contact customer support or your Admin to create a new QR/barcode for the target |
| 3107 | Server | Tank not found | The user scanned a barcode for a tank that was not registered to the site they are at. | Contact your Admin to check the qr/barcode is registered to the correct tank and the tank is registered to the correct site, make any necessary changes. Refresh the app and try again. |
| 3109 | Server | You don't have permission to add targets to this account. Contact your admin for support. | - Happens in Truck System: In case the driver is not entitled to add new vehicles and tanks but still tries to create new | Contact your Admin to grant you permission to add new target to the specific customer account. |
| 3110 | Server | You don't have permission to fill this target. Contact your admin for support. | Driver scan tank barcode. If the scanned barcode is added on system and the current driver doesn't have permission to access it | Contact your Admin to grant you permission to fill the target. |
| 3400 | Server | Your site is inactive, please contact your administrator or activate your site online. | The site is set as inactive in under Site settings in the Web portal. | Contact your Admin to activate the Site in the FuelCloud web portal. Go to Site settings in the FuelCloud Web portal and select Active and refresh the app to continue. |
| 3401 | Server | 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. | Contact your Admin to activate the Tank from Manage > Tanks in the FuelCloud Web Portal and refresh the app to continue. |
| 6000 | Server | Device not found | - Happens during Update Firmware: there is no serial or the serial was not found - Happens while using W&M: Not found device ID in case of insert loa | -Update Firmware: Contact Customer Support team to add that serial manually. - W&M: In case of Device ID, report a bug and contact customer support - Mobros API: Report a bug and contact customer support |
| 6003 | Server | Active sensor failed | Mobros API: Active sensor failed | Report a bug and contact customer support |
| 6004 | Server | Activated code not found | Mobros API: Activated code not found | Report a bug and contact customer support |
| 6005 | Server | Duplicate serial number | Mobros API: Duplicate serial number | Report a bug and contact customer support |
| 7000 | Server | Update transaction error | The request to update a transaction had an error and was not completed. | Report a bug and contact customer support |
| 9000 | App/Server | 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 | FuelCloud iPad: Reset the iPad Settings > General > Reset > Erase all Content and Settings Other Tablets/Phones: Update the app by going to Google Play Store or Apple App Store and downloading the latest version. |

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| 11000 | Server | 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. | This customer needs to be added to that network to gain access to it. They may need to first connect with a network owner (jobber) so the jobber can add the customer account to the network. When the customer is added all drivers will immediately have access to the network. |
| 11001 | Server | You don't have permission to use this site | The customer's driver tries to log in to the site of the network owner, but the site doesn't exist in the network of the owner. | Contact your Admin or Customer Support to make the necessary changes in the FuelCloud Web portal. This site needs to be added to a network - (Manage > Network > Sites (Tab) > Add Site) |
| 11002 | Server | Your company's [Time period] usage limit has been met. Please contact your fuel provider to adjust this limit. | The customer has met their companies monthly limit set by the network owner. | Contact your Admin. The network owner needs to increase the customer's monthly network limit. This can be done in Manage (customers) > customers > click one customer > Settings (Tab) Or (Manage > Network > Customers (Tab) > click one |
| 11003 | Server | Not a valid phone number. | This phone number does not belong to any driver of any customers that have access to the network. | - Make sure the correct phone number was entered - Contact your Admin to make sure the driver's phone number was entered correctly on the driver phone field in the customer's account. |
| 11005 | Server | The SMS message was not sent | The SMS code cannot be sent from our messaging service. | Try again if the issue persists report a bug and contact customer support |
| 11006 | Server | Authentication missing SMS code. Please try again. | When the Mobile Application called on the server to get SMS code but didn't push the value of the phone on the server. | Try again if the issue persists report a bug and contact customer support |
| 11007 | Server | Invalid SMS code. | The SMS code the driver entered doesn't match the code that was sent to the driver. | - Try again - Press "Resend" on the SMS entry screen in the app to get another code. If problem persists please report a bug and contact customer support |
| 11008 | Server | 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 | - The driver needs to start the pump authentication process and try again. |
| 11010 | Server | 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 as part of the login. | - Close app completely and re-open and try again. - if the issue persists report a bug and contact support |
| 11011 | Server | Your [Timeperiod] usage limit has been met. Please contact your account admin for support. | The driver's monthly usage limit has been met on the network | Contact your web admin to increase the value of the limit in the driver setting in the FuelCloud Web Portal (Manage > Drivers > click one driver > Settings (Tab)) |
| 11012 | Server | Site controller request timeout | The application can not get server response in time and there was a timeout. | - Please try again in a few minutes. Report a bug and contact support if the issue persists |

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| 11014 | Server | [Phone number] is locked due to too many incorrect login attempts. Try again in [duration] minutes. | Lock drivers out when they enter the an incorrect PIN for a corresponding phone number | Contact your Web Admin to verify the PIN on your driver account and make sure the correct PIN is being entered in the app, we have two option for this problem: -Driver will need to wait for the locked time (1,2,5, 10, 30, etc minutes) and enter the PIN again or contact |
| 11015 | Server | You're too far away from the pump. Please move closer and try again. | On Site Controller (Verifone) pumps we check the user's location again before they authorize a transaction. in case the location of the driver to the pump has more than 1,600 | Move closer to the pump and try again. |
| 11016 | Server | Invalid Software Package. | If the KIOSK app pushes a value of the Software Package on the server that we can't find in the system. | Report a bug and contact customer support |
| 11018 | Server | Sorry! We don't support SMS messages outside of the United States right now. Please contact your administrator to update your phone number. | The user entered a non-US phone number. We don't support SMS messages outside of the United States right now. | Contact your Admin to update your Driver phone number to a US phone number and then try accessing the pump again. |
| 11019 | Server | The kiosk has not been registered and added to this site yet. Please contact administrator. | Kiosk is not registered with server yet or added to the site. | Contact your admin or Customer Support to register to teh Kiosk on the website and add it to the site |
| 11020 | Server | The kiosk has not been configured for this site yet. Please contact administrator. | Kiosk is registered but has not been added to a site yet. | Contact your Admin to add the Kiosk to your site. |
| 11021 | Server | Unknown response from site controller | The verifone is active and got answer (UMTI matches) but in a weird pattern or code we cant understand. | Try again or if the issue persists report a bug and contact customer support. |
| 11022 | Server | The site controller has not been configured for this site yet. Please contact administrator. | The requested commander ID did not get correct configuration | Contact your Admin to configure the site controler for this site. |
| 11023 | Server | The site controller has been disconnected. Please contact administrator. | Socket connection between socket server and verifone has been broken | Report a bug and contact customer support |
| 11024 | Server | Your [Timeperiod] usage limit has been met. Contact your admin for support. | The driver's [Timeperiod] usage limit has been met on the network | Contact your web admin to increase the value of the limit in the driver setting (Manage > Drivers > click one driver > Settings (Tab)) |
| Slow or no Internet connection | Kiosk | Slow or no Internet Connection (<i>tapping this screen will cause the app to refresh</i>) | Shows before the kiosk has been able to communicate with the server. It means there is no internet through cellular, Wi-Fi, or ethernet. Once there has been a successful transaction on the | Check the internet or cellular connection to the Kiosk. Contact Customer Support if the issue persists. |
| Kiosk not configured | Kiosk | Kiosk not configured (<i>tapping this screen will cause the app to refresh</i>) | Several possible causes: Kiosk has not been added to the account. Site is inactive. Tank is inactive. No CloudBox. | Contact your Web Admin to check the FuelCloud web portal settings and make the necessary adjustments. |