FileWave Error Codes

Server

Error	Context	Explanation	Solution
-8	During Database Verification	There are some orphaned objects in the database	The first thing to do is to run a DB compact. You can run it from Xserver monitor which is in /Applications/FileWave.This should solve the issue.If the compact is not fixing it, then we must be missing a certain type ofcleanup in that operation. Generally, this doesn't pose a problem. If you'dlike, you can stop the server and zip up the /fwxserver/Data Folder/*datand*idx files and post them to our ftp site.
-1	While doing a Model Update you see a blank window	error creating Fileset File: XXXXXX, folderID: YYYYYYY not found, database damaged, call FileWave Tech Support 889|0xb0513000|FATAL|Error: -1 when updating filesets during model update	This issue is fixed in FileWave version 4.1.1. If you are hitting this issue please upgrade Filewave Admin to 4.1.1.
14	Error 14 on file, found process: fwxserver/XXXXX exiting due to database error: 14 (Only Applicable to Server 3.7.4)	This is a soft database failure caused by a hard restart of the FileWave Server, it doesn't actually reflect a serious issue, but will cause the server to stop.	Upgrade to 3.7.5 to 4.0.X
` fwxserver conflicts with fw-mdm-server-10.1.1-1.0.x86_64 `	upgrading to FileWave 11.x from a previous version	This is normally caused by upgrading from a system that originally installed filewave with two packages: fw-mdm-server fwxserver	As of version 11, FileWave installs both servers with just the single fwxserver installer. To fix this simply remove the mdm component before updating the server. This will not remove any of your MDM data ` sudo yum remove -y fw-mdm-server `

Client / Admin

Error	Context	Explanation	Solution
-150		the file size downloaded to disk does not match the file size stored in the database of the FileWave Server	Delete this file from the Fileset and add a fresh copy from the Admin's hard disk
-125	Client downloading fileset	Booster does not have the file to serve to the client yet and so the client will try again later	Please wait
-13	fwgui is not running	On the client fwgui process is not running	Restart the filewave client from terminal : macOS / Linux ` sudo fwcontrol client restart `
-3	During Admin File Upload	On slow networks an upload may timeout.	
-1	Not in inventory	That comes from a client attempting to activate a fileset before it has downloaded it. After the model update, it adds the activation action back into the queue	Please wait for sometime as the client is still downloading the fileset and once it has finished downloading it will activate
2	reading file from disk	This error is due to a wrong offset request	Upgrade to 3.7.5 or 4.0.4 will solve this issue
15		This could happen if there is no or very less disk space left on the booster that the client is downloading the filesets from	Please check if the booster has enough free disk space. If the disk space is enough and still you are seeing this error contact support help.filewave.com
32	while trying to send file data XXXXXD (Where XXXXX is the file ID)	Error 32 means broken pipe in the network. Generally this error should resolve by itself if everything in the network is fine.Troubleshooting : check to ping from the booster/server to client and vice versaand check if the problem doesn't exist in the network	1. If you see this error for long time try to remove the association of this fileset with the client and than associate again. This should solve theproblem. 2. Update to latest Filewave 3.7.X or 4.0.X
Failed CRC Validation		A CRC check is a form of a checksum which is used to make sure data in	Please send the client log file from the client exhibiting this issue to

		files is the same on the client as on the server. The error "failed CRC validation" means that files on the client for whatever reason are being altered compared to what is on the server.	support help.filewave.com
Kiosk Errors		See: VPP Kiosk Errors	

Booster

Error	Context	Explanation	Solution
Failed CRC Validation		A CRC check is a form of a checksum which is used to make sure data in files is the same on the client as on the server. The error "failed CRC validation" means that files on the client for whatever reason are being altered compared to what is on the server	Please send the booster log file from the booster exhibiting this issue to help.filewave.com

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