Common Informational and Error Codes

There are inevitably going to be situations where you receive a code for either informational or error conditions. Below is a table that covers the most common codes and messages you may receive.

These error messages will show up either in pop-up messages during your session, or in an event log that is being analyzed post-session.

Error / Exit Code	Type	Description	Frame Component	FRP Version
4000	Info	User initiated close to the session. This occurs mostly through choosing "Close Session" in the gear menu.	Server	FRP 7/8
4001	Error	An unknown critical error occurred on the server.	Server	FRP 7/8
4002	Error	Connection rejected due to Unmatched Server and Terminal session configuration detected. Either the wrong data was sent from the Terminal, or the data was corrupted.	Server	FRP 7/8
4003	Error	Server Send Buffer Overflow.	Server	FRP 7/8
4004	Error	An unknown critical error occurred on the server.	Server	FRP 7/8

Error / Exit Code	Type	Description	FrameComponent	FRP Version
4005	Error	Similar to 4004. An unknown critical error occurred on the server.	Server	FRP 7/8
4006	Info	The end user is already in another session. This could be due to two tabs open on the same machine, or two machines sharing the same token owner (Identified email address).	Server	FRP 7/8
4008	Info	Max session timeout reached. This setting is set in the "Session Settings" section of an account or in the "Session Settings" section of a launchpad's settings (Override the account settings).	Server	FRP 7/8
4009	Info	IDLE Connection timeout. This occurs when a disconnected session has not been reconnected within the allotted time specified in "Settings Settings" for an account or launchpad.	Server	FRP 7/8
4011	Error	Error occurred in the video stream of an active session. Please attempt to reconnect and contact Frame support if you continue to have problems.	Server	FRP 7/8

Error / Exit Code	Type	Description	FrameComponent	FRP Version
4015	Info	The end user or a script shut down the VM (Windows and Linux).	Server	FRP 7/8
4018	Info	The end user or a script logged off from the VM (Windows and Linux).	Server	FRP 7/8
4019	Info	The VM from which the session is running has been externally shutdown, or the session was closed remotely. This can occur from an Admin API, manual session close in the account dashboard, or through an expected Frame automation.	Server	FRP 7/8
4022	Error	On a domain-joined instance, the end user's profile failed to mount.	Server	FRP 7/8
4023	Error	The server closed the connection due to too many registered receive timeouts.	Server	FRP 7/8
4024	Error	The server registered an error in the `receive` thread.	Server	FRP 7/8
4025	Error	The server registered an error in the `send` thread.	Server	FRP 7/8
4026	Error	An unknown error occured in the FRP8 connection.	Server	FRP 8

Error / Exit Code	Type	Description	FrameComponent	FRP Version
4027	Error	The virtual display is not in the correct state during session start (Virtual display failed, or is not ready)	Server	FRP 7/8
4028	Error	The session connection to the secondary monitor/display closed when not responding to a change request.	Server	FRP 7/8
4029	Error	The session connection closed unexpectedly.	Server	FRP 7/8
4101	Error	Terminal failed to connect to the server within the window of the allotted connection time (Connection Timeout).	Terminal	FRP 7/8
4102	Error	The connection between terminal and server appears to have been severed by the network connection.	Terminal	FRP 7/8
4103	Info	Terminal is attempting to reconnect after a disconnect	Terminal	FRP 7/8
4106	Error	Terminal failed to reconnect to a server after a disconnect	Terminal	FRP 7/8
4107	Error	Signaling Peer Timeout. The signaling server did not get the server peer ID within the allotted time.	Terminal	FRP 8

Error / Exit Code	Type	Description	FrameComponent	FRP Version
4108	Error	The WebRTC ICE connection has been disconnected.	Terminal	FRP 8
5006	Error	The WebRTC ICE connection failed due to network issues or a misconfiguration.	Variable	FRP 8
5007	Error	The WebRTC negotiation process timed out.	Variable	FRP 8
5008	Error	The WebRTC peer connection failed to connect.	Variable	FRP 8
5009	Error	The STUN server could not be reached within the allotted time.	Variable	FRP 8
5010	Error	The TURN server could not be reached within the allotted time.	Variable	FRP 8
5019	Error	FRP8 could not connect to either the STUN or TURN server.	Variable	FRP 8

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