

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 <code>receive</code> thread. | Server | FRP 7/8 |
| 4025 | Error | The server registered an error in the <code>send</code> thread. | Server | FRP 7/8 |
| 4026 | Error | An unknown error occurred 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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