

Article  
Number:  
457 | Last  
Updated:  
Wed, Aug  
22, 2018  
10:11 AM

This articles  
lists the  
error codes  
which might  
display  
within the  
Netop  
Portal.

Please  
note that  
the error  
codes in the  
range  
20001-  
20015 is  
meant for  
people  
familiar with  
SAML and  
Active  
Directory  
who are  
trying to  
troubleshoot  
issues their  
users are  
seeing while  
trying to log  
into the  
Netop  
Portal.

Error code	Description	Action point
1228	This error is received if your account has reached its device limit and it is forbidden to enroll new devices.	Contact your account owner and/or account administrator and ask him to remove an account. Otherwise, please contact Netop support.
4002	The device has not been enrolled into the Netop Portal.	Contact the account administrator for device enrollment.

4108	The device is pending enrollment.	Contact the account administrator for device enrollment.
4109	The deployment package associated with the Portal account has been revoked.	Contact the account administrator.
4216	A deployment package has not been created (or it has been removed) for the Portal account; therefore, enrollment key does not exist.	Contact your account owner and/or account administrator and ask him to create a deployment package and provide you with the enrollment key.
4301	The deployment package is no longer active when the enrollment is performed. A deployment package needs to be active and valid during enrollment, for the enrollment to succeed.	Contact your account owner and/or account administrator for more information.
4302	The deployment package is expired when the enrollment is performed. A deployment package needs to be active and valid during enrollment, for the enrollment to succeed.	Contact your account owner and/or account administrator for more information.
4303	The deployment package has been revoked prior the enrollment. A deployment package needs to be active and valid during enrollment, for the enrollment to succeed. A revoked deployment package cannot be used anymore for enrolling devices and all enrolled devices need to be re-enrolled with a new enrollment key.	Contact your account owner for more information.
4304	The deployment package has reached its installation limit when the enrollment is performed. A deployment package needs to be active and valid during enrollment, for the enrollment to succeed. The number of installations cannot be modified once the deployment package has been created.	Contact your account owner and/or account administrator for more information.
4305	The deployment package is not valid yet when the enrollment is performed. A deployment package needs to be active during enrollment, for the enrollment to succeed.	Contact your account owner and/or account administrator for more information.
4802	This error occurs when upgrading an existing installed device that hasn't been registered yet in the Netop Portal and the user defined in the communication profile is not allowed to enroll devices.	Contact your account owner and/or account administrator for more information.
20001	The message we got back from ADFS/Azure AD is not in the right format.	Please go back to the installations steps and make sure all is properly set. Click <a href="#">here</a> . Otherwise contact <a href="#">Netop support</a> .
20002	The message we got back from ADFS/Azure AD is not in the right format.	Please go back to the installations steps and make sure all is properly set. Click <a href="#">here</a> . Otherwise contact <a href="#">Netop support</a> .
20003	The message we got back from ADFS/Azure AD is not in the right format.	Please go back to the installations steps and make sure all is properly set. Click <a href="#">here</a> . Otherwise contact <a href="#">Netop support</a> .
20004	The certificate used for setting up the ADFS/Azure AD integration is expired.	Â
20005	The message we got back from ADFS/Azure AD is not in the right format.	Please go back to the installations steps and make sure all is properly set. Click <a href="#">here</a> . Otherwise contact <a href="#">Netop support</a> .
20006	Missing a mandatory attribute from ADFS/Azure AD.	Check the <a href="#">KB article</a> for the list of mandatory attributes.

20007	We could not retrieve the domain identifier.	Please make sure you have set the correct domain and replaced the id with your domain id. See the <a href="#">KB article</a> for the list of claim rules.
20009	The message we got back from ADFS/Azure AD is not in the right format.	Please go back to the installations steps and make sure all is properly set. Click <a href="#">here</a> . Otherwise, contact <a href="#">Netop support</a> .
20010	The message we got back from ADFS/Azure AD is not in the right format.	Please go back to the installations steps and make sure all is properly set. Click <a href="#">here</a> . Otherwise, contact <a href="#">Netop support</a> .
20011	Missing <b>username</b> attribute from ADFS/Azure AD.	Check the <a href="#">KB article</a> for the list of mandatory attributes.
20012	Missing <b>email</b> attribute from ADFS/Azure AD.	Check the <a href="#">KB article</a> for the list of mandatory attributes.
20013	Missing <b>first name</b> attribute from ADFS/Azure AD.	Check the <a href="#">KB article</a> for the list of mandatory attributes.
20014	The ADFS/Azure AD method is inactive	Make the ADFS/Azure AD method active in the Portal account under <b>Account &gt; Configuration</b> .
20015	Missing last name attribute from ADFS/Azure AD.	Fill in last name attribute in ADFS/Azure AD.
30007	This error occurs when upgrading a device and the user defined in the communication profile does not exist or the credentials are incorrect.	Contact your account owner and/or account administrator for more information.
61000	Â	Contact Netop support.
61001	Indicates that during a bind operation an invalid LDAP configuration was provided.	Contact your account owner to verify the LDAP settings defined in the LDAP authentication method.
61002	Indicates that the ldap_unbind function failed freeing resources associated with an LDAP session.	Contact Netop support.
61003	Indicates that invalid LDAP admin credentials (username and password) were entered in the LDAP authentication method >LDAP server settings.	Contact your account owner to verify the authentication credentials defined in the authentication method.
61004	Indicates that the bind operation failed identifying a user to the LDAP due to incorrect distinguished name of the entry used to bindÂ or password, or the password is incorrect because it has expired, intruder detection has locked the account, or another similar reason.	Contact your account owner to verify the LDAP settings in the Portal against invalid user.
61005	Cannot establish the connection to the LDAPS server.	Make sure that the LDAP Server is visible on the Internet.
61006	Missing username attribute from LDAPS.	Fill in the username field in LDAP for the current user.
61007	Missing email attribute from LDAPS.	Fill in email attribute in LDAP for the current user.
61008	Missing first name attribute from LDAPS.	Fill in first name attribute in LDAPÂ for the current user.

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Posted - Tue, May 9, 2017 2:17 PM.

Online URL: <https://kb.netop.com/article/netop-remote-control-portal-error-codes-457.html>