

[FAQ]

What is “Disconnected (xxx) error” in the Device View?

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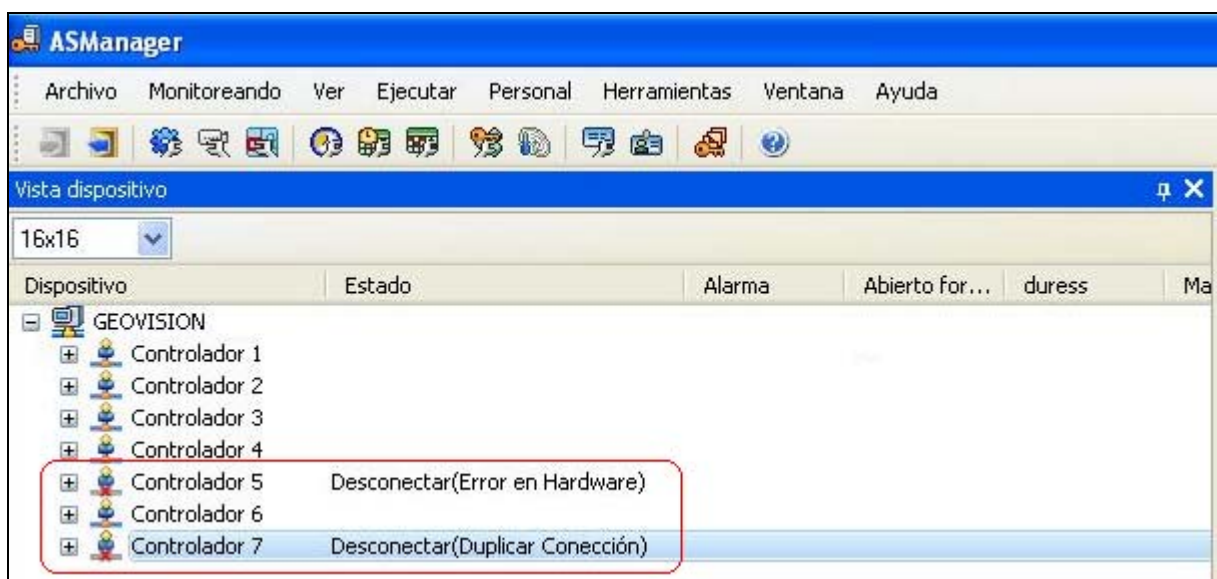
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Applied to

GV-ASManager of all versions

Question

What is the message of “Disconnected (xxx)” displayed on the Status column of the Device View?



Answer

You can refer to the table below for the causes of Disconnected (xxx) error.

Status	Description
Disconnected (Login Failed)	The username, password or crypto key (3DES) entered is wrong.
Disconnected (Duplicate Connection)	Another GV-ASManager is connecting with the GV-AS Controller.
Disconnected (Hardware Error)	The Controller ID entered is wrong. Or GV-AS Controller errors occur.

Note: The default values of GV-AS Controller are: username **admin**; password **admin**; Crypto key (3DES code) **12345678**.
