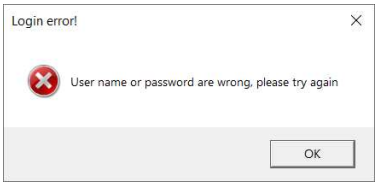
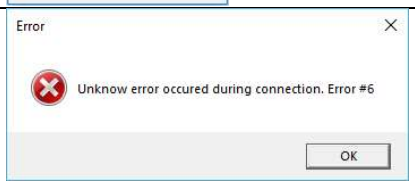
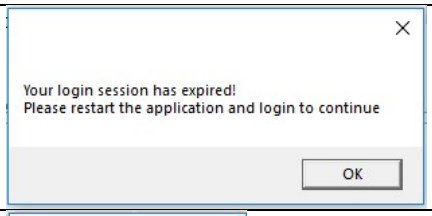
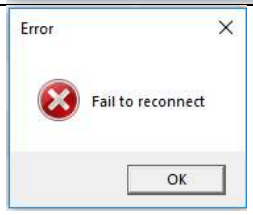
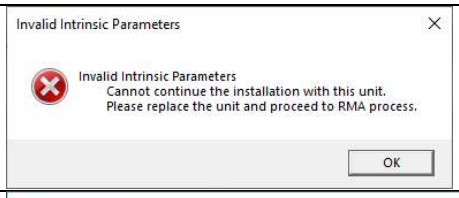
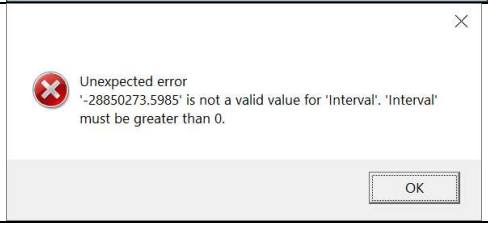
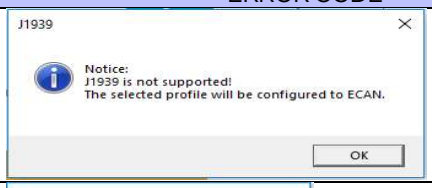
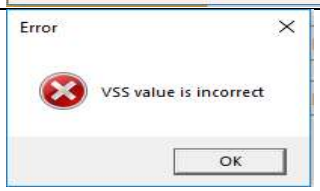
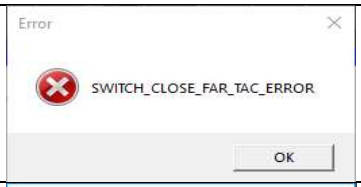
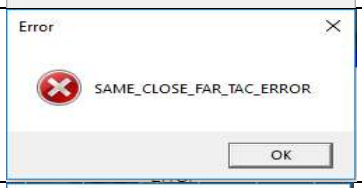
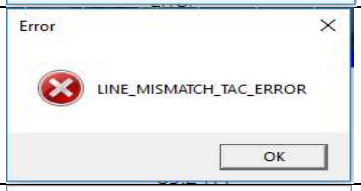
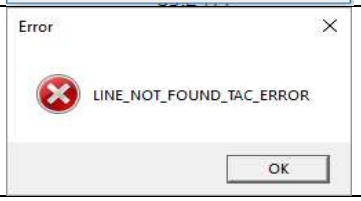
EyeWatch Errors

ERROR CODE	ERROR DETAILS	POSSIBLE RESOLUTION
ER – 10/11	Communication error with image sensor	Replace camera unit
ER-16	Initialization error	Replace camera unit
ER-20	Speed signal is configured by CAN-bus, but the system is not detecting the vehicle CAN- bus	Installation issue – • Verify CAN-Reader & CAN-bus connection. • Check Vehicle profile selection and choose the correct profile from the DB
ER - 30 to 44	Internal system files error	Contact Mobileye Support team
ER - 50 to 55	Calibration issue	• Recalibrate the unit • Replace camera unit if needed
ER-57	Closest ground is more than 10m away	Check camera angle and calibration
ER-DA	Tamper alert	Check that the camera has a clear view
ER - 61 to 65	Synthesizer issue	Replace camera unit
ER - 77/78	Gyro sensor issue	Replace camera unit
LED flashes Red	Camera boot failure	Replace camera unit
No communication icon	No communication error	• Check the camera-EyeWatch harness connection • Replace EyeWatch • Replace the unit

Mobileye Installation Center Errors

ERROR CODE	ERROR DETAILS	RESOLUTION
	Cannot login to the IC due to a wrong input of either the username or password	Check your login credentials and try again.
	login failed	Contact Mobileye support team
	Cannot login to Mobileye Installation Center	Check internet access Or Check antivirus / firewall configurations
	Login Expired - IC wizard was open and online for 2 hours	Close the IC application, re-open and login again
	Fail to reconnect when using the "Reconnect" from the status bar	Check system status (on/off) Or Check physical connection of the EyeNET with the system
	Missing parameters of the camera module	Contact Mobileye support team to proceed with RMA
	Missing TLS	Contact Mobileye support team to proceed with RMA
	Unexpected error- 'Interval'	Check and set your PC time and date and try again.

Mobileye Installation Center Calibration Errors

ERROR CODE	ERROR DETAILS	RESOLUTION
	Mobileye 8 system does not support J1939 protocol.	Click "OK" to continue with burning and configure the profile with ECAN
	while installing Mobileye 8 with analog speed signal, the entered VSS value is outside the allowed range.	VSS allowed value is between 500-50,000. please adjust and enter the correct value
	Calibration issue- TAC is in the wrong position	Change TAC location between far and close TAC and re-calibrate
	Calibration issue- TAC board in the same location for both close & far TAC calibration	Check TAC location and re-calibrate
	Calibration issue	Check TAC location and re-calibrate
	Calibration issue	Check TAC location and re-calibrate