

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 unitReplace 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
Login error! X User name or password are wrong, please try again OK	Cannot login to the IC due to a wrong input of either the username or password	Check your login credentials and try again.
Login error! X You cannot login OK	login failed	Contact Mobileye support team
Error X Unknow error occured during connection. Error #6	Cannot login to Mobileye Installation Center	Check internet access Or Check antivirus / firewall configurations
Your login session has expired! Please restart the application and login to continue	Login Expired - IC wizard was open and online for 2 hours	Close the IC application, re-open and login again
Error X Fail to reconnect OK	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
Invalid Intrinsic Parameters Invalid Intrinsic Parameters Cannot continue the installation with this unit. Please replace the unit and proceed to RMA process.	Missing parameters of the camera module	Contact Mobileye support team to proceed with RMA
Invalid Certificates X Invalid Certificates Cannot continue the installation with this unit. Please replace the unit and proceed to RMA process. OK OK	Missing TLS	Contact Mobileye support team to proceed with RMA
Unexpected error '-28850273.5985' is not a valid value for 'Interval'. 'Interval' must be greater than 0.	Unexpected error- 'Interval'	Check and set your PC time and date and try again.



Mobileye Installation Center Calibration Errors

ERROR CODE	ERROR DETAILS	RESOLUTION
J1939 X Notice: J1939 is not supported! The selected profile will be configured to ECAN.	Mobileye 8 system does not support J1939 protocol.	Click "OK" to continue with burning and configure the profile with ECAN
Error X VSS value is incorrect OK	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
Error × SWITCH_CLOSE_FAR_TAC_ERROR OK	Calibration issue- TAC is in the wrong position	Change TAC location between far and close TAC and re-calibrate
Error X SAME_CLOSE_FAR_TAC_ERROR OK	Calibration issue- TAC board in the same location for both close & far TAC calibration	Check TAC location and re-calibrate
Error X LINE_MISMATCH_TAC_ERROR OK	Calibration issue	Check TAC location and re-calibrate
Error X LINE_NOT_FOUND_TAC_ERROR OK	Calibration issue	Check TAC location and re-calibrate