

## EverKey Common Error Codes

For your Product's security, we are unable to publish a complete Error Code listing. However, we have made every effort to provide clear and concise explanations for the published Error Codes.

If you are not able to resolve the problem from the Error Code explanation, try using the **Errcode** program. If you still need help, contact Az-Tech Technical Support. For directions on how to contact Support, please refer to <http://az-tech.com/support.html>.

6001	User requested to <b>Exit</b> from the program.
6005	The <b>EverKey</b> System program has detected that it has been corrupted or illegally modified.
6009	An unsupported Command-Line option was used or the Options File contains a setting that cannot be used, e.g. a Time Limit with an Expiration-Date that has already passed. If you are running in Batch Mode, you can find out the setting with the problem by running in Normal mode.
6021	The Key has been corrupted and needs to be returned to <b>Az-Tech</b> for reprogramming.
6043	<p>This Error means that the program performing the <b>KeyChk</b> call cannot find the Key.</p> <p>For <b>Rockey4ND</b> Keys, this Error is very rare. Try plugging the Key into another USB Port or Hub or even another computer. If you still get this Error, the Key is probably defective and needs to be replaced.</p> <p>For <b>Rockey4</b> Keys, this Error usually means that the required Device Drivers have not been installed. You can tell that the device is plugged in correctly when the LED is solidly illuminated. If the LED is blinking steadily (not flickering), the Device Drivers have not been installed properly.</p> <p>Another rare cause of this Error is that the USB Port or Hub is disabled or defective. You can determine if this is the case by plugging the Key into another USB Port or even another computer.</p>
6072	The User has entered an invalid Renew Code 10 consecutive times. The Key cannot be Renewed until it is reprogrammed by the <b>KeyBuild</b> program. However, it can still be used until it expires.
6073	The System date is set incorrectly. If the clock on the computer running the <b>Renew</b> program is set prior to the time when the Renew Code was built, this Error will occur.
6074	Could not Renew the specified Limit(s). Either they were already <b>Unlimited</b> or at their maximum value.
6075	<p>This Error is caused by:</p> <ul style="list-style-type: none"><li>● The Renew Code was entered incorrectly. Try again.</li><li>● The incorrect Options File, <b>Serial Number</b> or Renew Used-Count was specified when the code was built. If this is the case, the Renew Code needs to be re-built using the correct information.</li></ul>
6076	<p>The Renew Code has Expired.</p> <p>When the Renew Code was built, it was set to Expire in 7 Days.</p>

6141	When calling the <b>KeyChk</b> function, this Error means that the Exec-Count update value is a Positive number. This is not allowed. It must be Zero or a Negative number.
6142	The Execution-Count Limit of the Key has been reached.
6143	The Expire-Date Limit of the Key has been reached.
6144	If you have placed an Expire-Date Limit on the Key, a time stamp is recorded whenever the device is used. This Error means that the current System Date/Time is set prior to that recorded time stamp.  This Error may occur if the Key is used on two Systems set to different Time Zones.
6146	When calling the <b>KeyChk</b> function, this Error means that the Exec-Count update value is larger than current Execution-Count Limit of the Key.
6240	When calling the <b>KeyChk</b> function, this Error means that the Secure Communication Block ( <b>SCB</b> ) could not be located.
6241	When calling the <b>KeyChk</b> function, this Error means that the Secure Communication Block ( <b>SCB</b> ) contains an invalid Function-Code field.