

SmarConstruction Edge2 Error Code List
Compatible with software versions up to 10.4.3

Error Code	Error	Troubleshooting steps- Items to confirm
90304001	An error occurred in SMART CONSTRUCTION Edge. Shutdown the unit and turn it back on. If this error occurs repeatedly, note the error code and contact us.	Please contact support with the time of occurrence (UTC) and error code.
90400001	Fail to generate point cloud.	Please contact support with the time of occurrence and error code. Please provide flight data and PPKlog. Daily precautions Immediately after battery replacement, a flight interval of several minutes (3 minutes or more) is required. Periodic Inspection Please free up at least 50 GB of storage space. Please make sure FW is up-to-date. Multiple flights Please check if each flight can be handled individually. Place the Edgebox2 in a cool place to lower the temperature and then turn the power on again.
93204002	The temperature of SMART CONSTRUCTION Edge is outside the allowable range. Shutdown SMART CONSTRUCTION Edge for safety.	When the unit is hot, make sure the cooling fan on the Edgebox2 unit is turning. If the cooling fan does not turn, please get in touch with support.
93301001	An error occurred in SMART CONSTRUCTION Edge. Shutdown the unit and turn it back on. If this error occurs repeatedly, note the error code and contact us.	Tablet and Edge2 need to be restarted and reconnected. Please contact support with the time of occurrence, error code and period of use.
90200000	none.	Tends to occur when reading flight data It affects the flight immediately after battery replacement. (After battery replacement, it is necessary to wait for at least 3 minutes.) Setup as a fixed station There may be an error in the imported CSV. The format needs to be reviewed. Other Flight data may be incomplete. Re-flight should be considered and an analysis request should be made. (Please share the name and specifications of the SD card you are using.) Please contact support with the time of occurrence and error code.
A0100001	none.	This error occurs when necessary information cannot be obtained during initialization. Please contact support with the time of occurrence and error code. we need the Log data acquired and analyzed. An online environment with 2-3 hours of internet connection is required.
A0100002	none.	This error occurs when necessary information cannot be obtained during initialization. Please contact support with the time of occurrence and error code. we need the Log data acquired and analyzed. An online environment with 2-3 hours of internet connection is required.
A0100003	none.	This error occurs when necessary information cannot be obtained during initialization. Please contact support with the time of occurrence and error code. we need the Log data acquired and analyzed. An online environment with 2-3 hours of internet connection is required.
A0200000	An error occurred in SMART CONSTRUCTION Edge. Shutdown the unit and turn it back on. If this error occurs repeatedly, note the error code and contact us.	Please contact support with the time of occurrence (UTC) and error code.
A0201001	Unknown error occurred.	The error is related to cloud SFM. Please contact support with the time of occurrence (UTC) and error code.
A0201003	An error occurred in SMART CONSTRUCTION Edge. Shutdown the unit and turn it back on. If this error occurs repeatedly, note the error code and contact us.	Please reconfirm the CSV format.
A0202001	Could not delete. Please check the job/event list and the send list to see if any processes are running, and perform the following checks before deleting again If there is a process in progress, cancel it. If the result of the process is displayed, clear the list.	Waiting is required until processing is complete.
A0203001	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0203002	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0204001	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0204002	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0204003	Failed to import data. Delete unnecessary data from SMART CONSTRUCTION Edge.	Unnecessary data inside the Edge2 unit needs to be deleted. (sufficient free storage is required).
A0204004	Fail to export data. There is not enough free space in the USB memory.	Unnecessary data inside the Edge2 unit needs to be deleted. (sufficient free storage is required).
A0204005	Cannot delete because it is linked or under processing. Please retry after the process.	You need to wait until the processing is completed, including the reserved portion.
A0205001	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0205002	none	Please wait until the point cloud processing is finished. If you are not processing a point cloud, please reboot the device. (Because the process of deleting failed data is started at the time of startup.)
A0205004	Failed to import data. Delete unnecessary data from SMART CONSTRUCTION Edge.	Unnecessary data inside the Edge2 unit needs to be deleted. (sufficient free storage is required).
A0206001	Removed flight data required for point cloud generation. Please retry from the beginning.	Please reprocess the flight data after importing it.
A0206002	Point cloud generation failed. Possible causes and solutions: The flight data includes non-PPK data: Change the point cloud generation method and run point cloud generation again. The flight data is PPK data, but the PPK log does not exist: Check the PPK log, and if it was not obtained, perform the flight again. The PPK log was obtained with a different aircraft: Import the corresponding PPK log file and generate the point cloud again.	It is necessary to check whether the PPK log has been obtained for at least the full flight duration. If there is a problem with the PPK log, please perform the flight again. If the PPK was obtained with a different aircraft, it is necessary to check whether the imported log file is correct.
A0206003	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0206004	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0206006	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0206007	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0206008	Cannot delete because it is linked or under processing. Please retry after the process.	Waiting is required until processing is complete.
A0206009	Wait for it to complete, or select and remove the point cloud data being exported and export it again.	Waiting is required until processing is complete.

A020600B	Point cloud generation failed. Possible causes and solutions: The flight data includes non-PPK data: Change the point cloud generation method and run point cloud generation again. The flight data is PPK data, but the PPK log does not exist: Check the PPK log, and if it was not obtained, perform the flight again. The PPK log was obtained with a different aircraft: Import the corresponding PPK log file and generate the point cloud again.	Please check the PPK log and flight data. If there is a problem, please perform the flight again. If the PPK was obtained with a different aircraft, please check whether the imported log file is correct. If there is no problem, please provide the PPK log and flight data to support.
A020600C	Fail to export data. There is not enough free space in the USB memory.	USB flash drive storage must be sufficient. Delete unnecessary data on the USB.
A020600D	Fail to export data. There is not enough free space in the SD card.	Please delete unnecessary data on the SD card Or, please use an SD card with free space.
A020C000	none	Unnecessary data inside the Edge2 unit needs to be deleted. (sufficient free storage is required).
A020C005	Fail to create localized project. Check the localization file format.	Make sure that the localization CSV file Please check that it follows the format described in the Edge2 manual.
A020C006	Fail to export data. Make sure that the USB flash drive is inserted into SMART CONSTRUCTION Edge.	Reinsert the USB memory stick or try another USB memory stick.
A020C007	Completed to import the flight data. Please confirm if SD card was inserted correctly to SMART CONSTRUCTION Edge.	Please confirm if the SD card is inserted correctly or try formatting it after copy important data to other device.
A0300001	Unable to connect to the network RTK service server. Possible causes and solutions: The internet connection is unstable: Check the communication environment and try again in a location with a stable connection.	The Ntrip service may not be available for use (reception). Please switch to another Ntrip service and check whether reception is possible. If the Edge device has just started up, please wait a few minutes and try again.
A0300002	Authentication failed.	Network RKT service is unavailable. First time: Need to check for ID and PASS input errors. During use: Checking for service suspension and duplicate IDs is required.
A0300003	I can't communicate with external radio. Check the radio settings and retry.	External radio connection needs to be confirmed.
A0300004	GNSS Positioning failed.	The Edge2 device is not able to provide GNSS positioning. GNSS reception environment and reception conditions need to be checked.
A0300005	Fail to save PPK log. Delete unnecessary data from SMART CONSTRUCTION Edge.	Unnecessary data inside the Edge2 unit needs to be deleted. (sufficient free storage is required).
A0300006	Fail to save PPK log.	Please contact support with the time of occurrence (UTC) and error code.
A0300007	We cannot acquire the appropriate PPK log, because PPK logging time was too short. PPK log must be acquired longer than several minutes.	Please try to reacquire PPK logs.
A0303002	Distribution has been suspended due to a network error Please make sure that you have a stable Internet connection.	Network connection confirmation is required.
A0400002	Coordinate conversion failed. Please check whether the coordinate system set for the project is correct. If the error continues even after setting the correct coordinate system, please make a note of the error code and contact us.	Please check if the EPSG codes match.
A0400003	The flight data could not be loaded. It may include unsupported flight data. Supported models: Phantom 4 RTK (DJI), Mavic 3 Enterprise (DJI), Mavic 3D (DJI), Matrice 300 RTK (DJI), Matrice 350 RTK (DJI), Matrice 4E (DJI), Matrice 400 (DJI), If this error occurs even with supported drone data, please make a note of the error code and contact us.	Unsupported flight data (such as Exif data) may be included. Please check whether the drone is a supported model. If the issue does not improve, please provide the PPK log and flight data to support.
A0400004	<input type="checkbox"/> Failed to generate localization data.	Please confirm your localization file.
A0400005	Point cloud generation failed. Possible causes and solutions: Survey area exceeded: Limit the survey area and perform the flight again. Poor image data: Check whether the captured images are too dark, and perform the flight again. Overlap ratio issue: Check the flight settings and perform the flight again. If this error occurs repeatedly, please make a note of the error code and contact us.	Please change the point cloud generation density to low density. Change the surveyed area to less than the upper area limit.
A0500001	PPK processing failed. Please check whether the installation position of the SMART CONSTRUCTION Edge device was correct when the PPK log was obtained.	The PPK may not have achieved a fix. Please try the flight again. If the issue does not improve after another flight, please provide the PPK log and flight data to support.
A0500002	Point cloud generation failed. Possible causes and solutions: The flight data includes non-RTK data: Change the point cloud generation method and run point cloud generation again. RTK failed: Check the drone's RTK settings and perform the flight again.	The flight settings and the processing method may not match. If the flight used PPK, please run PPK processing. If the flight was configured for RTK and the processing failed, review the drone settings and perform the flight again.
A0701002	Point cloud generation failed. Please make a note of the error code and contact us.	Please try the flight again. If the issue does not improve after another flight, please provide the PPK log and flight data to support.
A0701003	Point cloud generation failed. Data from two or more drone models are mixed together. Please use data from the same drone model, or exclude images with different resolutions, and then generate the point cloud again.	When processing multiple flight data in one batch, You need to make sure that they are the same image size.
A0701006	Fail to generate point cloud.	There may be insufficient memory. It is necessary to take action such as freeing up storage on the Edge2 device. Checkpoints If the camera angle in drone was accidentally changed. Please try to re-fly the drone.
A070100A	There is an issue with the flight data, and point cloud generation failed. Please make a note of the error code and contact us.	Please check whether each flight can be processed successfully on its own. There may be insufficient overlap in the flight data. Pre-flight check Check the drone body and camera for any issues, and remove the lens cap before the flight. If re-flight does not improve the problem, please provide PPK log and flight data to support.
A070100F	Fail to generate point cloud.	The number of photos in the flight data needs to be checked. Please contact support with the time of occurrence and error code.
A0701010	Fail to generate point cloud.	Please contact support with the time of occurrence (UTC) and error code.
A0702001	Point cloud generation failed. Please make a note of the error code and contact us.	Please contact support with the time of occurrence (UTC) and error code.
A0702002	Point cloud generation failed. Please make a note of the error code and contact us.	Please contact support with the time of occurrence (UTC) and error code.
A0702003	Point cloud generation failed. Please make a note of the error code and contact us.	Please contact support with the time of occurrence (UTC) and error code.
A0702004	Point cloud generation failed. Please make a note of the error code and contact us.	Please contact support with the time of occurrence (UTC) and error code.
A0702005	Point cloud generation failed. Please make a note of the error code and contact us.	Please contact support with the time of occurrence (UTC) and error code.
A0702006	Point cloud generation failed. Please make a note of the error code and contact us.	Please contact support with the time of occurrence (UTC) and error code.

A3401001	Update cannot complete, because the update file is invalid.	Reboot Edge2 and leave it connected to the network for approximately 1-2 hours, then reboot the Edge2 device. If the problem persists, please contact support with the time of occurrence and error code.
A3401002	Failed to read update status.	Please retry the update using another USB flash drive. confirm the standard of the USB memory stick.
A3401003	Failed to copy update status.	Please retry the update using another USB flash drive. Check the standard of the USB memory stick.
A3401004	Disconnected network connection. Confirm the network connection of SMART CONSTRUCTION Edge.	Place the Edge2 device in a location with a wired LAN connection or good LTE communication and please wait for the update to complete.
A3401005	Failed updating the firmware.	Please contact support with the time of occurrence (UTC) and error code.
A3401006	Unknown error occurred.	Please contact support with the time of occurrence (UTC) and error code.
A6A01001	Internet communication is not available. If you are using Ethernet, make sure that the cable is connected properly. If you are using LTE, make sure that the settings are correct.	Please check your LTE or wired LAN connection. Please open a browser on your tablet and check if search is available.
A6A01002	An error occurred on the destination server. Note the error code and contact to us.	You may not be able to log in to the application as an authentication error. Check if you are already logged in. Check if you are using the app in a location with poor internet connection.
A6A01003	Authentication failed.	Checkpoint Users must confirm that they are a user who has purchased the Smar Construction Dashboard. You must confirm that you are the user who purchased the Smar Construction Dashboard. Please try the below. Sign out and sign in from the app of Edge2.
B020C003	none.	USGive each folder on the USB memory stick a unique name for each project, and be careful not to duplicate names.
B020C009	It is the same as the existing file name. Please change to a new file name.	Delete or overwrite the file. Rename the file to another name.
B0701006	Due to the lack of free storage space in SMART CONSTRUCTION Edge, we may fail the point cloud generation. Please delete unnecessary data to ensure required storage.	Unnecessary data inside the Edge2 unit needs to be deleted.
B0701012	none.	Since point cloud generation may take time, it is necessary to confirm the flight range and flight data before processing. When using multiple flight data, please confirm in advance that the flight course ranges wrap around each other. If it is possible to reduce the density of processing, etc, please consider selecting standard.