Star Charge

Mar. 06, 2024

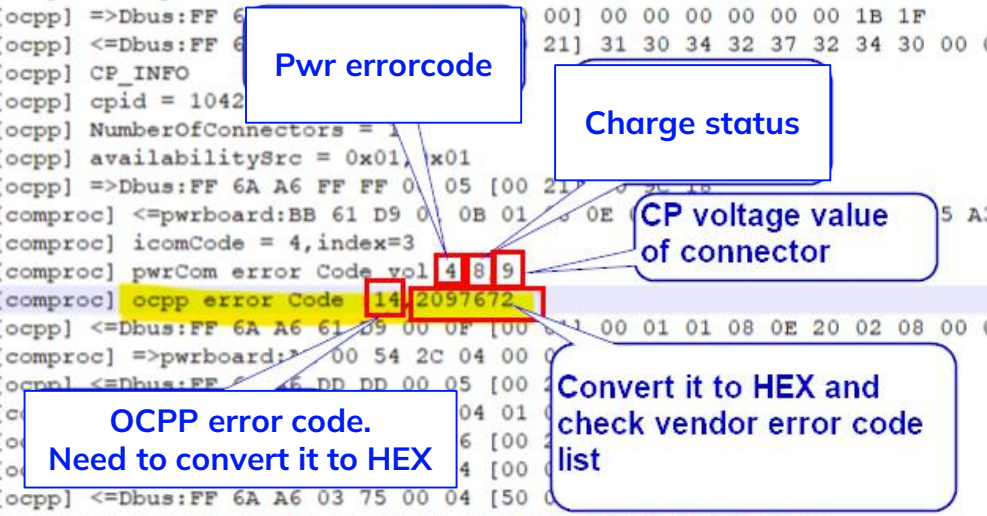
Aurora Error Code Analysis

European service team

Ruo Yi, technical support engineer

Example Log

```
704 2023-11-30T00:00:42+0000 [ocpp] availabilitySrc = 0x01,0x01
705 2023-11-30T00:00:42+0000 [ocpp] =>Dbus:FF 6A A6 FF FF 00 05 [00 21] 00 9C 18
706 2023-11-30T00:00:47+0000 [comproc] Com boot!
707 2023-11-30T00:00:47+0000 [comproc] ocpp boot pending!
708 2023-11-30T00:00:47+0000 [ocpp] <=Dbus:FF 6A A6 99 3B 00 04 [00 00] D6 B9
709 2023-11-30T00:00:47+0000 [comproc] =>pwrboard:AA 99 3B 00 22 00 00 02 00 00 00 00 00 00 31 30 34 32 37 32 34 30 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 AB 25
710 2023-11-30T00:00:47+0000 [ocpp] =>Dbus:FF 6
711 2023-11-30T00:00:47+0000 [ocpp] <=Dbus:FF 6
712 2023-11-30T00:00:47+0000 [ocpp] CP_INFO
713 2023-11-30T00:00:47+0000 [ocpp] cpid = 1042
714 2023-11-30T00:00:47+0000 [ocpp] NumberOfConnectors =
715 2023-11-30T00:00:47+0000 [ocpp] availabilitySrc = 0x01,
716 2023-11-30T00:00:47+0000 [ocpp] =>Dbus:FF 6A A6 FF FF 0
717 2023-11-30T00:00:49+0000 [comproc] <=pwrboard:BB 61 D9 0
718 2023-11-30T00:00:49+0000 [comproc] icomCode = 4,index=3
719 2023-11-30T00:00:49+0000 [comproc] pwrCom error Code vol 4 8 9
720 2023-11-30T00:00:49+0000 [comproc] ocpp error Code 14 2097672
721 2023-11-30T00:00:49+0000 [ocpp] <=Dbus:FF 6A A6 61
722 2023-11-30T00:00:49+0000 [comproc] =>pwrboard:
723 2023-11-30T00:00:49+0000 [ocpp] <=Dbus:FF
724 2023-11-30T00:00:49+0000 [c
725 2023-11-30T00:00:49+0000 [o
726 2023-11-30T00:00:49+0000 [o
727 2023-11-30T00:00:49+0000 [ocpp] <=Dbus:FF 6A A6 03 75 00 04 [50
728 2023-11-30T00:00:50+0000 [comproc] <=pwrboard:BB DD DD 32 06 59 2A 59 68 59 AD 6B BC
729 2023-11-30T00:00:52+0000 [comproc] Com boot!
730 2023-11-30T00:00:52+0000 [comproc] ocpp boot pending!
731 2023-11-30T00:00:52+0000 [comproc] =>pwrboard:AA 64 41 00 22 00 00 02 00 00 00 00 00 00 31 30 34 32 37 32 34 30 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 EA BF
732 2023-11-30T00:00:52+0000 [ocpp] <=Dbus:FF 6A A6 64 41 00 04 [00 00] F1 75
```



Vendor Error Code

```
[ocpp] cpid = 10427240,evseNum = 1
[ocpp] NumberOfConnectors = 1
[ocpp] availabilitySrc = 0x01,0x01
[ocpp] =>Dbus:FF 6A A6 FF FF 00 05 [00 21] 00 9C 18
[comproc] <=pwrboard:BB 61 D9 01 0B 01 08 0E 00 00 00
[comproc] icomCode = 4,index=3
[comproc] pwrCom error Code val:4,9,9
[comproc] ocpp error Code :14,2097672
[ocpp] <=Dbus:FF 6A A6 61 D9 00 0E [00 01] 00 01 01 08
[comproc] =>pwrboard:AA 00 54 2C 04 00 00 02 00 9E 6E
[ocpp] <=Dbus:FF 6A A6 DD DD 00 05 [00 2D] 01 DC D8
[comproc] =>pwrboard:AA 61 D9 01 04 01 03 E7 00 63 49
[ocpp] =>Dbus:FF 6A A6 00 54 00 06 [00 2D] 02 00 A7 4C
[ocpp] =>Dbus:FF 6A A6 61 D9 00 04 [00 01] B8 95
```

Convert 2097672 from DEC to HEX 200208, then check vendor error code list

Aurora error code

Pwr errorcode	ocpp errorcode	vendor error code	stop reason (Currently no use, please ignore)	Meaning
0x00000001	0x02	0x100206	SR_PE	/* Grounding */
0x00000002	0x09	0x200206	SR_OVERVOL	/* Over voltage */
0x00000004	0x0E	0x200208	SR_UNDERVOL	/* Under voltage */
0x00000008	0x08	0x100213	SR_OVERCUR	/* Over current */
0x00000010	0x03	0x100223	SR_OVERTEMP	/* Over temperature */
0x00000020	0x0A	0x10020F	SR_METERDATA	/* Meter data fault */
0x00000040	0x0A	0x10020F	SR_METERCOM	/* Meter comm fault */
0x00000080	0x07	0x100202	SR_ESBUTTON	/* Emergency button */
0x00000100	0x0C	0x100005	SR_CARDCOM	/* Card reader fault */
0x00000200	0x0F	0x100008	SR_UNKNOW	/* LTE comm fault */
0x00000400	0x04	0x100215	SR_LEAK	/* Leakage fault */
0x00004000	0x0B	0x100208	SR_RELAY	/* Relay fault */
0x00008000	0x00	0x100205	SR_ELECLOCK	/* Elec lock fault */
0x00010000	0x07	0x100227	SR_UNKNOW	/* CP fault */
0x00020000	0x0A	0x10022F	SR_METERDATA	/* Power sequence fault */
0x00040000	0x07	0x100228	SR_UNKNOW	/* Connector fault */
0x00080000	0x07	0x100233	SR_UNKNOW	/* CP -12V fault */
0x00100000	0x07	0x10020C	SR_METERCOM	/* Door opened */
0x00200000	0x07	0x100230	SR_CARDCOM	/* LN reverse fault */
0x00400000	0x07	0x100231	SR_UNKNOW	/* Output short circuit */
0x00800000	0x07	0x100232	SR_UNKNOW	/* 3rd party device offline */

AC Stop Reason

```
[ocpp] cpid = 10427240,evseNum = 1
[ocpp] NumberOfConnectors = 1
[ocpp] availabilitySrc = 0x01,0x01
[ocpp] =>Dbus:FF 6A A6 FF FF 00 05 [00 21] 00 9C 18
[comproc] <=pwrboard:BB 61 D9 01 0B 01 08 0E 00 00 00
[comproc] icomCode = 4,index=3
[comproc] pwrCom error Cod    :4,8,9
[comproc] ocpp error Code  14,2097672
[ocpp] <=Dbus:FF 6A A6 61 D9 00 0F [00 01] 00 01 01 08
[comproc] =>pwrboard:AA 00 54 2C 04 00 00 02 00 9E 6E
[ocpp] <=Dbus:FF 6A A6 DD DD 00 05 [00 2D] 01 DC D8
[comproc] =>pwrboard:AA 61 D9 01 04 01 03 E7 00 63 49
[ocpp] =>Dbus:FF 6A A6 00 54 00 06 [00 2D] 02 00 A7 4C
[ocpp] =>Dbus:FF 6A A6 61 D9 00 04 [00 01] B8 95
```

Convert 14 from DEC to HEX
0E, then check OCPP error code

Aurora error code				
Pwr errorcode	ocpp error code	vendor error code	stop reason (Currently no use, please ignore)	Meaning
0x00000001	0x02	0x100206	SR_PE	/* Grounding */
0x00000002	0x09	0x200206	SR_OVERVOL	/* Over voltage */
0x00000004	0x0E	0x200208	SR_UNDERVOL	/* Under voltage */
0x00000008	0x08	0x100213	SR_OVERCUR	/* Over current */
0x00000010	0x03	0x100223	SR_OVERTEMP	/* Over temperature */
0x00000020	0x0A	0x10020F	SR_METERDATA	/* Meter data fault */
0x00000040	0x0A	0x10020F	SR_METERCOM	/* Meter comm fault */
0x00000080	0x07	0x100202	SR_ESBUTTON	/* Emergency button */
0x00000100	0x0C	0x100005	SR_CARDCOM	/* Card reader fault */
0x00000200	0x0F	0x100008	SR_UNKNOW	/* LTE comm fault */
0x00000400	0x04	0x100215	SR_LEAK	/* Leakage fault */
0x00004000	0x0B	0x100208	SR_RELAY	/* Relay fault */
0x00008000	0x00	0x100205	SR_ELECLOCK	/* Elec lock fault */
0x00010000	0x07	0x100227	SR_UNKNOW	/* CP fault */
0x00020000	0x0A	0x10022F	SR_METERDATA	/* Power sequence fault */
0x00040000	0x07	0x100228	SR_UNKNOW	/* Connector fault */
0x00080000	0x07	0x100233	SR_UNKNOW	/* CP -12V fault */
0x00100000	0x07	0x10020C	SR_METERCOM	/* Door opened */
0x00200000	0x07	0x100230	SR_CARDCOM	/* LN reverse fault */
0x00400000	0x07	0x100231	SR_UNKNOW	/* Output short circuit */
0x00800000	0x07	0x100232	SR_UNKNOW	/* 3rd party device offline */

M4 Error Code

```
[ocpp] cpid = 10427240,evseNum = 1
[ocpp] NumberOfConnectors = 1
[ocpp] availabilitySrc = 0x01,0x01
[ocpp] =>Dbus:FF 6A A6 FF FF 00 05 [00 21] 00 9C 18
[comproc] <=pwrboard:BB 61 D9 01 0B 01 08 0E 00 00 00
[comproc] icomCode = 4,index=3
[comproc] pwrCom error Code vol:4,8,9
[comproc] ocpp error Code :14,2097672
[ocpp] <=Dbus:FF 6A A6 61 D9 00 0F [00 01] 00 01 01 08
[comproc] =>pwrboard:AA 00 54 2C 04 00 00 02 00 9E 6E
[ocpp] <=Dbus:FF 6A A6 DD DD 00 05 [00 2D] 01 DC D8
[comproc] =>pwrboard:AA 61 D9 01 04 01 03 E7 00 63 49
[ocpp] =>Dbus:FF 6A A6 00 54 00 06 [00 2D] 02 00 A7 4C
[ocpp] =>Dbus:FF 6A A6 61 D9 00 04 [00 01] B8 95
```

Pwr error code

Aurora error code

Pwr errorcode	ocpp error code	vendor error code	stop reason (Currently no use, please ignore)	Meaning
0x00000001	0x02	0x100206	SR_PE	/* Grounding */
0x00000002	0x09	0x200206	SR_OVERVOL	/* Over voltage */
0x00000004	0x0E	0x200208	SR_UNDERVOL	/* Under voltage */
0x00000008	0x08	0x100213	SR_OVERCUR	/* Over current */
0x00000010	0x03	0x100223	SR_OVERTEMP	/* Over temperature */
0x00000020	0x0A	0x10020F	SR_METERDATA	/* Meter data fault */
0x00000040	0x0A	0x10020F	SR_METERCOM	/* Meter comm fault */
0x00000080	0x07	0x100202	SR_ESBUTTON	/* Emergency button */
0x00000100	0x0C	0x100005	SR_CARDCOM	/* Card reader fault */
0x00000200	0x0F	0x100008	SR_UNKNOW	/* LTE comm fault */
0x00000400	0x04	0x100215	SR_LEAK	/* Leakage fault */
0x00004000	0x0B	0x100208	SR_RELAY	/* Relay fault */
0x00008000	0x00	0x100205	SR_ELECLOCK	/* Elec lock fault */
0x00010000	0x07	0x100227	SR_UNKNOW	/* CP fault */
0x00020000	0x0A	0x10022F	SR_METERDATA	/* Power sequence fault */
0x00040000	0x07	0x100228	SR_UNKNOW	/* Connector fault */
0x00080000	0x07	0x100233	SR_UNKNOW	/* CP -12V fault */
0x00100000	0x07	0x10020C	SR_METERCOM	/* Door opened */
0x00200000	0x07	0x100230	SR_CARDCOM	/* LN reverse fault */
0x00400000	0x07	0x100231	SR_UNKNOW	/* Output short circuit */
0x00800000	0x07	0x100232	SR_UNKNOW	/* 3rd party device offline */

Status of Connector

```
[ocpp] cpid = 10427240,evseNum = 1
[ocpp] NumberOfConnectors = 1
[ocpp] availabilitySrc = 0x01,0x01
[ocpp] =>Dbus:FF 6A A6 FF FF 00 05 [00 21] 00 9C 18
[comproc] <=pwrboard:BB 61 D9 01 0B 01 08 0E 00 00 00
[comproc] icomCode = 4,index=3
[comproc] pwrCom error Code vol:4,8,9
[comproc] ocpp error Code :14,2097672
[ocpp] <=Dbus:FF 6A A6 61 D9 00 0F [00 01] 00 01 01 08
[comproc] =>pwrboard:AA 00 54 2C 04 00 00 02 00 9E 6E
[ocpp] <=Dbus:FF 6A A6 DD DD 00 05 [00 2D] 01 DC D8
[comproc] =>pwrboard:AA 61 D9 01 04 01 03 E7 00 63 49
[ocpp] =>Dbus:FF 6A A6 00 54 00 06 [00 2D] 02 00 A7 4C
[ocpp] =>Dbus:FF 6A A6 61 D9 00 04 [00 01] B8 95
```

Charger status

Status	code	Meaning
Available	0x00	Ready
Preparing	0x01	Connector plugged
Charging	0x02	In charging
SuspendedEVSE	0x03	Smart power distribution
SuspendedEV	0x04	EV is not ready
Finishing	0x05	Charging stoped, but connector is still plugged
Reserved	0x06	Reserved
Unavailable	0x07	Unavailable
Faulted	0x08	Fault

Thank You.

Connect the World. Connect the People.

Star Charge

Headquarter: No. 39 Longhui Road, Wujin High-tech Zone, Changzhou, Jiangsu, China
China Office: Building 5, Innovation and Research Port, Changzhou, Jiangsu, China
Europe Office: Rugbyring 12, 65428 Rüsselsheim, Germany
APAC Office: 2 Kung Chong Road, #05-01 AA Centre, Singapore 159140
America Office: 46571 Fremont Blvd, Fremont, CA 94538

www.starcharge.com