

Device is not Released / Server cannot be Reached

New Device / Reinstallation of Old Device

You have set up a new device. Please contact your IT department so that the device can be Released in the backend.

Incorrect Time

If the device was not newly set up and the above Error message appears, please check whether the Time of the device matches the Time in the Data Transfer. If this is not the case, the Time of the device must be synchronised with your Company's time server. Afterwards, the Data Transfer will work again.

Further Error Messages

If you find an arrow to the Right of the Error message, you can click on it and receive a detailed Error message. You can send this to support@dedenet.de and an Employee will contact you.

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