Interpreting Launcher error codes

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If the Launcher application encounters an error when attempting to launch the software, you will typically be supplied with an error message that contains an error code. The error code will help you decipher the problem that was encountered and take corrective action. Below is a list of common error codes and suggested solutions.

Error Code 0x85402ee7 - Could not contact server

This code means that the Launcher application was unable to contact the server. Typically, this error will occur when there is a proxy configuration error or a problem with your Internet connection.

Solution: Check your proxy configuration and Internet connection. If you do not have a proxy, wait a few minutes and try launching the software again.

Error Code 0x85402eff - Connection to the server has been reset

This code usually indicates that your computer is having problems negotiating a secure connection to the server.

Solution: Verify your browser's Internet Options are set to allow TLS 1.0 or later and that your browser does not allow SSL v3 or lower.

Error Code 0x85402f0c - Client authentication required

This code usually indicates that you are using a proxy and that the proxy requires authentication.

Solution: Ensure that your browser's Internet Options are correctly configured to use the proxy.

Error Code 0x85402ee2 - Connection timed out

This code usually indicates a short term connectivity issue with the Internet itself. Timeout errors can mean the server, the requesting device, the network hardware or an Internet connection is the problem.

Solution: Typically, time out errors will resolve themselves, particularly if the problem is with the Internet connection itself. Try launching the software again and if the problem persists, verify your Internet connection is working.