

NMT Error Codes and Solutions

Mueller Water Products

ERROR CODE	DESCRIPTION	SOLUTION
108-Not Valid User or Password	Try to send messages in NMT without sign in	Sign in with your username and password to the NMT
16-Not Connected To Radio	You are trying to use the maintenance radio but it is not connected correctly	Check configuration in site setup and that maintenance radio is plugged in and working
6-Collector did not respond	Collector cannot communicate OR Node is not routed	Collector: Try to ping it, then restart HUB, restart backend, or open ticket with ATT/Numerex. Manually inspect collector too. Node: Verify route, retry
0-ADEV_STATUS_OK	All is good, you talked to the unit and it responded positively	N/A - there is no "error" at all. Double click into it to see reply
1-ADEV_STATUS_ERR	Generic "unknown" error. The unit replied, but there was a problem	Verify unit has correct configurations and parameters then try to send message again. Could be changes were committed and server needs a minute to parse
5-ADEV_STATUS_UNKNOWN_MSG_SUBTYPE	You talked to the unit and it does not recognize the sub-type of message. Generally new message to old firmware.	RFU unit or send different message
17-ADEV_STATUS_RELAY_TIMEOUT	You DID NOT talk to the Unit, The reporting node of the failure tried to talk to the next node and did not hear anything	Try again. Maybe choose different parent or maybe bad GPS location
21-ADEV_STATUS_RELAY_LOST_CONTACT	You talked to the reporting unit, you DID NOT TALK to end unit, and it did have some communication with the next hop unit	Try again, but verify message timeout period. Sometimes means collector came alive while unit was replying
36-ADEV_STATUS_APP_REPLY_TIMEOUT	There was no response from the unit and the server fully timed out	Make sure no one else is routing (Mueller may be) but the full server timeout was reached so you can try again
53-ADEV_STATUS_WMR_TIMEOUT	You had an issue talking to the register	There is an issue with the register either the register is wired wrong or wires are damaged. Site inspection needed
58-ADEV_STATUS_WMR_UNKNOWN_TYPE	You had an issue talking to the register	There is an issue with the register either the register is wired wrong or wires are damaged. Site inspection needed
46-ADEV_STATUS_BATT_VOLT_LOW	You DID NOT talk to unit. The reporting unit found the next unit in line returned a low voltage in the ping request.	Check response for which unit gave the reply - may not be one you sent from. That unit will likely need to be replaced
99-UNKNOWN ERROR OCCURED	You do not have an internet connection or server connection	Check your computer and if all is OK, call Mueller
101-NO_CONNECT	Unable to talk to server to validate credentials in NMT at login	You may need a login for the NMT or you may have no connection to Mueller. Verify your username, site setup IP and Port, and that Mueller is up (check to see if UI is up)
105-NO_RESPONSE	The routing tool timed out before getting a response from the unit	Make sure no one else is routing (Mueller might be) or wait a few minutes since the message may still reply from the unit. Increase Site Setup "Send Timeout" minimum 120