

SOLUTION: Unknown Error message on M300 connection

Category: M-series -> Troubleshooting -> Error Messages

SOLUTION: "Unknown Error" message on M300 connection

Symptom

When connecting an M300 to a vSpace Server, the error message "Unknown Error. Please contact administrator." is displayed.

Solution

An M300 firmware build has been released that resolves this issue. You can download this firmware build from the following KB article:

http://www.ncomputing.com/kb/Product-Release-Notes-NComputing-M-series-Firmware-version-2054_387.html

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