

LOXONE

Systemstatus Message Overview

**No Gimmicks.
Real Smart Homes.**

In this document you will find a detailed listing of all messages that can be received by the [Systemstatus](#). For each message, the following information is available:

- Title
- Severity
- Receivers
- Notification
- Description
- Link
- Actions

If e.g. the link element is missing, it means that there is no link for this message.

Systemstatus

Presentation

Severity: Info

Receivers: All

Notification: At occurrence

Description:

Welcome to the System Status! Comparable to the warnings and information lights on the dashboard of a vehicle, your home now also gives you important information. You will receive information on the events themselves as well as how to solve problems. Push Notifications can be configured for the System Status. Click 'Acknowledge' to confirm you have read this message.

Actions:

- Configure Push Notifications
- Acknowledge

System

Internet connection

No Internet connection (Standalone or Gateway Miniserver)

Severity: Warning

Receivers: Admins

Description (General):

Your miniserver has no connection to the Internet. Important functions of your Loxone Smart Home such as the weather service or notifications (calls, push, e-mails) will no longer work.

Check your Internet connection and network configuration. If necessary, contact your Loxone partner.

Description (Config-Admin):

Your miniserver is not connected to the Internet. Important functions of your Loxone Smart Home such as the weather service or notifications (calls, pushes, e-mails) will no longer work. Check your Internet connection and network configuration.

Link: <https://www.loxone.com/help/no-internet#miniserver>

Aktionen:

- Stop monitoring (**Admins**)
- Acknowledge
- Contact Loxone Partner / Find Loxone Partner (**App**)

No Internet connection (Client Miniserver)

Severity: **Warning**

Receivers: Admins

Description (General):

This client miniserver does not have access to the Internet, although an Internet connection exists in the gateway miniserver. Check the network configuration. If necessary, contact your Loxone partner.

Description (Config-Admin):

This client miniserver does not have access to the Internet, although an Internet connection exists in the gateway miniserver. Check the network configuration.

Actions:

Confirm

Contact Loxone Partner / Find Loxone Partner (App)

Link: <https://www.loxone.com/help/no-internet#client>

SD Card

High Write Load Detected

Severity: **Warning**

Receivers: Admins

Notification: At occurrence, at acknowledgement

Description:

The Miniserver SD Card is subject to a high number of write operations. This may be caused by frequent logging of statistical data. The lifetime of your SD Card is greatly reduced by this! We recommend to reduce the logging frequency of statistics to prevent premature failure of your SD Card.

Link: <https://www.loxone.com/help/sd-card-diagnostics#high-write-load>

Actions:

- Perform Project Analysis (**Config**)
- Acknowledge and check again
- Contact Loxone Partner / Find Loxone Partner (**App**)

SD Card Damaged

Severity: **Warning**

Receivers: Admins

Notification: At occurrence, at acknowledgement

Description:

The SD card of your miniserver was classified as worn.

- This has been caused by a low Write speed.
- This has been caused by a low Read speed.
- The reason for this is an accumulation of read and write errors.

There is a risk that your system may fail! We recommend you replace the SD Card, since error-free performance can no longer be guaranteed.

Link: <https://www.loxone.com/help/sd-card-diagnostics#worn>

Actions:

- Create Backup (**Config**)
- Contact Loxone Partner / Find Loxone Partner (**App**)

SD Card Defect

Severity: **Critical**

Receivers: Admins

Notification: At occurrence, at acknowledgement

Description:

The Miniserver SD Card is defective and has to be swapped out immediately!

- This has been caused by a low Write speed.
- This has been caused by a low Read speed.
- The reason for this is an accumulation of read and write errors.

Limited performance or even failure of your Miniserver may be the result of continued use of a defective SD Card!

Link: <https://www.loxone.com/help/sd-card-diagnostics#broken>

Actions:

- Contact Loxone Partner / Find Loxone Partner (**App**)

Memory

Auto Update Aborted

Severity: **Warning**

Receivers: Admins

Notification: At occurrence

Description:

The Auto Update failed because your Miniserver had too little free memory!

Try to restart your Miniserver to clear the memory and your Miniserver will automatically try to run the the Auto Update again.

Link: <https://www.loxone.com/help/low-memory#AutoUpdate>

Actions:

- Acknowledge
- Try Again

Low Memory

Severity: **Warning**

Receivers: Admins

Notification: At occurrence

Description:

Your Miniserver is running out of memory! This could be due to an configuration that is too complex.

Link: <https://www.loxone.com/help/low-memory#AutoUpdate>

Actions:

- Acknowledge

Miniserver Reboot

System Restart

Notification: At occurrence

Descriptions:

- Your Miniserver has been restarted following the successful update to version 10.2.3.26! **(Info, Admins)**
- Your Miniserver has been restarted following a power cut! **(Warning, Admins)**
- Your Miniserver has been manually restarted. **(Info, Admins)**
- Your system has been restarted due to a change to the Miniserver Settings. **(Info, Admins)**
- Your Miniserver has been restarted due to a problem! If the problem occurs again, please contact your Loxone Partner. **(Warning, Errormailers)**
- Your Miniserver has been restarted due to a problem with one of your PicoC scripts! To prevent further problems, the PicoC script has been disabled! If necessary, please contact your Loxone Partner. **(Warning, Admins)**
- Your Miniserver ran out of memory and was restarted! This could be due to an configuration that is too complex. If the problem occurs regularly, contact your Loxone Partner.. **(Warning, Errormailer)**

Actions:

- Acknowledge
- Contact Loxone Partner / Find Loxone Partner (**App**) (only if the reboot occurred due to a PicoC problem)

Client-Gateway

Client(s) Not Reachable

Severity: Info**Receivers:** Admins**Descriptions:**

- Your Client Miniserver 'Client First Floor' is not available. The device may be restarting or there may be a bad network connection.
- Multiple Client Miniservers are not reachable: Client First Floor, Client Second Floor. It is possible that the devices are restarting or there may be a bad network connection.
- Your Client Miniservers are not available. It is possible that the devices are restarting or there is a poor network connection.

Link: <https://www.loxone.com/help/device-offline-diagnostics#miniserver>

Client(s) Offline

Severity: Critical**Receivers:** Admins**Notification:** At occurrence, at acknowledgement**Descriptions:**

- Your Client Miniserver 'Client First Floor' is offline! Please take action to resolve the problem as part of your system is down. If necessary, contact your Loxone Partner.
- Multiple Client Miniservers are offline: Client First Floor, Client Second Floor. Please take action to resolve the problem as part of your system is down. If necessary, contact your Loxone Partner.
- Your Client Miniservers are offline! Please take action to resolve the problem as part of your system is down. If necessary, contact your Loxone Partner.

Link: <https://www.loxone.com/help/device-offline-diagnostics#miniserver>**Actions:**

- Contact Loxone Partner / Find Loxone Partner (**App**)

User

Insecure User

Severity: **Warning**

Receivers: Admins

Description:

The user 'Marc' is using an insecure password! Please advise them to change their password or assign them a new password via the user management. If you don't have the required permissions then please contact an administrator with sufficient privileges.

Link: <https://www.loxone.com/help/password-security>

Actions:

- Manage Users (if the admin has the corresponding rights)
- Contact Loxone Partner / Find Loxone Partner (**App**) (if the admin does not have the corresponding rights)

Insecure Credentials

Severity: **Important**

Receiver: The user with the unsecure credentials

Descriptions:

Your current password is insecure! You are using a very simple and easily hackable password.

- Please change this as soon possible! (if the user has the corresponding rights)
- Please contact an Administrator! (if the user does not have the corresponding rights)

Link: <https://www.loxone.com/help/password-security>

Actions:

- Change Password (if the user has the corresponding rights)
- Contact Loxone Partner / Find Loxone Partner (**App**) (if the user does not have the corresponding rights)

Programm

Error loading Configuration

Severity: **Important**

Receivers: All

Description (General):

- The latest configuration could not be loaded.
Your Miniserver loaded an older configuration file and thus may not work as expected..
- Your Miniserver started into safe mode since no configuration could be loaded.

Only minimal manual controls are currently available.

Description (Config-Admin):

- The latest configuration could not be loaded.
- Your Miniserver loaded an older configuration file and thus may not work as expected.
- Your Miniserver started into safe mode since no configuration could be loaded.
- Only minimal manual controls are currently available.
- Restart your Miniserver. If this does not solve the problem, contact your Loxone partner.

Link:

- <https://www.loxone.com/help/documenterror>
- <https://www.loxone.com/help/emergency-program>

Actions:

- Contact Loxone Partner / Find Loxone Partner (App)
- Reboot Miniserver

Error loading firmware

Severity: **Important**

Receivers: All

Description (General):

- Your Miniserver was unable to load the latest firmware version and started with a previous version. This may also have resulted in an older configuration being loaded and your Miniserver might not work as expected. Contact your Loxone Partner.

Description (Config-Admin):

- Your Miniserver was unable to load the latest firmware version and started with a previous version. This may also have resulted in an older configuration being loaded and your Miniserver might not work as expected. Please restart your Miniserver. If this does not solve the problem, contact your Loxone Partner.

Link: <https://www.loxone.com/help/backup-image>

Actions:

- Contact Loxone Partner / Find Loxone Partner (**App**)
- Reboot Miniserver

Network Services

Online-Services: Loxone Caller-Service, Loxone Wetterservice

Receivers: All

Description:

- An action for the %s has failed. (**General, Important**)
 - Your Miniserver is not connected to the Internet.

- Your Miniserver is connected to the internet, but the Loxone Cloud Services can not be reached.
- Your service subscription is not yet activated or has expired.
- Your Loxone Caller service was unable to make a call. The last call would have been: %s. **(Caller, Critical)**
 - Your Miniserver is not connected to the Internet.
 - Your Miniserver is connected to the internet, but the Loxone Cloud Services can not be reached.
 - Your service subscription is not yet activated or has expired.

Link: <https://www.loxone.com/help/online-services>

Actions:

- Discover Online-Services (<http://www.loxone.com/abo>)
- Acknowledge
- Deactive Systemmessage for %s Service (per Service)

Online-Services: Loxone Caller-Service, Loxone Wetterservice

Severity: Info

Receivers: All

Description (General):

Your [Loxone Caller Service or Loxone Weather Service] will be running out soon. Extend it in time to continue using the features.

- Weather data is used, among other things, for shading functions and outdoor temperature.
- The Miniserver can no longer inform you about problems by telephone.

Link: <https://www.loxone.com/help/online-services>

Actions:

- Discover Online-Services (<http://www.loxone.com/abo>)
- My Products and Services (<https://www.loxone.com/my-products>)
- Deactive Systemmessage for %s Service (per Service)

Online-Services: Loxone Caller-Service, Loxone Wetterservice

Severity: Warning

Receivers: All

Description:

Your [Loxone Caller Service or Loxone Weather Service] has expired and can no longer be used until you reactivate it.

- Weather data is used, among other things, for shading functions and outdoor temperature.
- The miniserver can no longer inform you about problems by telephone.

Link: <https://www.loxone.com/help/online-services>

Actions:

- Discover Online-Services (<http://www.loxone.com/abo>)
- My Products and Services (<https://www.loxone.com/my-products>)
- Deactive Systemmessage for %s Service (per Service)

Push Notification could not be sent

Severity: **Warning**

Receivers: All

Description:

Your miniserver could not send a push notification:

- The maximum number of messages for this day has already been exceeded, for today no more messages can be sent.
- Your miniserver has no connection to the Internet.
- Your miniserver is connected to the Internet, but Loxone Cloud Services cannot be reached.

The last message would have been: [last message]

Link: <https://www.loxone.com/help/online-services>

Actions:

- Acknowledge

Possible Time Deviation Detected

Severity: **Info**

Receivers: Admins

Description:

The miniserver has not been able to determine a time from the time server for a long time, it may differ from the actual time. Time dependent functions such as automatic blind, time switch, etc. are affected by this.

- Please check the settings for the time server.
- Your Miniserver is not connected to the Internet. If this is intentional then the clock can be set manually from Loxone Config.

Link: <https://www.loxone.com/help/ntp>

Email Service

Severity: **Warning**

Receivers: All

Description:

Der Miniserver konnte eine E-Mail trotz mehreren Versuchen nicht versenden.

- You are using a custom SMTP server. Please make sure the settings are correct and the server supports the appropriate commands.
- The connection could not be established. Please check that your SMTP server supports EHLO.
- It was not possible to establish a secure connection with the SMTP server.

- The login on the SMTP server failed. Please check your credentials.
- The daily limit of 200 emails has been exceeded.
- Your Miniserver has not been registered yet. A free registration is necessary to use the Loxone Mailer service.
- Your Miniserver is not connected to the Internet.
- Your Miniserver has not been registered yet. A free registration is necessary to use the Loxone Mailer service.

The email had the subject '%s' with the following content: %s.

Link: <https://www.loxone.com/help/mailer-service>

Actions:

- My Products and Services (<https://www.loxone.com/my-products>)
- Deactive Systemmessage for %s Service (per Service)
- Acknowledge
- Contact Loxone Partner / Find Loxone Partner (**App**)

Devices

Device General

Device Update Available

Severity: Info

Receivers: Admins

Description:

- There are outstanding updates for some of your battery powered devices. The updates will start automatically as soon as the devices report to the Miniserver.
- Your Loxone Smart Home is in the process of running an update for: %s. During this update you may experience limitations in the functionality of the device.
- Your Loxone Smart Home is in the process of running an update for all: %s. During t
- this update you may experience limitations in the functionality of some devices.
- Your Loxone Smart Home is in the process of running device updates. During these
- updates you may experience limitations in the functionality of some device.

Device Offline

Severity: Important, Warning (After Acknowledge)

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

%s is not reachable. Please check if the device has been connected correctly and is powered up.

Link: <https://www.loxone.com/help/device-offline-diagnostics>

Actions:

- Open Battery Monitor (only for battery devices)
- Stop monitoring this device (**Config, Admins**)
- Acknowledge (**Admins**)
- Contact Loxone Partner / Find Loxone Partner (**App**)

Safety shutdown

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description(General):

%s was shut down due to excessive device temperature. Make sure immediately that there is no fire!

Description(App-Admin):

%s was shut down due to excessive device temperature. Make sure immediately that there is no fire and check the connected devices for short circuits or excessive load!

If necessary, contact your Loxone Partner.

Description(Config Admin):

%s was shut down due to excessive device temperature. Make sure immediately that there is no fire and check the connected devices for short circuits or excessive load!

Actions:

- Contact Loxone Partner / Find Loxone Partner (**App**)

Monitoring Online Status

Severity: **Warning**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The online status of the following device types is currently not monitored: %s

This means you won't receive notifications if a device is no longer reachable and your Loxone Smart Home is not performing as expected as a result. Online Status Monitoring can be enabled for each device via the properties in Loxone Config

Actions:

- Acknowledge

Extension General

Extension Offline

Severity: **Critical**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

%s is not available! Check that the Device is properly Connected and Powered. If additional devices are connected to this extension, they can also be separately displayed as offline.

Link: <https://www.loxone.com/help/device-offline-diagnostics#extension>

Actions:

- Stop monitoring this device (**Config, Admins**)
- Acknowledge (**Admins**)
- Contact Loxone Partner / Find Loxone Partner (**App**)

Air Base Extension

Channel Busy

Severity: **Warning**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The set radio channel is congested, which means that reliable communication with Air Devices can no longer be guaranteed.

Link: <https://www.loxone.com/help/air-diagnostics#channel-occupied>

Actions:

- Contact Loxone Partner / Find Loxone Partner (**App**)

Radio Frequency Interference

Severity: **Warning**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

Interference has been detected on the selected Air channel, which means that reliable connectivity with Air devices can no longer be guaranteed. A radio frequency change could solve this issue.

Link: <https://www.loxone.com/help/air-diagnostics#interference>

Actions:

- Contact Loxone Partner / Find Loxone Partner **(App)**

Valve Actuator

No Valve Detected

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

Valve Actuator Air (Living Room, Heater) was unable to detect a Valve. Please ensure that the actuator has been properly fitted to the Valve body using the correct adapter. Afterwards run through recalibration to resolve the issue.

Link: <https://www.loxone.com/help/valve-diagnostics#no-valve>

Actions:

- Recalibrate Device
- Contact Loxone Partner / Find Loxone Partner **(App)**

Valve Is Stuck

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

Valve Actuator Air (Living Room, Heater) detected that the Valve is stuck. Please check that the Valve pin moves freely. Afterwards refit the Valve Actuator and run through recalibration to resolve the issue.

Link: <https://www.loxone.com/help/valve-diagnostics#valve-stuck>

Actions:

- Recalibrate Device
- Contact Loxone Partner / Find Loxone Partner **(App)**

Valve Actuator Mechanical Fault

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

A possible mechanical fault has been detected in Valve Actuator Air (Living Room, Heater). Please contact your Loxone Partner.

Link: <https://www.loxone.com/help/valve-diagnostics#valve-hardware>

Actions:

- Contact Loxone Partner / Find Loxone Partner (**App**)

Shading Motor

Obstruction Detected

Severity: **Important**

Receivers: All

Notification: At occurrence

Description:

GEIGER SOLIDline Air (Living Room, Window) detected an obstacle. Please remove the obstacle and press 'Acknowledge' to resume normal operation.

Link: <https://www.loxone.com/help/shading-motor-diagnostics#obstacle-detected>

Actions:

- Acknowledge

Motor Blocked

Severity: **Important**

Receivers: All

Notification: At occurrence

Description:

The motor of GEIGER SOLIDline Air (Living Room, Window) has been locked. It could be that the motor has overheated. Please wait for the motor to cool down and press 'Acknowledge' to resume normal operation.

Link: <https://www.loxone.com/help/shading-motor-diagnostics#motor-blocked>

Actions:

- Acknowledge

Alarm Siren

Attention! Tamper detected

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

A possible tamper attempt has been detected on your Alarm Siren %s. If you are not responsible for this alert, we advise you to respond as soon as possible.

Link: <https://www.loxone.com/help/alarm-siren>

Touch & Grill Air

BBQ Unattended

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The connection to your Touch & Grill Air has dropped out and your BBQ is hence no longer monitored! Possible cause for this could be connection issues or an empty battery.

Actions:

- Contact Loxone Partner / Find Loxone Partner (**App**)
- Show (**App**)

Sensor Temperature Critical

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

- **The temperature of the yellow sensor has reached a critical level!**
 - Further decreasing in the temperature can cause irreparable damage to the sensor.
 - Further increases in the temperature can cause irreparable damage to the sensor.
- **The temperature of the green sensor has reached a critical level!**
 - Further decreasing in the temperature can cause irreparable damage to the sensor.
 - Further increases in the temperature can cause irreparable damage to the sensor.

Low Battery

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The battery of your Touch & Grill Air is running low. Please connect the charger to ensure that you can continue to monitor your BBQ.

Actions:

- Show (**App**)

Controls

Intelligent Room Controller (V2)

Large Difference between Actual and Target Temperature

Severity: Info

Receivers: Admins

Notification: At occurrence, at acknowledgement

Descriptions:

The current Room Temperature is 26°.

Please check your Cooling System (if available) and try to lower the temperature.

Please check your Heating System.

Link: <https://www.loxone.com/help/room-climate-diagnostics>

Actions:

- Show
- Open Expert Mode

Overheat Protection Warning

Severity: Warning

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The current Room Temperature is 32°. Please check your Cooling System (if available) and try to lower the temperature.

- Note: Your heat protection temperature is only 0.1° higher than the comfort temperature. If necessary, you can adjust this value in expert mode. (if heat protection temperature is only less than 5° higher than comfort temperature)

Link: <https://www.loxone.com/help/room-climate-diagnostics>

Actions:

- Show
- Open Expert Mode

Frost Protection Warning

Severity: Warning

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The current Room Temperature is 4°. Please check your Heating System.

Link: <https://www.loxone.com/help/room-climate-diagnostics>

Actions:

- Show
- Open Expert Mode

Leaf Ventilation Control

Filter Change Due

Severity: Info

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

To achieve best air quality and high ventilation performance it is recommended to change the filter of the following fans: Leaf Air.

Link: <https://loxone.com/help/leaf#filter-change>

Actions:

- Filters were changed

Aperture Error

Severity: Warning, Important (if all Leaf devices of the control are affected)

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The following fans have reported an error with their covers: Leaf Air. Please check that the covers have been fitted properly!

Link: <https://www.loxone.com/help/leaf#device-error>

Fan Motor Fault

Severity: **Warning**, **Important** (if all Leaf devices of the control are affected)

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The following Fans have reported a motor fault: Leaf Air. Make sure that there is no damage to the device and that the Fan can rotate freely.

Link: <https://www.loxone.com/help/leaf#device-error>

Internorm Ventilation Control

Frost Protection Warning

Severity: **Info**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The supply air temperature of this fan has fallen below the Frost Protection temperature. Ventilation has been stopped to prevent damage to the ventilation system.

Link: <https://loxone.com/help/VentInternorm#frostprotection>

Actions: Open Expert Mode

Filter Change Due

Severity: **Info**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

To achieve best air quality and high ventilation performance it is recommended to change the filter of the following fans: Internorm I-tec Ventilation.

Link: <https://loxone.com/help/ventinternorm#filterchange>

Actions:

- Filters were changed

Ventilation Cover Closed

Severity: **Info**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

At least one cover on this device is closed. Please open this cover to resume operation.

Link: <https://loxone.com/help/ventinternorm#device-error>

Device Errors

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

Your Internorm fan reports error code: 100. Errors can be acknowledged on the fan by the following button combination: Press + and - simultaneously, shortly afterwards also press the status / automatic button and holding all three buttons pressed for 10 seconds.

Link: <https://loxone.com/help/ventinternorm#device-error>

Raumlüftungs-Baustein

Frost Protection Warning

Severity: **Info**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The supply air temperature of this fan has fallen below the Frost Protection temperature. Ventilation has been stopped to prevent damage to the ventilation system.

Link: <https://loxone.com/help/VentInternorm#frostprotection>

Actions: Open Expert Mode

Gate Controller

Safety Shutdown

Severity: **Warning**

Receivers: All

Notification: At occurrence, at acknowledgement

Descriptions:

- The Closing of your gate was interrupted due to its Safety Mechanism. There may be an obstacle in the way.
- The Opening of your Gate was interrupted by its Safety Mechanism. There may be an obstacle in the way.

Actions:

- Open the Gate
- Close the Gate

Not closed

Severity: Warning

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The Gate could not be closed. Make sure that the Gate is not blocked by an obstacle and then try closing it again.

Actions:

- Open the Gate
- Close the Gate

Energy Monitor

Device Offline

Severity: Info

Receivers: Admins

Notification: At occurrence, at acknowledgement

Description:

The device 'Fronius' with address 7.7.7.7 is not accessible. Please check if the device is switched on and has an active network connection.

Link: <https://www.loxone.com/help/device-offline-diagnostics#networkdevice>

Actions:

- Stop monitoring this device

Sauna Controller

Safety Shutdown

Severity: Important

Receivers: All

Notification: At occurrence

Descriptions:

- Your Sauna has exceeded its Maximum Temperature of %.1f° and has therefore been switched off for safety reasons!
- Your Sauna has exceeded its Maximum Operating Time of %.0f minutes and has therefore been switched off for safety reasons!

Actions:

- Show (if the maximum temperature exceeded)
- Acknowledge (if the maximum operating time exceeded)

Pool Controller

Safety Shutdown

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

Due to an error the pool control has been suspended. If necessary, please check your pool system for any anomalies.

Actions:

- Resume Pool Control (only if the pool device does not show an error any more)

Music Server

DNS Error

Severity: **Warning**

Receivers: All

Notification: At occurrence

Description (General):

The set DNS server did not respond to requests. You cannot currently start new audio streams (Radio Stations, Spotify, Google Music, etc.).

Description (App-Admin):

The set DNS server did not respond to requests. You cannot start new audio streams (Radio Stations, Spotify, Google Music, etc.). Check the DNS server settings and, if necessary, enter another DNS server in the network settings of the Music Server Admin page.

Link (General): <https://www.loxone.com/help/music-server-diagnostics#nodns>

Link (App-Admin): <Music Server Admin Page>

Spotify login details are incorrect

Severity: **Warning**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

The login details entered for Google Music account '%s' could not be verified. Please check the username and password for the account(s) entered.

Link: <https://www.loxone.com/help/music-server-diagnostics#servicelogin>

Internet connection too slow

Severity: **Info**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

Your Internet connection is stable, but slow. Internet radio and/or streaming service failures (Spotify, Google Music, etc.) may occur. Check your Internet Connection.

Link (General): <https://www.loxone.com/help/music-server-diagnostics#slowinternet>

Link (App-Admin): <Music Server Admin Page>

Licensing Error

Severity: **Important**

Receivers: All

Notification: At occurrence, at acknowledgement

Description(General):

Your Music Server does not have a valid license and is therefore unavailable. Contact your Loxone Partner.

Description(Admin):

Your Music Server does not have a valid license and is therefore unavailable.

Link (General): <https://www.loxone.com/help/music-server-diagnostics#license>

Link (App-Admin): <Music Server Admin Page>

No Internet Connection

Severity: **Warning**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

Your Music Server does not have an active Internet Connection. You cannot play audio streams (Radio Stations, Spotify, Google Music, etc.). Check your Internet Connection and Network Configuration. Contact your Loxone Partner.

Link (General): <https://www.loxone.com/help/music-server-diagnostics#nointernet>

Link (App-Admin): <Music Server Admin Page>

Update Available

Severity: **Info**

Receivers: All

Notification: At occurrence, at acknowledgement

Description:

A new software version is available for your Music Server. Go to the Music Server Admin page and click 'Check for Updates' to start updating.

Link: <Music Server Admin Page>