# Offsite Programming Error (Can't get the serial ID - Parsing Error)
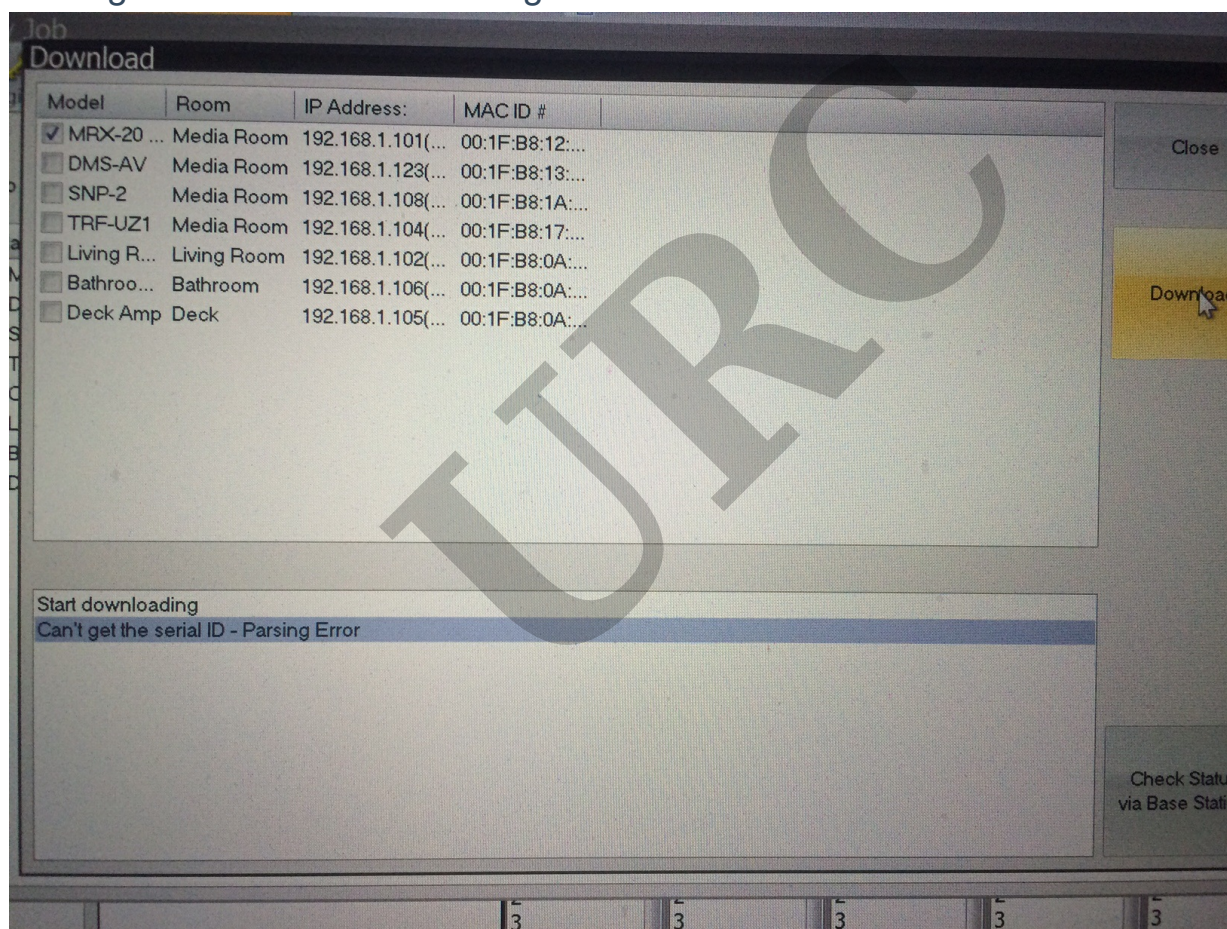
*Last Modified on 07/21/2016 4:23 pm EDT*

**Symptom:**

When downloading to a base station remotely for Offsite Programming, it is possible that you may get a parsing error message that states:

"Start downloading

Can't get the serial ID – Parsing Error"



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**Solution:**

Download to the base station on the **local network** with the "**Internet Programming**" option checked. Once the file had been properly **registered** and **downloaded** to the Primary System Controller with the "**Internet Programming**" option you should then be able to access that site/job using Offsite Programming.

For more information on

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If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484.**

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