

APPENDIX A: ERROR CODES

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
20001	Unable to load a cassette.	Remove and replace cassette – Check the micro-switch located on the inside left wall of the dispenser.
20002	Low Cash.	Replenish the cash – If using less than 75 bills, disable the “Low Cash Warning” in the Transaction Setup Menu.
20003	Reject Bin full.	Empty the Reject Bin – If the bin is empty, do a Day Total and then a Cassette Total – If that doesn’t help, check AP, BIOS and CDU ROM versions.
20004	Vault Door is open.	Check vault door switch (located upper left corner) – check that black and white, 2-wire connector is properly connected at rear of main board. Bend switch forward to aid closing problems.
20010	Receipt paper jam.	Remove jammed paper – Release receipt paper drawer by pressing the tab with the green sticker located at the front of the printer. Remove printer to locate difficult jams.
20012	Receipt Printer feed lever open.	Close the feed lever on the printer.
20013	Receipt paper empty.	Replenish the paper roll.
20014	Thermal printer is overheated.	Contact manufacturer.
2xx15	Cash Dispenser detects bills prior to dispensing.	Remove any jammed bills from the dispenser.
90001	Card Swipe Error.	This error shows the number of times a customer swipes their card incorrectly. This does not mean the card reader is bad. Just records unsuccessful attempts at swiping cards.
Axxx1	Receipt Printer feed lever open – during operation.	Close the feed lever on the printer.
Axxx2	Thermal printer is overheated – during operation.	If problem is consistent then print head assembly may be defective.
Axxx3	Receipt paper jam.	Remove jammed paper – Release receipt paper drawer by pressing the tab with the green sticker located at the front of the printer.
Axxx4	Receipt paper is empty.	Replenish the paper roll.
Axxx5	Receipt paper is jamming during loading.	Remove any jammed paper and then reload.
Axxx8	Receipt Printer cutter error.	If consistent, printer will require repair/replacement.
ADNxx	Printer connection error.	Check cables between Printer and Mainboard. Remove cables (even though they may be attached) and reconnect.
CANCE	Surcharge Cancel	Customer has canceled the transaction at surcharge.
C001x	CDU sensor is tripped.	Most typically a C0011 error, this would indicate a bill jam at the exit sensor of the Cash Dispenser. Usually caused by a customer putting fingers in the cash drawer during dispense.
C002x	CDU sensor is tripped.	Check dispenser for jammed bills and restart the machine.
C0030	CDU main motor failure.	CDU will require repair/replacement.
C0031	CDU Gate solenoid error.	CDU will require repair/replacement.
C0032	Outlet solenoid error.	CDU will require repair/replacement.
C0033	CDU Encoder error.	CDU will require repair/replacement. Usually caused by loss of battery power to the CDU mainboard.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
C0034	Double Note detect module failure.	CDU will require repair/replacement.
C0035	Double Note detect module failure.	CDU will require repair/replacement.
C0036	Detected notes in path before initializing.	Clear for notes in the Cash Dispenser.
C0039	Gate sensor open during initializing.	CDU will require repair/replacement.
C003B	Notes detected during installation.	Check for notes in the Cash Dispenser. If nothing is found and problem persists, repair is necessary.
C0040	Cassette removed during dispense.	Reset the cassette. Check position of micro switch on right rear wall of cassette bay in the dispenser. Check the condition of the white plastic cassette retaining clips in the dispenser.
C0041	Tried to dispense notes more than 5 times.	Check the condition of the cash in the cassette. Verify that the cash is of good quality. Check that the denomination in Transaction Setup matches the actual denomination loaded.
C0042	Note jam.	Check for notes in the Cash Dispenser.
C0043	More than 10 notes rejected during one transaction.	Verify the quality of the cash. Straighten and shuffle cash in the cassette.
C0044	More than 5 notes rejected consecutively.	Verify the quality of the cash. Straighten and shuffle cash in the cassette.
C0046	CDU hardware failure.	CDU will require repair/replacement.
C0047	Feed error.	Check the notes in the cassette. Feed error occurred where the cash leaves the cassette. Verify that the cassette has cash in it.
C0048	Incorrect bill count.	Verify cash count under settlement.
C004A	Jammed notes.	Check for notes in the Cash Dispenser.
C004B	Long note detected 3 times consecutively.	Verify the quality of the cash. Straighten and shuffle cash in the cassette.
C004C	Miscount of notes between sensors.	Verify operation of exit gate. Check the number of dispensed notes.
C004D	Cash cassette not properly set.	Reset the cassette; check position of microswitch on right rear wall of cassette bay in the dispenser. Check the condition of the white plastic cassette retaining clips in the dispenser.
C004E	Miscount of notes between sensors.	Test CDU using diagnostics. Verify amount of dispensed notes versus requested notes.
C004F	Miscount of notes between sensors.	Test CDU using diagnostics. Verify amount of dispensed notes versus requested notes.
C0050	Power failed during dispense.	Remove any notes from path. Verify amount of dispensed notes.
C0051	Over 150 notes requested.	Possibly due to too many rejects. May require repair is consistent.
C0052	Detected notes in path after dispense.	Remove any notes from path. Verify amount of dispensed notes.
C0053	CDU double detect module failure.	CDU will require repair/replacement.
C0055	Detected long notes at outlet sensor.	Check quality of cash. Verify that denomination matches actual loaded cash.
C0056	Exit gate sensor failure.	CDU will require repair/replacement.
C006x	Sensor failure.	Check sensors for debris. Contact manufacturer.
C007x	Sensor failure.	Check sensors for debris. Contact manufacturer.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
C0082	Shutter failure.	CDU will require repair/replacement.
C0083	Stacker sensor failure.	CDU will require repair/replacement.
C0084	Shutter close error.	CDU will require repair/replacement.
CDNxx	CDU connection failure.	Check cables between CDU and Mainboard. Remove cables (even though they may be attached) and reconnect. This error is of concern only if it is repeated. Outside interference may cause it.
D0001	Modem initializing failure.	This error is reported from the host. Check that programming is correct for this processor. Not likely a defective modem.
D0002	Reversal transaction failed.	Check transaction with the processor. Verify CDU functionality with diagnostics. Verify phone connection.
D0012	Invalid transaction.	Code reported from host processor.
D0013	Invalid Amount.	Code reported from host processor.
D0014	Invalid Card Number.	Code reported from host processor.
D0020	Surcharge screen should have been displayed.	Code reported from host processor.
D0024	Exceeds issuer withdrawal limit.	Code reported from host processor.
D0039	No credit account.	Code reported from host processor.
D0051	Insufficient funds.	Code reported from host processor.
D0052	No checking account.	Code reported from host processor.
D0053	No savings account.	Code reported from host processor.
D0054	Expired Card.	Code reported from host processor.
D0055	Invalid PIN.	Code reported from host processor – If processing through Coredata verify that Dual-Masterkey is enabled (Injected Master Key only) – all other processors are disabled.
D0057	Transaction not permitted – card	Code reported from host processor.
D0058	Transaction not permitted – Terminal	Code reported from host processor.
D0061	Exceed withdrawal limit.	Code reported from host processor.
D0075	Number of PIN tries exceeded.	Code reported from host processor.
D0078	No Account.	Code reported from host processor.
D0080	Invalid Date.	Code reported from host processor.
D0083	Cannot verify PIN.	Code reported from host processor.
D0086	Cannot verify PIN.	Code reported from host processor.
D0091	Bank unavailable.	Code reported from host processor.
D0092	System unavailable.	Code reported from host processor.
D0093	Transaction serial number mismatch.	Contact host processor.
D0094	Record format mismatch.	Contact host processor.
D0095	Routing ID mismatch.	Verify Routing ID number – Contact host processor.
D0096	Terminal ID mismatch.	Verify Terminal ID number – Contact host processor.
D0097	Response type mismatch (reversal).	Contact host processor.
D0098	Response type mismatch (day-close).	Contact host processor.
D0099	Response type mismatch (Configuration).	Contact host processor.
D009A	Response type mismatch (Withdrawal, Balance, Transfer).	Contact host processor.
D009B	STX omitted.	Contact host processor.
D009C	ETX omitted.	Contact host processor.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
D009D	FS omitted (after response code).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D009E	FS omitted (after retrieval reference number).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D009F	FS omitted (after system trace audit number).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A0	FS omitted (after account balance).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A1	FS omitted (after available balance).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A2	FS omitted (after available balance).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A3	FS omitted (after authorization response text).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A4	ETX is in wrong place.	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A5	FS omitted (after total cash dispense amount in day close).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A6	FS omitted (after total non cash dispense amount in day close).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A7	FS omitted (after surcharge amount in day close message).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A8	FS omitted (after surcharge in configuration message).	Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D00A9	ETX omitted (from configuration message).	Contact host processor.
D0300	Modem is not responding.	Verify modem function.
D1000	No Connection.	Verify modem function.
D1100	ENQ not received from host.	Contact host processor.
D1200	Transmission error.	Verify modem function.
D1300	NAK sent 3 times to host.	Verify host phone number – See D170x.
D1500	Modem connection time out – host not responding.	Verify host phone number – verify modem speed – See D170x. If consistent, it could be a defective modem.
D170x	Modem cannot support connection – excessive line noise (usually D1704/06)	Phone line connected to ATM will not support Data-communication. In line filter may fix this. Excessive EMI emissions from outside source (neon sign, freezer).
D1800	No dial tone.	Verify that incoming phone line is plugged into “line” rather than “Phone” on mainbaord. Phone line is in use or is being shared with another phone device (FAX, POS, phone)
D1900	No answer.	Verify host phone number – See D170x
D2000	Phone line busy.	Verify host phone number – call line with handset and check for busy signal – See D170x
D2100	Modem initializing error.	Check modem.
D2200	EOT not received from host.	Contact host processor.
E000x	RMS port failure, response time out, modem failure, no dial tone.	Verify RMS settings (Host Setup) – See D170x

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
F0001	Current Number of bill is 0.	Load notes into the cash cassette – use Add Cassette function in Settlement.
F0002	No Surcharge Owner set.	Set Surcharge owner – (Customer Setup)
F0003	No Surcharge Amount.	Set Surcharge amount – (Customer Setup)
F0004	No refresh time set when advertisement is enabled.	Set refresh timer – (Customer Setup)
F0005	No Advertisement text when advertisement is enabled.	Set Advertisement text – (Customer Setup)
F0006	Dispense limit set error (must be less than 25 notes)	Set Dispense limit – (Transaction Setup)
F0007	Denomination Set error.	Valid Denomination are \$10, \$20, \$50, \$100 – (Transaction Setup)
F0008	Fast Cash Set error (cannot exceed dispense limit).	Check the Fast Cash amount. (Transaction Setup)
F0009	Master Key index is invalid.	Check Master Key index – verify checksum (Host Setup)
F000A	Master Key is empty.	Check Master Key checksum – reinject key (Host Setup)
F000B	Host Telephone Number is not set.	Set Host Telephone Number – (Host Setup)
F000C	Error Retry timer is not set.	Set Error retry time (Host Setup)
F000D	RMS Password is not set when RMS is enabled.	Set RMS Password – (Host Setup)
F000E	RMS phone number is not set when RMS send is enabled.	Set RMS Phone number – (Host Setup)
F000F	Terminal ID is not set.	Set Terminal ID number – (Host Setup)
F0010	Routing ID is not set.	Set Routing ID number – (Host Setup)
F0011	Master Key Serial number is not set	Set Master Key serial number – (Host Setup)
F0013/ 14	NVRAM Failure	Fatal error, defective memory chip. Replace Mainboard.