APPENDIX A: Error Codes

ERROR	ERROR DESCRIPTION	CORRECTIVE ACTION
CODES		
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 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 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.
C0011	Exit sensor is not cleared	Check sensor, verify that the cabling plugged into the sensor boards is secure.
C0012	Reject gate timing sensor not cleared.	Check dispenser for jammed bills and reinitialize the machine.
C0013	Both reject gate and exit sensor not cleared	Check dispenser for any notes or obstructions.
C0017	Undefined	
C0021	Double detect sensor is not cleared.	Check dispenser for jammed bills and reinitialize the machine.
C0022	1 st cassette inlet sensor not cleared.	Check dispenser and cassette for jammed bills.
C0023	Cassette exit sensor (L+R) not cleared.	Check dispenser for jammed bills and reinitialize the machine.



ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
C0028	Count sensors not cleared	Check dispenser for jammed bills and reinitialize the machine.
C0030	Main Motor encoder is not synchronized	Turn dispenser over by hand, and then reinitialize. May require repair.
C0031	Forward motor encoder not synchronized.	Turn dispenser over by hand, and then reinitialize. May require repair.
C0032	1 st cassette inlet sensor not cleared	Check for notes where the cassette engages the dispenser.
C0033	Undefined	
C0036	Exit sensor blocked while initializing	Clear any notes which may be blocking the exit sensor.
C0037	Invalid response (or no response) from double detect sensor	Verify the connection to the double detect module.
C0039	Solenoid not responding	Verify the function of the gate solenoid.
C003A	Too many notes requested during a test dispense	Test dispense failed, re-run the test and check notes.
C0041	Failed (5 times) to dispense a note after a successful dispense	Check why notes are rejecting following at least one successful dispense (in the same transaction).
C0042	Undefined	
C0043	10 Notes rejected in a row (single transaction)	Check the notes in the cassette. Check reject analysis for source of rejected notes (long note, double-detect, etc)
C0044	5 notes consecutively rejected	Check reject analysis for cause of rejected notes.
C0045	Note count sensor reporting mismatch	Verify count of notes in the cassette against the settlement.
C0046	Undefined	
C0047	1 st cassette failed to dispense a note	Most common reason is cassette is empty. Verify that there are notes in cassette 1. Check the quality of the notes and condition of the pick rollers.
C0049	Dispense request of "0" notes	Check setup of CDU in Operator Menu, dispenser may need reprogramming.
C004A	First cassette exit sensor (#6, #7) not clear	Clear the note path of any notes or obstructions.
C004D	1 st cassette not inserted	Check cassette and verify that it's inserted properly.
C004E	2 nd cassette not inserted	Check cassette and verify that it's inserted properly.
C0050	AP does not receive response after dispense request	AP did not validate dispense command. This is an AP software fault, not CDU.
C0051	Exceeded maximum number of notes dispensed (150) in a single trans.	Check reject analysis, and verify test dispense.
C0052	1 st cassette inlet sensor not cleared	Check for notes where the cassette engages the dispenser.
C0053	Abnormal amount of double-detect failures during dispense	Check condition of double-detect module. Check quality of notes and pick rollers.
C0054	Undefined	
C0055	Long note detected at exit sensor during dispense	Clear any jammed notes or obstructions from the exit sensor.
C0056	Short note detected at exit sensor during dispense	Clear any jammed notes or obstructions from the exit sensor; mismatch of rejected notes.



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ERROR	ERROR DESCRIPTION	CORRECTIVE ACTION
CODES	Lindafin ad	
C005A C005B	Undefined 2 nd cassette fails to pick up	Same as C0047, the second cassette is likely empty
CUUSE	notes	Same as C0047, the second cassette is likely empty.
C0060	3 rd cassette inlet sensor	Check for notes where the 3 rd cassette engages the
00000	not cleared	dispenser.
C0062	3 rd cassette inlet sensor	Check for notes where the 3 rd cassette engages the
00002	not cleared	dispenser.
C006A	Note jam at 2 nd cassette	Check rollers and sensors where notes would leave the 2 nd
	exit	cassette.
C0070	4 th cassette inlet sensor	Check for notes where the 4 th cassette engages the
	not cleared	dispenser.
C0072	4 th cassette inlet sensor	Check for notes where the 4 th cassette engages the
	not cleared	dispenser.
C007A	Note jam at 4 th cassette	Check rollers and sensors where notes would leave the 4^{th}
00070	exit	cassette.
C007C	4 th cassette fails to pick up	Same as C0047/C005B, verify that there are notes in the
C007D	4 th cassette not inserted	4 th cassette.
C007D C0080	2 nd cassette inlet sensor	Check cassette and verify that it's inserted properly. Check for notes where the 2 nd cassette engages the
00080	not cleared	dispenser.
C0081	Double detect sensor not	Check double-detect senor for note or obstruction.
00001	cleared while dispensing	
C0082	Note leaving cassette exit	A note seen at cassette exit sensors did not reach the
00002	sensor did not reach DD	double detect module. Check for jammed notes.
C0083	Reject gate timing sensor	Clear the note path before the reject gate.
	#2 not cleared during	
	dispense.	
C0084	Reject gate timing sensor	Clear the note path before the reject gate.
	#3 not cleared during	
	dispense.	
C0085	Note leaving DD sensor did	Check the note path for jammed or diverted notes. Check
60006	not reach gate sensor	sensors from #5 to #2/#3.
C0086	Note leaving gate sensor	Check for jammed notes between #2/#3 sensors and
C0090	did not reach count sensor Sensor check error	#0/#1 sensors. Left measuring sensor A (#6/#7)
C0090	Sensor check error	Right measuring sensor B (#6/#7)
C0091	Sensor check error	Left gate timing sensor A $(#2/#3)$
C0093	Sensor check error	Right gate timing sensor B $(\#2/\#3)$
C0094	Sensor check error	Exit sensor (#4)
C0095	Sensor check error	Double Detect (#5)
C0096	Sensor check error	Left count sensor A (#0/#1)
C0097	Sensor check error	Right count sensor B (#0/#1)
C009A	Note jam at 3 rd cassette	Check rollers and sensors where notes would leave the 3 rd
	exit	cassette.
C009D	3 rd cassette not inserted	Check cassette and verify that it's inserted properly.
C009F	3 rd cassette fails to pick up	Similar to C0047, C005B verify that there are notes in the
DOCAL	notes	cassette.
D0001	Modem initializing failure.	This error is reported from the host. Check that
0000	Reversal transaction failed.	programming is correct for this processor. Check transaction with the processor. Verify CDU
D0002		functionality with diagnostics. Verify phone connection.
D0012	Invalid transaction.	Network denial code.
D0012 D0013	Invalid Amount.	Network denial code.
D0013	Invalid Card Number.	Network denial code.
D0020	Surcharge screen should	Network denial code.
	have been displayed.	
C	$\mathbf{r} = \mathbf{r}$	



EncoreEncore DescriptionD0024Exceeds issuer withdrawal limit.Network denial code.D0035No credit account.Network denial code.D0036Insufficient funds.Network denial code.D0037No savings account.Network denial code.D0038Expired Card.Network denial code.D0035Transaction not permittedNetwork denial code.D0037Transaction not permittedNetwork denial code.D0038Transaction not permittedNetwork denial code.D0039Transaction not permittedNetwork denial code.D0039Transaction not permittedNetwork denial code.D0031Exceed withdrawal limit.Network denial code.D0032System unavailable.Network denial code.D0033Econd territy PIN.Network denial code.D0039Transaction serial numberContact host processor.D0039Response type mismatch.Contact host processor.D0039Response type mismatchContact host processor.D0398STX omitted.Contact host processor.D0398STX omitted.Contact host processor.D0398STX omitted.Contact host processor.D0399Formited (after response code).Contact host processor.D0391Somitted (after available reference number).Contact host processor.D0392FS omitted (after available reference number).Contact host processor.D0393FS omitted (after available reference number).Contact	ERROR	ERROR DESCRIPTION	CORRECTIVE ACTION
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ERROR	ERROR DESCRIPTION	CORRECTIVE ACTION
CODES		
D00A5	FS omitted (after total cash dispense amount in day close).	Verify that version of ATM Software matches host processor. Contact host processor.
D00A6	FS omitted (after total non cash dispense amount in day close).	Verify that version of ATM Software matches host processor. Contact host processor.
D00A7	FS omitted (after surcharge amount in day close message).	Verify that version of ATM Software matches host processor. Contact host processor.
D00A8	FS omitted (after surcharge in configuration message).	Verify that version of ATM 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 D1500	NAK sent 3 times to host.	Verify host phone number – See D170x. Verify host phone number – verify modem speed – See
	Modem connection time out – host not responding.	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 D2200	Modem initializing error. EOT not received from host.	Check modem. Contact host processor.
D25xx	Network Connection	See page 3.33 of Operator Manual
E000x	RMS port failure, response time out, modem failure, no dial tone.	Verify RMS settings (Host Setup) – See D170x
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 F0004	No Surcharge Amount. No refresh time set when advertisement is enabled.	Set Surcharge amount – (Customer Setup) Set refresh timer – (Customer Setup)
F0005	No Advertisement is enabled. when advertisement is enabled.	Set Advertisement text – (Customer Setup)
F0006	Dispense limit set error (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 (exceeded dispense limit).	Check the Fast Cash amount. (Transaction Setup)
F0009	Master Key index is invalid.	Check Master Key index – verify checksum (Host Setup)



ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
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.
F0015	Serial Number not Set	Set Serial number in Operator Menu
F0016	Master Password left at default	ATM will not go into service with the default master password. The master password must be changed from default.

