

Error Code

NH2600 System

V01.00.00 (2013. 6.26)

Revision History

Error Code – NH2600 System

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Chapter1. Card Reader

Error Code	Description	Trouble shooting
8217091	Card in card reader	Remove card
1101910	LOST CARD", DEV_MCU	
9723010	Failed to open device	Check the serial port or cable
9723011	Communication error	Check the serial port or cable
9723016	Time out to receive data	Check the serial port or cable
9723019	Polling down	Check the serial port or cable
9730100	IC CARD DENIAL	
9730200	IC CARD ONLINE DATA ERROR	
9730300	IC CARD ERROR	
97913XX	DEV_MCU Time over Error Code	1. Reboot ATM 2. Call your attendant
97923XX	DEV_MCU FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
9799301	MCU RETRACT OVER	Clear the count of retracted card at OP mode
90001	Card Read Error	1. Check Magnetic Card 2. Check Card Read module and cable connection
90002	Invalid IC card communication	1. Power Off/On 2. Check DIP MCR 3. Check cable connection
90003	DIP MCR latch failure	1. Power Off/On 2. Check DIP MCR (Clamp Lever) 3. Check cable connection
90004	DIP MCR unlatch failure	1. Power Off/On 2. Check DIP MCR (Clamp Lever) 3. Check cable connection
90005	DIP MCR power on failure	1. Power Off/On 2. Check DIP MCR 3. Check cable connection
90006	DIP MCR power off failure	1. Power Off/On 2. Check DIP MCR 3. Check cable connection
9311200	Fail to connect device	Check the serial port or cable
9312300	Fail to close device	Check the serial port or cable
9313200	Fail to send command to device	Check the serial port or cable
9313300	Abnormal communication	Check the serial port or cable

Error Code	Description	Trouble shooting
9341100	Fail to create sensor polling thread	1.Reboot ATM 2.Call your attendant
9341300	Sensor polling thread is terminated	1.Reboot ATM 2.Call your attendant
93A5600	Exception is occurred	1.Reboot ATM 2.Call your attendant
93A9500	Fail to connect ESU or setting fail	Check the connect status of ESU
3100100	Send to undefined command	1.Reboot ATM 2.Call your attendant
3100200	Command execution is impossible	1.Reboot ATM 2.Call your attendant
3100400	Command data error	1.Reboot ATM 2.Call your attendant
3101000	Latch sensor is abnormal	1.Reboot ATM 2.Call your attendant
3102000	Card has not been read yet or others errors	Call your attendant
3102100	No Start sentinel	Call your attendant
3102200	VRC Error	Call your attendant
3102300	No End sentinel. Too many data	Call your attendant
3102400	LRC Error	Call your attendant
3102500	No mac.stripe or No encoded card	Call your attendant
3102700	SS-ES-LRC card	Call your attendant
3103000	Detection of Power failure	Call your attendant
3106000	Abnormal condition was found on the power-line(Vcc) of ICC(or SAM)	Call your attendant
3106100	The receiving error of ATR	Call your attendant
3106200	The card(SAM) does not accept this protocol	Call your attendant
3106300	IC Card communication error(No answer)	Call your attendant
3106400	IC Card communication error(Other)	Call your attendant
3106500	IC Card is not activated	Call your attendant
3106600	IC Card returned ATR which is not supported ISO/IEC7816-3	Call your attendant
3106900	IC Card returned ATR which does not match EMV2000 V4.0	Call your attendant

Error Code	Description	Trouble shooting
3107000	F-FROM write error	Call your attendant
3107100	CRC error of User program code area of ESU	Call your attendant
3107200	EEPROM operation error	Call your attendant
3107600	Transmission error between ESU and ICRW	Call your attendant
3109500	ESU is broken-down or disconnected	Call your attendant
3109600	Metalic fraud object is detected	Call your attendant
3109900	_INTERNAL_ERROR error is occurred and Fail to get error code from DLL	Call your attendant
D0006	CARD NOT SUPPORTED	Check your card
D0014	Invalid Card Number	Check your account
D0054	Expire Card	Check your card
D0057	Transaction not Permitted – Card	Check your card
IDN0X	DIP MCR connection failure	1. Power Off/On 2. Check DIP MCR 3. Check cable connection

Chapter 2. Receipt Printer

Error Code	Description	Trouble shooting
1106910	LOST SLIP", DEV_SPR	
2001000	Receipt paper jam	Remove any jammed paper from the printer.
2001200	Receipt printer feed plate open	Close the feed plate.
2001300	Out of receipt (Receipt paper empty)	Replenish the receipt paper.
2001400	Receipt printer head overheated before printing	Check the printer head and change if necessary.
2010100	Receipt printer lever opened	Close the lever of print head completely
2010200	Receipt printer head overheated	Wait the time until the temperature of head adequately slow down and try to initialize
2010300	Receipt paper jam	Remove jammed paper between printer head and rollers
2010400	Receipt paper empty	1. Replenish receipt paper 2. Check the status of sensor and its connector
2010500	Receipt paper setting error	1. Check the status of setting paper 2. Check the status of sensor and its connector
2010600	Command is received while doing self-test	After terminating self-test and initialize receipt printer
2010700	No receipt paper	1. Replenish receipt paper in paper charger 2. Check the status of Near End sensor and its connector
2010800	Receipt paper cutting error	1. Check the Cutter module 2. Check if printer head lever is properly close
2010900	No sensing black mark (dark sensor)	1. Check the status of Black mark sensor 2. Check if Dip switch # 6 is correctly set (Dip switch # 6 is set by On in case of not using Black mark)
2010A00	The size of image print data is abnormal	Check the AP version and initialize
2080100	Receipt printer lever opened	Close the lever of print head completely
2080200	Receipt printer head overheated	Wait the time until the temperature of head adequately slow down and try to initialize
2080300	Receipt paper jam	Remove jammed paper between printer head and rollers
2080400	Receipt paper empty	1. Replenish receipt paper 2. Check the status of sensor and its connector
2080500	Receipt paper setting error	1. Check the status of setting paper 2. Check the status of sensor and its connector

Error Code	Description	Trouble shooting
2080600	Command is received while doing self-test	After terminating self-test and initialize receipt printer
2080700	No receipt paper	1. Replenish receipt paper in paper charger 2. Check the status of Near End sensor and its connector
2080800	Receipt paper cutting error	1. Check the Cutter module 2. Check if printer head lever is properly close
2080900	No sensing black mark (dark sensor)	1. Check the status of Black mark sensor 2. Check if Dip switch # 6 is correctly set (Dip switch # 6 is set by On in case of not using Black mark)
2080A00	The size of image print data is abnormal	Check the AP version and initialize
2080B00	Margin setting error	1. Check whether the default registry setting is changed 2. Reset the PTR SP
2080C00	Paper jammed at the exit of the slot	1. Remove the jammed paper
2080D00	Paper jammed in the path	1. Remove the jammed paper
2080F00	The firmware crashed	1. Check whether the dip switch #1 is set to "ON" position 2. Update the firmware
2DN0000	Failed to connect communication between Receipt printer and SP	1. Check if communication cable or com port is not connected
9720000	Receipt printer communication error during SP opening	Check if communication cable or COM port is not connected
97201	Hardware error occurred before executing command	1. Reset the PTR SP
9722010	Receipt Printer communication failure during COM port open	1. Do RESET at Operator Function 2. Reboot ATM
9722DN0	Receipt Printer communication failure during sending command to Receipt Printer	1. Do RESET at Operator Function 2. Reboot ATM
97912XX	DEV_SPR Time Over Error	1. Reboot ATM 2. Call your attendant
97922XX	DEV_SPR FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
A010100	Open lever detected before executing command	Close the feed lever.
A010200	Printer thermal head overheated while executing command	Check the thermal printer head and change if necessary.
A010300	Paper jam detected before executing command	Remove any jammed paper from the printer.
A010400	Paper setting error detected before executing command	Remove and re-install the receipt paper.

Error Code	Description	Trouble shooting
A010500	Paper check error detected before executing command	Remove and re-install the receipt paper.
A010800	Paper cutter software check error detected before executing command	Check for and remove any jammed paper.
A080100	Open lever detected while executing command	Remove any jammed paper.
A080200	Receipt printer head overheated while printing	Check the thermal printer head and change if necessary.
A080300	Paper jam detected while executing command	Remove and re-install the receipt paper.
A080400	Paper setting error detected before executing command	Remove and re-install the receipt paper.
A080500	Paper check error in doing command	Remove any jammed paper.
A080800	Paper cutter software check error detected while executing command	Check for and remove any jammed paper.
ADN0100	No response detected for 30 seconds after sending command	Check cable and connection between the CE and printer.
ADN0F00	No response detected for 30 seconds after sending command	Check cable and connection between the CE and printer.
ADN1100	No response detected after 3 retries	Check cable and connection between the CE and printer.
ADN1200	No response detected between ENQ-ACK after 5 retries of ENQ	Check the cable and connection between the CE and printer.
ADN1300	No response detected after 5 retries because of timeout between STX-BCC interval	Check cable and connection between the CE and printer.

Chapter 3. Cash Dispenser

Error Code	Description	Trouble shooting
1102910	LOST WITHDRAW CASH", DEV_CSH	
1102920	LOST DEPOSIT CASH", DEV_CSH	
1103910	LOST CARD & SLIP", DEV_MCU DEV_SPR	
2000100	No cassette	Insert or re-insert the cassette(s). Check cassette sensor.
2000200	Note shortage	Replenish the cassette.
2000300	Reject bin full	Remove notes from the reject bin and try the Cassette Total function again.
2000500	Cash Dispenser Unit data setting error	Check Cash Dispenser Unit information. (Currency, Denomination, etc)
2001600	Note detected in stacker (shutter or presenter type)	Clear any notes from the stacker.
2021500	Sensor detects note in delivery path before CDU dispenses	Remove note from the CDU delivery path.
2131500	CS4 sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right before the reject bin.	Remove note from the CDU delivery path.
21A1500	CS1A sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right after where the note exits the 1st cassette.	Remove note from the CDU delivery path.
21B1500	CSB sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right after where the note exits the 1st cassette.	Remove note from the CDU delivery path.
24A1500	CS3A sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right after where the note exits the 3rd cassette.	Remove note from the CDU delivery path.
24B1500	CS3B sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right after where the note exits the 3rd cassette.	Remove note from the CDU delivery path.
40000	Receive undefined command.	

Error Code	Description	Trouble shooting
4000000	Cash Dispenser(CDU) received the undefined command from AP software	1. Get the trace file and log files in D:\trace 2. Call your attendant
4001100	Detecting CS2 / LS3 Dark (Front Access Type : Reject box is opened.)	1. Remove notes on CS2 / LS3 sensor 2. Clean CS2 / LS3
40014	- Detect CS4A after initialization. - Detect CS4A before dispensing.	
4001400	CS4A / LS9 sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS4A / LS9
4001500	CS2 or CS4A sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS2 and CS4A
40018	- Detect CS4B after initialization. - Detect CS4B before dispensing.	
4001800	CS4B sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS4B
4001900	CS2 or CS4B sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS2 and CS4B
4001C	- Detect CS4A & CS4B after initialization. - Detect CS4A & CS4B before dispensing.	
4001C00	CS4A or CS4B sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS4A and CS4B
4001D00	CS2, CS4A or CS4B sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS2, CS4A and CS4B
40021	Detect CS1A after initialization / Detect CS1A before dispensing.	
4002100	CS1A / LS1 sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS1A / LS1
40022	Detect CS1B after initialization / Detect CS1B before dispensing.	
4002200	CS1B sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS1B
40023	Detect CS1A & CS1B after initialization / Detect CS1A & CS1B before dispensing.	
4002300	CS1A or CS1B sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS1A and CS1B
40028	Detect CS13 after initialization / Detect CS13 before dispensing.	
4002800	CS13 sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS13

Error Code	Description	Trouble shooting
40029	Detect CS13 & CS1A after initialization / Detect CS13 & CS1A before dispensing.	
4002900	CS1A or CS13 sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS1A and CS13
4002A	Detect CS13 & CS1B after initialization / Detect CS13 & CS1B before dispensing.	
4002A00	CS1B or CS13 sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS1B and CS13
4002B	Detect CS13 & CS1A & CS1B after initialization / Detect CS13 & CS1A & CS1B before dispensing.	
4002B00	CS1A, CS1B or CS13 sensor detects note in delivery path before/after CDU dispenses	1. Remove note from the CDU delivery path. 2. Clean CS1A, CS1B and CS13
40030	(INITIAL / DISPENSE) Motor Constant Speed Error	
4003000	Failed in checking the main motor echo	1. Initialize 2. Check Main Motor Encoder Slit 3. Initialize after Power On/Off 4. Check Encoder Sensor CS8 BRKT 5. Check CS8 Sensor Cable 6. Change Main Motor Encoder Slit Sensor CS8
40031	(INITIAL / DISPENSE) SOLENOID ECHO Error	
4003100	Failed in checking the reject gate solenoid echo	
4003200	Failed in checking the present gate solenoid echo	
4003300	Check sum error (No information is set)	1. Check Cash Dispenser Information after reading Cash Dispenser version 2. Initialize 3. Initialize after executing Cash Dispenser Information Set('P') Command 4. Change Cash Dispenser B/D
4003400	Error of two sheets detecting sensor(CS5_1) for initializing	1. Check CS5_1 Sensor Cable 2. Check second Dip Switch in Cash Dispenser B/D 3. Change CS5_1 Sensor
40036	Detect CS13 before initialization.	
4003600	Error of CS 2, CS13 / LS2 sensor during initialization	1.Remove a jammed note in CS13 / LS2 sensor. 2.Replace CS13 / LS2 sensor.

Error Code	Description	Trouble shooting
4003700	Error of 2 sheets detecting sensor (CS5_1 / CS5_2) for dispensing	1. Check Cash Dispenser Board Segment 2. Initialize 3. Read data of 'Read Double Sensor' Command
4003800	Error in checking SRAM	
40039	(INITIAL / DISPENSE) Solenoid Operation Error before motor activation	
4003900	Gate operation sensor (CS3 / LS8) error before initial recovery	1. Initialize after removing notes or dust over Gate 2. Check CS3 / LS8 Sensor BKRT 3. Check CS3 / LS8 Sensor Cable 4. Exchange Sensor after abnormal operating CS3 / LS8 Gate detecting Sensor 5. Replace Reject Solenoid 1
4003A00	When more than 5 sheets of cash dispensing is required during a test	1. Check command that Cash Dispenser is received 2. Check Cash Dispenser EP ROM Version or specification
4003B00	When CS15A or CS 15B sensor is detected as dark after initial recovery	1. Remove notes or dust on CS15A Sensor 2. Check CS15A Sensor Cable 3. Exchange Sensor after abnormal operating CS15A Sensor
40040	(DISPENSE) Reboot 5 or more times due to cassette separation	
4004000	Cassette is removed during dispensing	1. Check the cassette catcher 2. Set the cassette properly
40041	(DISPENSE) Reboot 12 or more times	
4004100	Error if re-driving is over 5 times during separated rejection	1. Check notes in Reject Box 2. Rearrange notes in Cassette 3. Remove dust in CS15AB, CS31AB, CS41AB CS1AB Sensor 4. Check dust existing in CS5 Sensor Guide 5. Check dust existing in Main Motor Encoder Slit 6. Check index value of notes each cassette
40042	(DISPENSE) The dispensed number of notes is less than requested.	
4004200	In case the number of notes detected outlet sensor(CS13 / LS2) is less than the number of required notes	1. Check notes dispensed and rejected 2. Remove notes jammed in CDU 3. Remove dust in CS13 / LS2 Sensor 4. Exchange sensor after abnormal operating CS13 / LS2 Sensor

Error Code	Description	Trouble shooting
40043	(DISPENSE) Reject more than 40 sheets.	
4004300	Error if total reject is more than 20 sheets	<ol style="list-style-type: none"> 1. Check notes in Reject Box 2. Rearrange notes in Cassette 3. Remove dust in CS1AB, CS15AB, CS31AB, CS41AB Sensor 4. Check dust in existence CS5 Sensor Guide 5. Check notes index value
4004400	Error if continuous 5 times are rejected	<ol style="list-style-type: none"> 1. Check notes in Reject Box 2. Rearrange notes in Cassette 3. Check dust in Main Motor Encoder Slit 4. Remove dust in CS15AB, CS31AB, CS1AB Sensor 5. Exchange CS8 Encoder Slit Sensor
40045	(DISPENSE) The dispensed number of notes is more than requested during/after operation	
4004500	In case the number of notes detected outlet sensor(CS13 / LS2) is more than required notes	<ol style="list-style-type: none"> 1. Check notes dispensed and rejected 2. Remove dust in CS13 / LS2 Sensor 3. Exchange sensor after abnormal operating CS13 / LS2 Sensor
4004600	Program error(Separated rejection)	<ol style="list-style-type: none"> 1. Initialize after Reset Power 2. Upgrade Cash Dispenser Firmware or re-download 3. Exchange Cash Dispenser B/D
40047	(DISPENSE) Reboot 5 or more times due to miss pick up	
4004700	1 cassette mis-feed error (Separated rejection)	<ol style="list-style-type: none"> 1. Check notes in 1 Cassette 2. Check Sensor(CS6) Poll 3. Check jam in 1 cassette and reload 4. Remove dust in CS1A, CS1B Sensor 5. Exchange 1 cassette box when there are many error
4004800	Error if the number of dispensed notes is not matched to the requested	<ol style="list-style-type: none"> 1. Check CS13 sensor (note jam and dust) 2. Replace CS13 sensor
40049	(DISPENSE) Received the number of requirement by "0".	
4004900	Error to dispense 0 sheets to be required (Separated rejection)	<ol style="list-style-type: none"> 1. Check received command 2. Check communication cable 3. Check Cash Dispenser Firmware Version
4004A	(DISPENSE) Jam during dispensing.	

Error Code	Description	Trouble shooting
4004A00	Error of note jam (Separated rejection)	<ol style="list-style-type: none"> 1. Remove jammed notes on Cash Dispenser return path 2. Remove dust in CS1~CS4 sensor 3. Install after rearranging notes in cassette
4004B00	Continuous 3 times error if note is long (once tried, twice retried)=>Separated rejection	<ol style="list-style-type: none"> 1. Check state of notes in reject box 2. Rearrange notes in cassette 3. Check Index of notes 4. Check foreign objects in the main motor encoder slit 5. Replace the CS8 encoder slit sensor
4004C00	In case the number of notes detected outlet sensor(CS13/LS2) is more than that of notes detected on CS1A,B sensor	<ol style="list-style-type: none"> 1. Check CS1 sensor 2. Reconnect CS1 sensor
4004D	(DISPENSE) Cassette separation before operation.	
4004D00	Error of being removed 1st cassette before separate rejection	<ol style="list-style-type: none"> 1. Set cassette #1 correctly 2. Check the catcher inside cassette #1 guide
4004E00	Error of being removed 2nd cassette before separate rejection	<ol style="list-style-type: none"> 1. Set cassette #2 correctly 2. Check the catcher inside cassette #2 guide
40051	(DISPENSE) Received the required number of notes 150 or more.	
4005100	Received a request for over 150 notes dispensing on the Cash Dispenser from the upper unit.	<ol style="list-style-type: none"> 1. Check the Cash Dispenser received command 2. Check the abnormal communication cable. 3. Check the Cash Dispenser firmware version and refer to specifications.
4005200	The remaining notes at the sensor in front of the CST after dispense operation (CS1A, CS1B)	<ol style="list-style-type: none"> 1. Remove the remaining notes at a sensor in front of the CST 2. Realign notes in the cassette 3. Check abnormal clutch. 4. Check abrasion of the cassette box pick unit.
4005300	Error for the double note detection during separation.	
4005400	Cash Dispenser EP Program Error during dispense operation (failed table search)	<ol style="list-style-type: none"> 1. Initialize after resetting the power 2. Upgrade the Cash Dispenser firmware or download software again 3. Replace the Cash Dispenser B/D
40055	(DISPENSE) Detect CS13 during constant speed of motor / CS13 Jam during dispensing.	

Error Code	Description	Trouble shooting
4005500	Timeout due to note's length error passed through the CS13 / LS2 during dispense operation	<ol style="list-style-type: none"> 1. Remove a jammed note between the tray and Cash Dispenser 2. Remove a jammed note at the position of the CS13 / LS2 sensor 3. Remove a dust on the CS13 / LS2 sensor
40056	(DISPENSE) Solenoid Error during dispensing.	
4005600	Abnormal operation of the gate solenoid during dispense operation.	<ol style="list-style-type: none"> 1. Remove a jammed note on the gate 2. Remove notes in the reject box and remount the reject box 3. Check if the CS3 / LS8 sensor bracket is bended. 4. Check if the CS3 / LS8 sensor cable is Disconnected (CN10 #9~10) 5. Exchange a sensor after abnormal operating CS3 / LS8 Gate detecting sensor. 6. Replace the reject solenoid 1
4005700	Cash dispenser configuration error	<ol style="list-style-type: none"> 1. Replace cash dispenser PCB 2. Reconfigure cash dispenser setup data
4005800	Retract box position error during reserved operation	<ol style="list-style-type: none"> 1. Mount the retract box or open the box cover 2. Check if CS62 sensor poll is abnormal 3. Check if the CS62 sensor cable is disconnected (Cash Dispenser Board CN10 #5~2).
4005900	Initial jam time error	<ol style="list-style-type: none"> 1. Remove jammed notes 2. Clean the sensors (CS1~CS15) in cash dispenser
4005B00	2 Cassette Miss Feed Error (Fail to reject bill separately.)	
4005D00	Continuously detected 2 notes for three times or more during dispense operation	<ol style="list-style-type: none"> 1. Check notes' status in the reject box 2. Realign notes in the cassette 3. Check foreign objects at the position of the CS5 Sensor Guide 4. Check if the CS5 cable is disconnected (CS5_1:Cash Dispenser B/D CN10 #11~12, 25~28/ CS5_2:CN12)
4006000	Something is detected in C31AB sensor before dispensing bills from 3rd cassette.	
4006100	Something is detected in C31AB sensor before dispensing bills.	
4006200	Bills are remained in CS1AB sensor after dispensing bills.	
4006300	Bills are remained in CS31AB sensor after dispensing bills	

Error Code	Description	Trouble shooting
4006A00	CS15AB ~ CS13 Time out(Jam) during dispensing bills from second cassette.	
4006B00	Something is detected on CS31A, CS31B sensor during initialization	
4007000	Something is detected on CS41AB sensor before dispensing bills from fourth cassette.	
4007200	Something is detected on CS41AB sensor during dispensing bills.	
4007300	Bills is remained in CS41AB sensor after dispensing bills.	
4007A00	CS31AB ~ CS13 Time out (Jam) during dispensing bills from fourth cassette.	
4007B00	Something is detected on CS41A, CS41B sensor in initialization	
4007C00	Missfeed error in 4th cassette	
4007D00	Trying to dispense bills from 4th cassette but the 4th cassette doesn't installed.	
4008000	Something is detected on CS15AB sensor before dispensing operation	
4008100	Something is detected in C15AB sensor during dispensing operation	
4008200	Bill is remained in CS15AB sensor after dispensing operation	
40088	(DISPENSE) Dispense the notes on the state of unsupported denomination setting.	
4008F00	CS13 sensor detects a bill with hole during dispensing	
40090	Decryption Error / Key Error	
40091	Receive CMD except certification on the status of non-certification.	
40092	Encryption Chip Communication Error	
40093	0xC1 Command Execution Error (Certification Fail)	
40094	0xC2 Command Execution Error (Certification Fail)	
4009A00	CS31AB~CS13 Time out(Jam) during dispensing from 3rd cassette.	
4009D00	Trying to dispense bills from 3rd cassette but the 3rd cassette doesn't installed.	
4009F00	3 cassette miss feed error	

Error Code	Description	Trouble shooting
400AC00	Something is detected on CS2 sensor after dispense operation	
400BC00	Communication error - Command Length doesn't match.	
400BD	(Set CDU Info) CDU Type Setting Error	
400BE	(DISPENSE) Jam on the transport during operation (CS4 A/B Dark)	
400BE00	Bill pickup sensor(CS1, CS15) recognized has a hole and CS4 sensor detects it or CS4 sensor detects the gap too close	
400BF	(Initialize, Dispense) No Encoder Signal 150ms or more during operation.	
400C100	Cassette Jam during dispense operation (1 CST Encoder Error).	1.Remove a jammed note in 1 Cassette. 2.Replace 1 cassette box when multiple errors occur.
400C200	Cassette Jam during dispense operation (2 CST Encoder Error).	1.Remove a jammed note in 2 Cassette. 2.Replace 2 cassette box when multiple errors occur.
400C300	Cassette Jam during dispense operation (3 CST Encoder Error).	1.Remove a jammed note in 3 Cassette. 2.Replace 3 cassette box when multiple errors occur.
400C400	Cassette Jam during dispense operation (4 CST Encoder Error).	1.Remove a jammed note in 4 Cassette. 2.Replace 4 cassette box when multiple errors occur.
400C6	Detect CS13 during initialization.	
400C600	Error of CS 2, CS13 sensor during initialization	1.Remove a jammed note in CS13 sensor. 2.Replace CS13 sensor.
400C700	Something is detected on CS12 sensor during dispensing bills or initialization.	
400C800	Something is detected on CS14 sensor during dispensing bills or initialization.	
400C900	Something is detected on CS14 sensor after dispense operation	
400CC	(DISPENSE) Detect CS1A, CS1B just before reset.	
400CC00	Bill is remained on the sensor in front of cassette during resetting.	
400D000	Bills are passed on CS13~CS12 sensor -Timeout[Jam].	
400D100	Bills are passed on CS12~CS14 sensor -Timeout[Jam].	
400D7	DIP Switch Setting Error	

Error Code	Description	Trouble shooting
400FF00	Bill jam	1. Remove the jammed notes 2. Initialize
4DN0000	Cash Dispenser communication failure during sending command to cash dispenser	1. Do RESET at Operator Function 2. Reboot ATM
4DN0100	Cash Dispenser communication failure during receiving command to cash dispenser	1. Do RESET at Operator Function 2. Reboot ATM
4DN8100	Communication error of Shutter	
8216091	Cash jammed on Cash Dispenser	1. Remove jammed notes on Cash Dispenser return path 2. Remove dust in CS1~CS4 sensor
9712000	Failed to create file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712100	Failed to read file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712200	Failed to write file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712300	Failed to close file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712400	Failed to delete file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712500	Failed to copy file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712600	Failed to create directory	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719000	Failed to execute an extra command in the status of Cash Unit Exchange	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719100	In case of not being the status of Cash Unit Exchange out of End Exchange	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719200	In case of carrying out Cash In Start command at two times	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719300	In case of not being the status of Cash In out of End Cash In	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719400	Invalid Cash Unit ID	Reconfigure cash dispenser setup data
9719500	Invalid Cash Unit number	Reconfigure cash dispenser setup data
9719600	The abnormal of the number of Cash Unit	Reconfigure cash dispenser setup data

Error Code	Description	Trouble shooting
9719700	No. of dispensed notes that software counts is not matched to it cash dispenser responded	1. Initialize after resetting the power 2. Upgrade the Cash Dispenser firmware or download software again 3. Replace the Cash Dispenser B/D
971A000	Invalid denomination	Reconfigure denomination at supervisor mode
971A100	Invalid currency	Reconfigure currency at supervisor mode
971A200	CASSETTE OFF POSITION". Not dispensable	1. Reconfigure denomination 2. Reconfigure currency
971A300	In case the number of bills dispensed exceeds the maximum dispensing bill	1. Check cash dispenser driver (CDM SP) version 2. Reconfigure the maximum dispensable count
971A400	In case the number of coins dispensed exceeds the maximum dispensing coin	1. Check coin dispenser driver version 2. Reconfigure the maximum dispensable count
971A500	Invalid mix number	1. Reconfigure cash dispenser at supervisor mode
971A600	In case automatic Retry of SP fails 3 times	
971A700	There is no setting information about automatic Retry standard	
971B000	In case of being executed Reject or Retract command without being the bills in stacker.	1. Check a dust in stacker 2. Reconfigure the maximum dispensable count
971C000	Not supported command	Reinstall software
971D100	Partial dispense	1. Check the replenished amount and replenish 2. Check the notes in cassette #1
971D200	Partial dispense from cassette #2	1. Check the replenished amount and replenish 2. Check the notes in cassette #2
971D300	Partial dispense from cassette #3	1. Check the replenished amount and replenish 2. Check the notes in cassette #3
971DX00	In case partial bills dispensed by dispensing demand when Partial Dispense option is on. ☞ "X" means cassette number.	
9740000	Cash Dispenser communication failure during COM port open	1. Do RESET at Operator Function 2. Reboot ATM
9740101	In case incorrect cassette type is set.	
9740102	In case nonexistent Note Index is set.	
9741100	When sensing CS2 Dark (Error code, 400FF00 is subdivided by location of sensor.)	

Error Code	Description	Trouble shooting
9741400	When sensing CS4A Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9741800	When sensing CS4B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9742100	When sensing CS21A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9742800	When sensing CS13 Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9743B00	When sensing CS15A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9744700	Cash picking-up fail while cash in cassette #1 is enough	1. Check bill jam or no note in cassette #1 2. Check cash dispenser
9745B00	Cash picking-up fail while cash in cassette #2 is enough	1. Check bill jam or no note in cassette #2 2. Check cash dispenser
9746B00	When sensing CS31A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9747B00	When sensing CS41A, B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9747C00	Cash picking-up fail while cash in cassette #4 is enough	1. Check bill jam or no note in cassette #2 2. Check cash dispenser
974FF00	When sensing bills in the Stacker (Error code, 400FF00 is subdivided by location of sensor.)	
9749F00	Cash picking-up fail while cash in cassette #3 is enough	1. Check bill jam or no note in cassette #2 2. Check cash dispenser
97914XX	DEV_Cash Dispenser Time over Error Code	1. Reboot ATM 2. Call your attendant
97924XX	DEV_Cash Dispenser FATAL ERROR (WARNING)	1. Reboot ATM 2. Call your attendant
9799499	DISPENSER COUNT ERROR	Check the sensor on cash dispenser
C004F00	The Number of dispensed notes does not match	1. Check the number of dispensed notes. 2. Perform a test on the Cash Dispenser Unit.

Chapter 4. Modem

Error Code	Description	Trouble shooting
D030000	Modem is not responding	Check the modem controller.
D030100	The target call address has call blocking enabled.	1. Check modem cable 2. Contact to technician support team
D030200	The specified terminal identifier is invalid.	1. Check modem cable 2. Contact to technician support team
D030300	All call appearances on the specified address are currently in use.	1. Check modem cable 2. Contact to technician support team
D030400	The disable address parameter contains dialing control characters that are not processed by the service provider.	1. Check modem cable 2. Contact to technician support team
D030500	The specified country/region code is invalid.	1. Check modem cable 2. Contact to host and phone company
D030600	The operation failed for an unspecified or unknown reason.	Contact to technician support team
D030700	Insufficient resources to complete the operation	Contact to technician support team

Chapter5. Miscellaneous

Error Code	Description	Trouble shooting
1030100	DEV_PIN (Key data error from host)	Contact to host
2000400	Vault door open	Close the vault door. Check door switch.
9701010	Failed to connect communication between SP of PIN and EP of one	Check if communication cable or COM port is not connected
9701012	Failed to deliver to data of EPP's SP	Check if communication cable or COM port is not connected
9701016	Received data time out of EPP	Check if communication cable or COM port is not connected
9701017	Delivered data time out of EPP	Check if communication cable or COM port is not connected
9701031	Failed to read Register of EPP	Reboot ATM
9701040	Failed to produce Thread of EPP	Reboot ATM
9701060	Failed to create buffer	Reboot ATM
9701111	BCC error of EPP	Check BCC logic of EPP
9701151	EPP is down when it receives an 'Get Status' command	1. Reboot ATM 2. Replace pinpad
9701152	EPP is down when it receives an 'Clear Func Key' command	1. Reboot ATM 2. Replace pinpad
9722020	File Open Error	1. Reboot ATM 2. Call your attendant
9722060	Memory Allocate Error (PrintForm Allocate IndexBuffer Fail)	1. Reboot ATM 2. Call your attendant
9722068	Invalid Media Name	1. Reboot ATM 2. Call your attendant
97221A2	Invalid Unit	1. Reboot ATM 2. Call your attendant
97221C1	Form is not Found	1. Reboot ATM 2. Call your attendant
97221C4	Form Name is NULL	1. Reboot ATM 2. Call your attendant
97221C5	Invalid Form	1. Reboot ATM 2. Call your attendant
97221C6	PrintForm() offset is Invalid	1. Reboot ATM 2. Call your attendant
97221C7	Invalid Form (Too many Fields)	1. Reboot ATM 2. Call your attendant
97221D1	Media is not Found	1. Reboot ATM 2. Call your attendant

Error Code	Description	Trouble shooting
97221D3	Media Overflow when form size is larger than media size	1. Reboot ATM 2. Call your attendant
97221D4	Media Name is NULL	1. Reboot ATM 2. Call your attendant
97221D5	Invalid Media (Attribute for Media definition is not proper)	1. Reboot ATM 2. Call your attendant
97221D6	Invalid Media (Area size is larger than media size)	1. Reboot ATM 2. Call your attendant
97221D7	Invalid Media (Size of Media Name is exceeded to 2048 bytes totally)	1. Reboot ATM 2. Call your attendant
97221E1	Field is not Found	1. Reboot ATM 2. Call your attendant
97221E2	Field Error (This Field must have initial value)	1. Reboot ATM 2. Call your attendant
97221E3	Non-Indexed value for Indexed Field	1. Reboot ATM 2. Call your attendant
97221E4	Invalid Field	1. Reboot ATM 2. Call your attendant
97221E5	Invalid Field (This Field's width is 0)	1. Reboot ATM 2. Call your attendant
9740020	Failed to create file	1. Reboot ATM 2. Call your attendant
9740025	Failed to copy file	1. Reboot ATM 2. Call your attendant
9745500	System power off while dispensing	
97915XX	DEV_BRM Time over Error Code	1. Reboot ATM 2. Call your attendant
97916XX	DEV_PBM Time over Error Code	1. Reboot ATM 2. Call your attendant
97918XX	DEV_PIN Time over Error Code	1. Reboot ATM 2. Call your attendant
9791AXX	DEV_FNG Time over Error Code	1. Reboot ATM 2. Call your attendant
9791BXX	DEV_VFD Time over Error Code	1. Reboot ATM 2. Call your attendant
97925XX	DEV_BRM FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
97926XX	DEV_PBM FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
97928XX	DEV_PIN FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
9792AXX	DEV_FNG FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant

Error Code	Description	Trouble shooting
9792BXX	DEV_VFD FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
9799901	DOOR CHECK	1. Reboot ATM 2. Call your attendant
9799902	LIGHT ERROR	1. Reboot ATM 2. Call your attendant
9799903	SPL ERROR	1. Reboot ATM 2. Call your attendant
9799904	PIN ERROR	1. Reboot ATM 2. Call your attendant
9799905	SENSOR CHECK	1. Reboot ATM 2. Call your attendant
9799907	UPS ERROR	1. Reboot ATM 2. Call your attendant
9799908	SCREEN ERROR	1. Reboot ATM 2. Call your attendant
991@@91	ON TRANSACTION POWER OFF	1. Check power supply 2. Check backup battery
D000100	Error while modem initializing	Check the modem connection and the modem test.
D000200	Reversal transaction failure	Check for any CDU error codes and the number of notes dispensed to customer.
D000300	PIN ERROR	Transaction was denied by host
D000400	INVALID PIN	Reboot ATM
D000500	BANK UNAVAILABLE	Transaction was denied by host
D000600	CARD NOT SUPPORTED	Transaction was denied by host
D000700	INSUFFICIENT FUNDS	Transaction was denied by host
D000800	INELIGIBLE TRANSACTION	Transaction was denied by host
D000900	INELIGIBLE ACCOUNT	Transaction was denied by host
D001000	DAILY LIMIT EXCEEDED	Transaction was denied by host
D001100	UNABLE TO PROCESS	Transaction was denied by host
D001200	Invalid transaction	Check the transaction from the host and try again.
D001300	Invalid amount	Check the transaction from the host and try again.
D001400	Invalid card number	Check the transaction from the host and try again.
D001500	UNABLE TO PROCESS	Transaction was denied by host
D001600	WITHDRAWAL LIMIT ALREADY REACHED	Transaction was denied by host
D001700	INVALID AMOUNT	Transaction was denied by host
D001800	EXTERNAL DECLINE	Transaction was denied by host
D001900	SYSTEM ERROR	Transaction was denied by host
D002000	Surcharge screen should have been displayed	Check the transaction from the host and try again. Check BIN List

Error Code	Description	Trouble shooting
D002100	ROUTING LOOKUP PROBLEM	Transaction was denied by host
D002200	UNABLE TO PROCESS	Transaction was denied by host
D002300	TRANSACTION NOT SUPPORTED	Transaction was denied by host
D002400	Exceeds Issuer Withdrawal Limit	Check the transaction from the host and try again.
D003900	No Credit Account	Check the transaction from the host and try again.
D005100	Insufficient Funds	Check the transaction from the host and try again. Try Balance Inquiry
D005200	No Checking Account	Check the transaction from the host and try again.
D005300	No Savings Account	Check the transaction from the host and try again.
D005400	Expire Card	Check the transaction from the host and try again.
D005500	Incorrect Pin	Check the transaction from the host and try again.
D005700	Transaction not Permitted – Card	Check the transaction from the host and try again.
D005800	Transaction not Permitted – Terminal	Check the transaction from the host and try again.
D006100	Exceeds Withdrawal Limit	Check the transaction from the host and try again.
D007500	PIN Tries Exceeded	Check the transaction from the host and try again.
D007800	No Account	Check the transaction from the host and try again.
D008000	Invalid Date	Check the transaction from the host and try again.
D008300	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
D008600	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
D009100	Bank Unavailable	Check the transaction from the host and try again.
D009200	System Unavailable	Check the transaction from the host and try again.
D009300	Transaction Serial Number mismatch	Check the terminal setting from the host.
D009400	Record format mismatch.	Check the terminal setting from the host.

Error Code	Description	Trouble shooting
D009500	Routing ID mismatch.	Check the terminal setting from the host.
D009600	Terminal ID mismatch.	Check the terminal setting from the host.
D009700	Response Type mismatch (Reversal)	Check the terminal setting from the host.
D009800	Response Type mismatch (Day Close)	Check the terminal setting from the host.
D009900	Response Type mismatch (Config.)	Check the terminal setting from the host.
D009A00	Response Type mismatch (Withdrawal/Balance/Transfer)	Check the terminal setting from the host.
D009B00	STX error	Check the terminal setting from the host.
D009C00	ETX error	Check the terminal setting from the host.
D009D00	FS out (after response code)	Check the terminal setting from the host.
D009E00	FS out (after retrieval reference number)	Check the terminal setting from the host.
D009F00	FS out (after system trace audit number)	Check the terminal setting from the host.
D00A000	FS out (after account balance)	Check the terminal setting from the host.
D00A100	FS out (after available balance)	Check the terminal setting from the host.
D00A200	FS out (after surcharge amount)	Check the terminal setting from the host.
D00A300	FS out (after authorization response text)	Check the terminal setting from the host.
D00A400	ETX wrong position	Check the terminal setting from the host.
D00A500	FS out (after total cash dispense amount)	Check the terminal setting from the host.
D00A600	FS out (after total non-cash dispense amount)	Check the terminal setting from the host.
D00A700	FS out (after total surcharge amount)	Check the terminal setting from the host.
D00A800	FS out (after config surcharge amount)	Check the terminal setting from the host.
D00A900	ETX out (config)	Check the terminal setting from the host.
D00AC00	Invalid data received from the host (MAC data mismatch)	Check the terminal setting from the host.
D00B000	TERMINAL ID MISMATCHED	
D00B100	TRANSACTION CODE MISMATCHED	

Error Code	Description	Trouble shooting
D00B200	SECOND FIELD ID CODE MISMATCHED	
D00B300	FIRST DES KEY WRONG SIZE	
D00B400	SURCHARGE AMOUNT WRONG SIZE	
D00B500	Sequence Number MISMATCHED	
D00B600	INVALID RESPONSE CODE ERROR	
D00B700	Authorization Number Error	
D00B800	BUSINESS DATE Error	
D00B900	Transaction time Number Error	
D00BA00	BUSINESS DATE Error	
D00BB00	Balance amount Error	
D00BC00	Actual Surcharge Error	
D00BD00	Sequence Number MISMATCHED	
D00BF00	BUSINESS DATE Error	
D00C000	Settlement Error	
D00C100	Host Mac result error	Check the key mode and MAC value
D00C200	ATM Mac result error	Check the key mode and MAC value
D011100	REVERSAL DECLINED	
D022200	PIN CHANGE DECLINED	
D100000	No connection	1. Check phone number 2. Check modem cable 3. Contact phone company
D110000	Cannot receive ENQ from the host	1. Check phone number 2. Check modem cable 3. Contact telephone company
D120000	Transmission error : Failed to receive the whole data within 5 seconds after requesting the modem to send the data.	1. Check modem and modem cable connection 2. Contact telephone company
D130000	Receiving NAK more than 3 times	1. Check modem and modem cable connection 2. Contact telephone company
D140100	Disconnected by Unknown Reason	1. Check modem and modem cable connection 2. Contact telephone company
D140200	Disconnected by rejected call from remote party	Try again later.

Error Code	Description	Trouble shooting
D140300	Disconnected because the local phone was picked up	Try again later.
D140400	Disconnected by Forwarded	1. Check modem and modem cable connection 2. Contact telephone company
D140500	Disconnected by Unreachable	1. Check modem and modem cable connection 2. Contact telephone company
D140600	Disconnected by Congestion	1. Check modem and modem cable connection 2. Contact telephone company
D140700	Disconnected by Incompatible	1. Check modem and modem cable connection 2. Contact telephone company
D140800	Disconnected by un-known reason	1. Check modem and modem cable connection 2. Contact telephone company
D140900	Disconnected by Bad Address	1. Check modem and modem cable connection 2. Contact telephone company
D141000	Disconnected by Unavailable	1. Check modem and modem cable connection 2. Contact telephone company
D150000	1. Modem dial connection time-out (while dialing the modem). 2. No response from host for 60 seconds.	1. Check modem and modem cable connection 2. Contact telephone company
D160100	Disconnected by Bad Address	1. Check modem and modem cable connection 2. Contact telephone company
D160200	Disconnected by Unavailable	1. Check modem and modem cable connection 2. Contact telephone company
D160300	Disconnected by Out of Order	1. Check modem and modem cable connection 2. Contact telephone company
D170000	No carrier (while sending/receiving data after dial connection)	Check host.
D170100	No Carrier during ENQ data receive from host	Check host.
D170200	No Carrier before sending data send to host	Check host.
D170300	No Carrier during sending data send to host	Check host.

Error Code	Description	Trouble shooting
D170400	No Carrier during ACK/NAK data send to host	Check host.
D170500	No Carrier during ACK/NAK data receive from host	Check host.
D170600	No Carrier during receiving data	Check host.
D170700	NAK retry error.	1. Check modem and modem cable connection 2. Contact telephone company
D170800	Send retry error	1. Check modem and modem cable connection 2. Contact telephone company
D170900	Modem initialize fail	Check modem
D171000	Modem Comport Failed	Check modem
D180000	No Dial Tone(in Modem dial connection)	Check telephone line connection. Test Modem.
D190000	No Answer	Contact telephone company (Check telephone line connection. Check phone number.)
D200000	Dial(Line) busy	Try again later. Check phone number.
D210000	Time out(30sec.) for initializing modem before Modem Dial connecting	Check telephone line connection. Test Modem.
D220000	not receiving EOT from HOST	Check telephone line connection. Test Modem. Check host.
D230000	No response from Host - Dialing time out to Host	Check telephone line connection. Test Modem. Check phone number.
D250000	Cannot connect to the host	Check telephone line connection
D251000	Timeout while Sending	Check telephone line connection
D251100	Communication error while Sending	Check telephone line connection
D251200	Socket error while Sending	Check telephone line connection
D251300	Timeout while Receiving	Check telephone line connection
D251400	Communication error while Receiving	Check telephone line connection
D251500	Socket Error while Receiving	Check telephone line connection
D320000	No response from Host/Dialing time out to Host	Check telephone line connection
D320100	Outbound call is aborted	Check telephone line connection. Test Modem.
D320200	Fail to dial out	Check telephone line connection. Test Modem.
D320300	No Line Reply	
D320400	Get Line ID Failed	

Error Code	Description	Trouble shooting
D320500	Modem Comport Failed	
D320600	Call Failed	
D320700	No Answer	
D320800	Modem Call Other Error	
D410000	CRC Mismatch	Check telephone line connection
D410100	No CRC Received	Make sure that the host is using CRC
DA0xxx0	Host Denial Error	Refer to Description for error code organization
DA(0)00300	PIN ERROR	Transaction was denied by host
DA(0)00400	INVALID PIN	Reboot ATM
DA(0)00500	BANK UNAVAILABLE	Transaction was denied by host
DA(0)00600	CARD NOT SUPPORTED	Transaction was denied by host
DA(0)00700	INSUFFICIENT FUNDS	Transaction was denied by host
DA(0)00800	INELIGIBLE TRANSACTION	Transaction was denied by host
DA(0)00900	INELIGIBLE ACCOUNT	Transaction was denied by host
DA(0)01000	DAILY LIMIT EXCEEDED	Transaction was denied by host
DA(0)01100	UNABLE TO PROCESS	Transaction was denied by host
DA(0)01200	Invalid transaction	Check the transaction from the host and try again.
DA(0)01300	Invalid amount	Check the transaction from the host and try again.
DA(0)01400	Invalid card number	Check the transaction from the host and try again.
DA(0)01500	UNABLE TO PROCESS	Transaction was denied by host
DA(0)01600	WITHDRAWAL LIMIT ALREADY REACHED	Transaction was denied by host
DA(0)01700	INVALID AMOUNT	Transaction was denied by host
DA(0)01800	EXTERNAL DECLINE	Transaction was denied by host
DA(0)01900	SYSTEM ERROR	Transaction was denied by host
DA(0)02000	Surcharge screen should have been displayed	Check the transaction from the host and try again. Check BIN List
DA(0)02100	ROUTING LOOKUP PROBLEM	Transaction was denied by host
DA(0)02200	UNABLE TO PROCESS	Transaction was denied by host
DA(0)02300	TRANSACTION NOT SUPPORTED	Transaction was denied by host
DA(0)02400	Exceeds Issuer Withdrawal Limit	Check the transaction from the host and try again.

Error Code	Description	Trouble shooting
DA(0)03900	No Credit Account	Check the transaction from the host and try again.
DA(0)05100	Insufficient Funds	Check the transaction from the host and try again. Try Balance Inquiry
DA(0)05200	No Checking Account	Check the transaction from the host and try again.
DA(0)05300	No Savings Account	Check the transaction from the host and try again.
DA(0)05400	Expire Card	Check the transaction from the host and try again.
DA(0)05500	Incorrect Pin	Check the transaction from the host and try again.
DA(0)05700	Transaction not Permitted – Card	Check the transaction from the host and try again.
DA(0)05800	Transaction not Permitted – Terminal	Check the transaction from the host and try again.
DA(0)06100	Exceeds Withdrawal Limit	Check the transaction from the host and try again.
DA(0)07500	PIN Tries Exceeded	Check the transaction from the host and try again.
DA(0)07800	No Account	Check the transaction from the host and try again.
DA(0)08000	Invalid Date	Check the transaction from the host and try again.
DA(0)08300	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
DA(0)08600	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
DA(0)09100	Bank Unavailable	Check the transaction from the host and try again.
DA(0)09200	System Unavailable	Check the transaction from the host and try again.
DA(0)09300	Transaction Serial Number mismatch	Check the terminal setting from the host.
DA(0)09400	Record format mismatch.	Check the terminal setting from the host.

Error Code	Description	Trouble shooting
DA(0)09500	Routing ID mismatch.	Check the terminal setting from the host.
DA(0)09600	Terminal ID mismatch.	Check the terminal setting from the host.
DA(0)09700	Response Type mismatch (Reversal)	Check the terminal setting from the host.
DA(0)09800	Response Type mismatch (Day Close)	Check the terminal setting from the host.
DA(0)09900	Response Type mismatch (Config.)	Check the terminal setting from the host.
DA(0)09A00	Response Type mismatch (Withdrawal/Balance/Transfer)	Check the terminal setting from the host.
DA(0)09B00	STX error	Check the terminal setting from the host.
DA(0)09C00	ETX error	Check the terminal setting from the host.
DA(0)09D00	FS out (after response code)	Check the terminal setting from the host.
DA(0)09E00	FS out (after retrieval reference number)	Check the terminal setting from the host.
DA(0)09F00	FS out (after system trace audit number)	Check the terminal setting from the host.
DA(0)0A000	FS out (after account balance)	Check the terminal setting from the host.
DA(0)0A100	FS out (after available balance)	Check the terminal setting from the host.
DA(0)0A200	FS out (after surcharge amount)	Check the terminal setting from the host.
DA(0)0A300	FS out (after authorization response text)	Check the terminal setting from the host.
DA(0)0A400	ETX wrong position	Check the terminal setting from the host.
DA(0)0A500	FS out (after total cash dispense amount)	Check the terminal setting from the host.
DA(0)0A600	FS out (after total non-cash dispense amount)	Check the terminal setting from the host.

Error Code	Description	Trouble shooting
DA(0)0A700	FS out (after total surcharge amount)	Check the terminal setting from the host.
DA(0)0A800	FS out (after config surcharge amount)	Check the terminal setting from the host.
DA(0)0A900	ETX out (config)	Check the terminal setting from the host.
DA(0)0AC00	Invalid data received from the host (MAC data mismatch)	Check the terminal setting from the host.
DA(0)0B000	TERMINAL ID MISMATCHED	
DA(0)0B100	TRANSACTION CODE MISMATCHED	
DA(0)0B200	SECOND FIELD ID CODE MISMATCHED	
DA(0)0B300	FIRST DES KEY WRONG SIZE	
DA(0)0B400	SURCHARGE AMOUNT WRONG SIZE	
DA(0)0B500	Sequence Number MISMATCHED	
DA(0)0B600	INVALID RESPONSE CODE ERROR	
DA(0)0B700	Authorization Number Error	
DA(0)0B800	BUSINESS DATE Error	
DA(0)0B900	Transaction time Number Error	
DA(0)0BA00	BUSINESS DATE Error	
DA(0)0BB00	Balance amount Error	
DA(0)0BC00	Actual Surcharge Error	
DA(0)0BD00	Sequence Number MISMATCHED	
DA(0)0BF00	BUSINESS DATE Error	
DA(0)0C000	Settlement Error	
DA(0)0C100	Host Mac result error	Check the key mode and MAC value
DA(0)0C200	ATM Mac result error	Check the key mode and MAC value
DA(0)11100	REVERSAL DECLINED	
DA(0)22200	PIN CHANGE DECLINED	

Error Code	Description	Trouble shooting
F000100	Number of Bill is not inputted	Enter number of bill. (required)
F000200	Parameter is not properly set (Surcharge Owner)	Enter surcharge owner. (required)
F000300	Parameter is not properly set (Surcharge Amount)	Enter surcharge amount. (required)
F000400	Parameter is not properly set (Adver. Text refreshing timer)	Enter Ad text refresh timer.
F000500	Parameter is not properly set (Advertisement text)	Enter Ad text.
F000600	Parameter is not properly set (Dispense limit)	Enter Dispense limit.
F000700	Parameter is not properly set (Denomination)	Enter Denomination. (required)
F000800	Parameter is not properly set (Fast Cash)	Enter Fast Cash amount.
F000900	Master Key Index invalid	Check Master key index.
F000A00	Master Key empty	Enter Master key. (required)
F000B00	Host Phone Number is not inputted	Enter Host phone number. (required)
F000C00	Error Retry Timer is not inputted	Enter Retry timer.
F000D00	RMS Password is not inputted in RMS Enable	Enter RMS password.
F000E00	RMS Phone Number is not inputted in RMS Enable	Enter RMS phone number.
F000F00	Terminal Number is not inputted	Enter Terminal number. (required)
F001000	Routing ID is not inputted	Enter Routing ID. (required)
F001100	Master Key Serial Number is not inputted	Enter Master key serial number.
F001200	Non-Cash Type text is not inputted	Enter Non-cash type text.
F001300	Parameter is not properly set	Check proper parameters in setting.
F001400	NVRAM Failure	Try to clear NVRAM
F001500	ATM Serial No. Empty	Enter ATM serial number. (required)
F001600	Default master password was not changed	
F001F00	Machine serial number is not set	Check serial number. 2. Set serial number.
F002F00	Host type is not set	Check host type. 2. Set host type.
F003F00	Communication ID invalid (only triton)	Contact to technician support team .
F004F00	EPP(Pinpad) key mode is invalid	1. Check modem cable 2. Contact to technician support team

Error Code	Description	Trouble shooting
F005F00	Denomination is invalid	1. Check modem cable 2. Contact to technician support team
F006F00	Failed Host Connection!	1. Check Host Connection. 2. Contact to technician support team.
F007F00	Invalid Exchange Rate	Download the exchange rate from RMS
F00FF00	Failed to write Journal	1.Back up journal to thumb drive 2.Clear journal 3.Reboot ATM
FFFFFFF	NVRAM is broken	1. Reset Master Password 2. Clear NVRAM
POWERAB	UPS ABNORMAL	Check UPS
POWERAC	POWER OUT OR AC OFF	Check AC power status and environment
POWERBA	BATTERY LOW	1. Check AC power status and environment 2. Check UPS
SDN0100	Service Panel (SPL) communication error	Check the cables and connections.

Chapter 6. Description for error code organization

- ▶ If an error occurs, you can understand cause of error through error code and help operator to judge situation.

Below example is forms and contents for error code “5-40047(00)”.

1. 5 in front “-“ is procedure number, and you can analysis the procedure that an error occurs through that number.

1) Procedure number, the number in front of “-“, is none as follow situations :

- (1) Reboot the system when errors occur:
- (2) Fail to restore automatically when errors occur:
- (3) When transferring from Operator Mode to Transaction Mode not ruling out the error.

2) “1” – After users insert the card, procedure number is 1.

3) “3” – When sending message from ATM to Host, procedure number is 3.

4) “5” – When receiving transaction success message from Host, procedure number is 5.

5) “6” – After confirming notes during withdrawal, procedure number is 6.

6) “9” – When receiving transaction refusal message from Host, procedure number is 9.

2. “40047(00)” back of “-“ is a description for an error. (Refer to Error Code)

3. If an error occurs, below message will be displayed on the screen.

```

TERMINAL ID : XXXXXXXXXXXXXXXX
ERROR CODE : 5-40047(00)
ERROR DESCRPTION
```

🔍 HOST DENIAL ERROR CODE

1. When receiving HOST DENY message, below error code will be displayed on the screen.

```

TERMINAL ID : XXXXXXXXXXXXXXXX
ERROR CODE : 9-DA0XX(X0)
ERROR DESCRIPTION
```

- When HOST DENY ERROR CODE is 2 byte, DA0XX(00) will be displayed. (Value of XX means denial code.)
- When HOST DENIAL ERROR CODE is 3 bytes, DA0XX(X0) will be displayed. (Value of XXX means denial code.)

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Memo