TRANAX

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 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. Clean sensors
C0013	Both reject gate and exit sensor not cleared	Check dispenser for any notes or obstructions. Clean sensors
C0021	Double detect sensor is not cleared.	Check dispenser for jammed bills and reinitialize the machine. Clean sensors
C0022	1st cassette inlet sensor not cleared.	Check dispenser and cassette for jammed bills. Clean sensors
C0023	Cassette exit sensor (L+R) not cleared.	Check dispenser for jammed bills and reinitialize the machine. Clean sensors

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
C0028	Count sensors not cleared	Check dispenser for jammed bills and reinitialize the machine. Clean sensors
C0030	Main Motor encoder is not synchronized	Turn dispenser over by hand, and then reinitialize. May require repair or adjustment to belt tension.
C0031	Forward motor encoder not synchronized.	Turn dispenser over by hand, and then reinitialize. May require repair.
C0032	1st 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 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	1st 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	1st cassette not inserted	Check cassette and verify that it's inserted properly.
C004E	2nd 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	1st 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.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
C005B	2nd cassette fails to pick up notes	Same as C0047, the second cassette is likely empty.
C0060	3rd cassette inlet sensor not cleared	Check for notes where the 3rd cassette engages the dispenser.
C0062	3rd cassette inlet sensor not cleared	Check for notes where the 3rd cassette engages the dispenser.
C006A	Note jam at 2nd cassette exit	Check rollers and sensors where notes would leave the 2nd cassette.
C0070	4th cassette inlet sensor not cleared	Check for notes where the 4th cassette engages the dispenser.
C0072	4th cassette inlet sensor not cleared	Check for notes where the 4th cassette engages the dispenser.
C007A	Note jam at 4th cassette exit	Check rollers and sensors where notes would leave the 4th cassette.
C007C	4th cassette fails to pick up notes	Same as C0047/C005B, verify that there are notes in the 4th cassette.
C007D	4th cassette not inserted	Check cassette and verify that it's inserted properly.
C0080	2nd cassette inlet sensor not cleared	Check for notes where the 2nd cassette engages the dispenser.
C0081	Double detect sensor not cleared while dispensing	Check double-detect senor for note or obstruction. Clean sensors
C0082	Note leaving cassette exit sensor did not reach DD	A note seen at cassette exit sensors did not reach the double detect module. Check for jammed notes.
C0083	Reject gate timing sensor #2 not cleared during dispense.	Clear the note path before the reject gate. Clean sensors
C0084	Reject gate timing sensor #3 not cleared during dispense.	Clear the note path before the reject gate.
C0085	Note leaving DD sensor did not reach gate sensor	Check the note path for jammed or diverted notes. Check sensors from #5 to #2/#3.
C0086	Note leaving gate sensor did not reach count sensor	Check for jammed notes between #2/#3 sensors and #0/#1 sensors. Clean sensors
C0090	Sensor check error	Left measuring sensor A (#6/#7)
C0091	Sensor check error	Right measuring sensor B (#6/#7)
C0092	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 3rd cassette exit	Check rollers and sensors where notes would leave the 3rd cassette.
C009D	3rd cassette not inserted	Check cassette and verify that it's inserted properly.
C009F	3rd cassette fails to pick	Similar to C0047, C005B verify notes in the cassette.
D0001	Modem initializing failure.	This error is reported from the host. Check that programming is correct for this processor.
D0002	Reversal transaction failed.	Check transaction with the processor. Verify CDU functionality with diagnostics. Verify phone connection.
D0012	Invalid transaction.	Network denial code.
D0013	Invalid Amount.	Network denial code.
D0014	Invalid Card Number.	Network denial code.
D0020	Surcharge screen should have been displayed.	Network denial code.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
D0024	Exceeds issuer withdrawal limit.	Network denial code.
D0039	No credit account.	Network denial code.
D0051	Insufficient funds.	Network denial code.
D0052	No checking account.	Network denial code.
D0053	No savings account.	Network denial code.
D0054	Expired Card.	Network denial code.
D0055	Invalid PIN.	Network denial code.
D0057	Transaction not permitted – card	Network denial code.
D0058	Transaction not permitted – Terminal	Network denial code.
D0061	Exceed withdrawal limit.	Network denial code.
D0075	Number of PIN tries exceeded.	Network denial code.
D0078	No Account.	Network denial code.
D0080	Invalid Date.	Network denial code.
D0083	Cannot verify PIN.	Network denial code.
D0086	Cannot verify PIN.	Network denial code.
D0091	Bank unavailable.	Network denial code.
D0092	System unavailable.	Network denial code.
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.
D009D	FS omitted (after response code).	Verify that version of ATM Software matches host processor. Contact host processor.
D009E	FS omitted (after retrieval reference number).	Verify that version of ATM Software matches host processor. Contact host processor.
D009F	FS omitted (after system trace audit number).	Verify that version of ATM Software matches host processor. Contact host processor.
D00A0	FS omitted (after account balance).	Verify that version of ATM Software matches host processor. Contact host processor.
D00A1	FS omitted (after available balance).	Verify that version of ATM Software matches host processor. Contact host processor.
D00A2	FS omitted (after available balance).	Verify that version of ATM Software matches host processor. Contact host processor.
D00A3	FS omitted (after auth response text).	Verify that version of ATM Software matches host processor. Contact host processor.
D00A4	ETX is in wrong place.	Verify that version of ATM Software matches host processor. Contact host processor.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
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).	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	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 correct port. 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.
D25xx	TCP/IP Communication Error – Cannot Connect	For D2511 typically the TCPIP connection is not getting past the router, no response from the host switch. For D2514 you're typically hitting the host switch, however the message format or protocol is not correct. Check all settings for TID with the host. (ie STD1 vs STD2)
E000x	RMS port failure, response time out, modem failure.	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	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 ad. 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.

Below is a list of possible unique error codes when using the Standard 3 message protocol. Error codes / descriptions will vary depending on which processor is used.

STANDARD 3 ERROR CODES	DESCRIPTION
D00B0	Terminal ID missing
D00B1	Transaction Code missing
D00B2	Working Key Indicator missing
D00B3	Working Key missing
D00B4	Surcharge Amount Indicator missing
D00B5	Sequence Number missing
D00B6	Response Code missing
D00B7	Authorization Number missing
D00B8	Transaction Date missing
D00B9	Transaction Time missing
D00BA	Business Date missing
D00BB	Amount1: Balance Amount missing
D00BC	Amount2: Actual Surcharge Amount missing
D00BD	Sequence Number in reversal response missing
D00BE	Response Code in reversal response missing
D00BF	Business Date in host total response missing
D00C0	Settlement in host total response missing
D0101	Expired Card
D0102	Unauthorized usage
D0103	PIN error
D0104	Invalid PIN
D0105	Bank unavailable
D0106	Card not supported
D0107	Insufficient funds
D0108	Ineligible transaction
D0109	Ineligible account
D0110	Number of daily withdrawals exceeded
D0111	Cannot process transaction
D0112	Amount too large
D0113	Account closed
D0114	PIN tries exceeded
D0115	Database problem
D0116	Withdrawal limit already reached
D0117	invalid amount
D0118	External decline
D0119	System error
D0120	Contact card user
D0121	Routing lookup problem
D0122	Message edit error
D0123	Transaction not supported
D0124	Insufficient funds
D0125	Western Union sender data error
D0126	Western Union receiver data error

D0127	CRC error