

TRANAX ERROR CODES

Code	Description	Resolution
00000	Normal Status	Normal Status
20001	Unable to detect a cassette	Remove and replace cassette - Check the micro-switch located on the inside left wall of the dispenser. Adjust the micro-switch if needed. Also check the white plastic clips that hold the cassette in place. If they are broken the cassette will not stay in the dispenser.
20002	Low Cash	Low cash warning sensor on dispenser is open. When "Low Cash Warning" is enabled in the Transaction Setup menu, this sensor will open when the cassette reaches (+/-) 75 bills. If this machine is typically stocked with a low amount of bills, we recommend disabling this function.
20003	Reject Bin is Full	Empty reject bin - if bin is empty, do a Cassette Total (from the settlement menu) - If that doesn't help then check that AP, BIOS and CDU ROM versions are compatible.
20004	Vault Door is Open	This error occurs when the circuit between the mainboard and the door switch is open. Check vault door switch. This white plunger switch is located in the upper left corner of the vault, or on along the front edge of the cash dispenser tray. Also check that black and white, 2 wire connector is properly connected at rear of main board. Move the vault switch forward to aid door clearance problems. Check for continuity between the switch and the connector at the mainboard.
20005	CDU Type Mismatch	CDU ROM does not match AP software. The dispenser and mainboard are programmed with a country code (USA or Canada). The two codes must match. If they do not the 20005 error will occur in which case the CDU will need to be reprogrammed to match the AP on the mainboard. Also, if the wrong parameters are entered when the CDU is programmed, this error can occur.
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. In most cases you may have to remove the printer to locate difficult jams. NOTE: Do NOT use metal objects to clear jams, use a business card or stiff paper. Make sure you only are using 21# paper. Paper of a lesser thickness is more prone to jamming.
20012	Receipt printer feed lever open	Close the feed tray on the printer. If the paper tray is already closed, try opening and closing the tray, try the printer reset switch. Otherwise the printer may require service.
20013	Receipt paper is empty	Replenish the paper roll, if there is already paper in the printer look for jams or obstructions. Try the printer reset switch. If it still has the error the printer may require service.
20014	Thermal printer is overheated	If this error occurs during the printing of a long journal, then allow the printer to cool and try again. You may also want to try the reset button on the printer to clear this error. If this error persists, the printer will require service.
20215	CDU detects bills prior to dispensing	This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS2 sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.
21315	CDU detects bills prior to dispensing	This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS13 sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts.

Loose belts can slip off rollers and block sensors.

21A15 CDU detects bills prior to dispensing

This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS1A sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.

21B15 CDU detects bills prior to dispensing

This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS1B sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.

24A15 CDU detects bills prior to dispensing

This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS4A sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.

24B15 CDU detects bills prior to dispensing

This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS4B sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.

90001 Error during card swipe

This error occurs when customer attempts to swipe their card and is unsuccessful. It may indicate that the card reader needs to be cleaned, repositioned or simply that the customer didn't swipe their card properly. If persistent, clean and test the card reader in diagnostics. NOTE: it is very common to see this error in the error summary and does not usually indicate a bad or defective part.

A0008 Receipt paper cutter error

Remove any jammed paper. You may need to remove the printer to clear jams. NOTE: Do not use metal objects to clear the jam. Use a business card or stiff paper to clear jams. Otherwise try the reset button or have the printer serviced.

A0803 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. You may need to remove the printer from the ATM to access the jam. NOTE: Do not use metal objects to clear jams, use a business card or stiff paper to poke around.

A0808 Receipt paper cutter error

Remove any jammed paper. You may need to remove the printer to clear jams. NOTE: Do not use metal objects to clear the jam. Use a business card or stiff paper to clear jams. Otherwise try the reset button or have the printer serviced.

ADN04 Printer connection error

Check cables between Printer and Mainboard, remove cables (even though they may be attached) and re-connect. Use an electrical parts contact cleaner to clean the terminals. Try the reset button on the printer. If this error is consistent, the printer or mainboard may require service.

ADN0F Printer connection error

Check cables between Printer and Mainboard, remove cables (even though they may be attached) and re-connect. Use an electrical parts contact cleaner to clean the terminals. Try the reset button on the printer. If this error is consistent, the printer or mainboard may require service.

ADNxx Printer connection error

Check cables between Printer and Mainboard, remove cables (even though they may be attached) and re-connect. Use an electrical parts contact cleaner to clean the terminals. Try the reset button on the printer. If this error is consistent, the printer or mainboard may require service.

Axxx2 Thermal printer is overheated - during operation

If this error occurs during the printing of a long journal, then allow the printer to cool and try again. You may also want to try the reset button on

the printer to clear this error. If this error persists, the printer will require service.

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. You may need to remove the printer from the ATM to access the jam. NOTE: Do NOT use metal objects to clear jams, use a business card or stiff paper to poke around.
Axxx4 Receipt paper is empty	Replenish the paper roll. If roll is ok, then try the reset button on the printer. Otherwise the printer needs service.
Axxx5 Receipt paper is jamming during loading	Remove any jammed paper and then reload. You may need to remove the printer to clear jams. NOTE: Do not use metal objects to clear the jam. Use a business card or stiff paper to clear jams. Otherwise try the reset button or have the printer serviced.
C0011 CDU sensor is tripped	This indicates that during a dispense, the sensor located at the front of the CDU shows a blockage (CS13 or CS2). The primary reason for this is a bill which bounces back from the cash tray (sometimes from a customer's fingers). Check the front of the CDU and the cash tray for blockage. Reinitialize the ATM to put back in service. In the case of a dispute from the error, use CDU data in the journal to verify how many notes were actually dispensed.
C0014 CDU sensor is tripped	Similar to the COO11 error, this would indicate a bill jam close to the exit of the CDU or near the reject bin. Check for jammed notes or blocked sensors.
C001x CDU sensor is tripped	Most typically a COO11 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. Other than upgrading the cash tray or using a sign to warn customers, you can loosen the screws that hold the dispenser and slide it back.
C0028 CDU sensor is tripped	Check dispenser for jammed bills and restart the machine. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service
C002x CDU sensor is tripped	Check dispenser for jammed bills and restart the machine. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service
C0030 CDU motor failure	Motor speed (measured at the encoder wheel) was not within spec. Verify that CS8 or encoder wheel sensor is in place and wire connection is good. Can indicate a bad motor or encoder sensor.
C0031 CDU Gate solenoid error	The CDU did not respond to its solenoid function check. Check the wiring connections to the solenoid(s). Check wiring connections to the CDU main board.
C0032 Outlet solenoid error	Check and verify all connections to the dispenser circuit board. Check wiring to the solenoid(s).
C0033 CDU Encoder error	Usually caused by loss of battery power to the CDU mainboard. The only way to recover from this error is to reprogram the CDU data. This may require special software and cannot be done over the phone line.
C0034 Double Note detect module failure	Double detect module reporting error, check wiring to the module.
C0035 Double Note detect module failure (2)	Double detect module reporting error, check wiring to the module.
C0036 Detected notes in path before	One or more sensors in the dispenser detected a blockage prior to

initializing

initializing. Check for notes in the Cash Dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service.

C0039	Gate sensor open during initializing	Check the sensor that is activated when you close the reject bin door (2k/4k dispensers only). If the sensor is not being pressed then the error will occur. Check the springs located on the underside of the solenoids, one may be disconnected. Otherwise the CDU will require repair / replacement.
C003B	Notes detected during installation	Check for notes in the Cash Dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service.
C0040	Cassette removed during dispense	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.
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. The CDU belts or the Cassette rollers may need to be cleaned (rubbing alcohol). Check that the denomination in Transaction setup matches the actual denomination loaded.
C0042	Note jam	Check for notes in the Cash Dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service
C0043	More than 10 notes rejected during one transaction	Verify the quality of the cash. Straighten and shuffle cash in the cassette. Check the reject analysis to determine the cause of reject (reports menu). If the cash is of known good quality then try cleaning the cassette and dispenser. Otherwise service to cassette or dispenser may be required.
C0044	More than 5 notes rejected consecutively	Verify the quality of the cash. Straighten and shuffle cash in the cassette. Check the reject analysis to determine the cause of reject (reports menu). If the cash is of known good quality then try cleaning the cassette and dispenser. Otherwise service to cassette or dispenser may be required.
C0046	CDU Hardware Failure	Error reported during CDU initialization. Check cabling and potential blockages and power cycle ATM.
C0047	Feed error	This error occurs when the dispenser attempts to pull a bill from the cassette and is unsuccessful before the dispenser times out. Depending on the model of dispenser there are different causes and possible solutions. It can be as simple as the cassette being empty, rollers need cleaning to a firmware upgrade to the CDU.
C0048	Incorrect bill count	Verify cash count in the Settlement menu.
C004A	Jammed notes	Check for notes in the Cash Dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service
C004B	Long note detected 3 times consecutively	Verify the quality of the cash. Straighten and shuffle cash in the cassette. Try cleaning the cassette and dispenser. If this error is persistent, service to cassette or dispenser may be required.
C004C	Miscount of notes between sensors	Verify operation of exit gate. Check the number of dispensed notes. Clean the dispenser and test using diagnostics. Dispenser may require service.
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. MB1000 check condition of the clutch alignment screw.
C004E	Miscount of notes between	Test CDU using diagnostics, use journal to verify amount of dispensed

	sensors	notes versus requested notes. Clean dispenser and cassette. If error is persistent the dispenser may require service.
C004F	Miscount of notes between sensors	Test CDU using diagnostics, use journal to verify amount of dispensed notes versus requested notes. Clean dispenser and cassette. If error is persistent the dispenser may require service.
C0050	Power failure during dispense	Remove any notes from path. Before reinitializing the ATM, first the verify amount of dispensed notes in the cassette against the journal.
C0051	Over 150 notes requested	Possibly due to too many rejects, may require repair or cleaning if consistent. Check the Reject Analysis, this may help determine the cause. Cash quality, condition of the rollers in the cassette can effect this condition.
C0052	Detected notes in path after dispense	Remove any notes from path, verify amount of dispensed notes. Clean dispenser. Verify the amount of bills against the journal.
C0053	CDU double detect module failure.	Double detect module may require adjustment. Check wiring and CDU mainboard connections.
C0055	Detected long notes at outlet sensor	(See definition of C0011 error) this is typically a bounce back of a bill during dispense causing the exit sensor to remain blocked for a longer time than is expected.
C0056	Exit gate sensor failure	Check condition of exit gate, and the exit gate sensor.
C0057	Cassette information is not properly set	CDU programming is not accurate or complete.
C0059	Cash cassette 2 removed prior to dispense.	Set the cash cassette. Inspect the cassette detection microswitch. Reposition the microswitch if necessary.
C005A	Cash cassette 1 removed prior to dispense	Set the cash cassette. Inspect the cassette detection microswitch. Reposition the microswitch if necessary.
C005B	Cash cassette 2 misfeed	Check cassette for jams, check condition of bills in cassette.
C005D	Double detect constantly	Inspect double detect module and adjust as necessary. Check and clean the cassette and rollers, verify the quality of cash.
C005E	Dispense command size check error	Re-initialize machine, verify connections to mainboard. Check for unplugged sensors.
C005F	Dispense command error	Re-initialize machine, verify connections, check for unplugged sensors.
C006x	Sensor failure	Check for notes in the Cash Dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service
C007x	Sensor failure	Check for notes in the Cash Dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service
C0082	Shutter failure	Check all wiring connections to CDU mainboard. Reinitialize CDU
C0083	Stacker sensor failure	Check all wiring connections to CDU mainboard. Reinitialize CDU
C0084	Shutter close error	Check all wiring connections to CDU mainboard. Reinitialize CDU.
C00AB	Notes detected before	Clear notes from dispenser. Possibly dust or foreign object blocking sensor.

initializing

C00E0 NS2A, NS2B dark	Nanocash only - verify connections to sensors. Check wiring to mainboard.
C00E1 NS4 dark	Verify connections to NS4 sensor. Check all wiring to mainboard.
CANCE User canceled transaction at surcharge	This is not an error, but rather a statistic to notify how many users respond "no" to the surcharge notification.
CDN05 CDU connection failure	Check cables between CDU and Mainboard, remove cables (even though they may be attached) and re-connect. Use an electrical parts contact cleaner on terminals. This error is of concern only if it is repeated. Outside interference may cause it (neon signs, lights).
CDN0F CDU connection failure	Check cables between CDU and Mainboard, remove cables (even though they may be attached) and re-connect. Use an electrical parts contact cleaner on terminals. This error is of concern only if it is repeated. Outside interference may cause it (neon signs, lights).
CDNxx CDU connection failure	Check cables between CDU and Mainboard, remove cables (even though they may be attached) and re-connect. Use an electrical parts contact cleaner on terminals. This error is of concern only if it is repeated. Outside interference may cause it (neon signs, lights).
D0001 Modem initialization error	Check modem in diagnostics or modem test. If persistent, it could be a defective modem. Note: If the modem is defective, this error will most likely occur frequently. One or two instances of this error does not usually indicate a defective part.
D0002 Reversal transaction failed.	The ATM attempted to do a reversal and could not. Check transaction with the processor. Verify CDU functionality with diagnostics. Verify phone connection. Look in error summary for D1800, D2000.
D0005 Undefined network processing error	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0011 Format error in the message.	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0012 Invalid Transaction	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0013 Invalid Amount	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0014 Invalid Card Number	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0019 Reenter the entire transaction	Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0020 Surcharge screen should have been displayed	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you

encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0024 Exceeds issuer withdrawal limit

Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0031 Issuer financial institution is not supported by a processor

Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0039 No credit account

Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0041 No credit account found for the CCN

Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0043 Stolen Card

Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0050 Transaction is not approved

Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0051 Insufficient funds

Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0052 No checking account

Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0053 No savings account

Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0054 Expired Card

Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0055 Invalid PIN

Code reported from host processor - Verify all programming. In the case of a new installation, if master keys are not bound properly, Terminal ID is not active or if programming is not correct for the host this can occur. If all programming appears correct, contact the processor and have them trace the Terminal ID.

D0056 No card record found

Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0057 Transaction not permitted - card

Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you

encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0058 Transaction not permitted - Terminal	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0059 Customer should contact his or her financial institution	Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0060 Allowable withdrawal limit is exceeded	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0061 Exceeded withdrawal limit	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0065 Exceeds withdrawal frequency limit	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0067 Capture card at the terminal (requires card be picked up at ATM only).	Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0075 Number of PIN tries exceeded	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0078 No Account	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0080 Invalid Date	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0081 Time out: response not received in time allowed (SHAZAM switch-in-front (SIF) terminals).	Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0082 Cashback limit exceeded.	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0083 Cannot verify PIN	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0084 Processor not available; acquirer processor unable to	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you

send message

encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.

D0086 Cannot verify PIN	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0090 Cutoff complete for terminal; cannot process prior days business	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0091 Bank unavailable	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0092 System unavailable	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0093 Transaction serial number mismatch	Verify all programming, contact host processor
D0094 Record format mismatch	Verify all programming, 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)	Verify all programming, contact host processor
D0098 Response type mismatch (day-close)	Verify all programming, contact host processor
D0099 Response type mismatch (Configuration)	Verify all programming, contact host processor
D009A Response type mismatch (Withdrawal, Balance, Transfer)	Verify all programming, contact host processor
D009B STX omitted	Verify all programming, contact host processor
D009C ETX omitted	Verify all programming, contact host processor
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 all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D009F FS omitted (after system trace audit number)	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A0 FS omitted (after account balance)	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor

D00A1 FS omitted (after available balance)	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A2 FS omitted (after available balance)	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A3 FS omitted (after authorization response text)	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A4 ETX is in wrong place	Verify all programming. 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 all programming. 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 all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A7 FS omitted (after surcharge amount in day close message)	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A8 FS omitted (after surcharge amount in configuration message)	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Check that Dual Master Key is disabled (non CoreData). Contact host processor
D00A9 ETX omitted (from configuration message)	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D0300 Modem is not responding	Use diagnostic or modem test to test modem. If error is persistent, modem may be defective.
D1000 No Connection	Use diagnostic or modem test to test modem. If error is persistent, modem may be defective.
D1100 ENQ not received from host	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D1200 Transmission error	Use diagnostic or modem test to test modem. If error is persistent, modem may be defective
D1300 NAK sent 3 times to host	Verify host phone number - See D170x. If persistent, it could be a defective modem.
D1500 Modem connection time out - host not responding	Verify host phone number - verify modem speed - See D170x. If consistent, it can be a defective modem
D1702 Modem connection error	Phone line connected to ATM will not support data communication. In line filter may help this. Excessive EMI emissions from outside source (neon sign, freezer)are likely causes. This can also be a problem with programming, check all programming (especially Dual Master Key setting and Host Processor Mode).
D1704 Modem connection error	Phone line connected to ATM will not support data communication. In line filter may help this. Excessive EMI emissions from outside source (neon sign, freezer)are likely causes. This can also be a problem with programming, check all programming (especially Dual Master Key setting and Host Processor Mode).
D1706 Modem connection error	Phone line connected to ATM will not support data communication. In line filter may help this. Excessive EMI emissions from outside source (neon sign, freezer)are likely causes. This can also be a problem with

programming, check all programming (especially Dual Master Key setting and Host Processor Mode).

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). This can also be a problem with programming, check all programming (especially Dual Master Key setting and Host Processor Mode).
D1800	No dial tone	Verify that incoming phone line is plugged into "Line" rather than "Phone" on mainboard. Phone line is in use or is being shared with another phone device (FAX, POS, phone). NOTE: This error occurs only if there is no dial tone at the mainboard.
D1900	No answer	Verify host phone number - See D170x, there is no answer from the host modem.
D2000	Phone line Busy	Verify host phone number - call line with handset and check for busy signal - See D170x. ATM modem is receiving a busy signal when it dials out.
D2100	Modem initialization error	Check modem in diagnostics or modem test. If persistent, it could be a defective modem. Note: If the modem is defective, this error will most likely occur frequently. One or two instances of this error does not usually indicate a defective part.
D2200	EOT not received from host	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
E000x	RMS port failure, response time out, modem failure, no dial tone	Verify RMS settings (Host Setup) - See D170x
F0001	Current Number of Bills 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 timer 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 Denominations are \$10, \$20, \$50, \$100 - (Transaction Setup)
F0008	Fast Cash Set error (cannot exceed dispense limit)	Check fast cash settings (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 - re-inject 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 timer (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	NVRAM Failure	Fatal error, defective memory chip. Replace Mainboard
F0014	NVRAM Failure	Fatal error, defective memory chip. Replace Mainboard
W0001	WebRMS failed to dial into the ATM	This does not mean that the ATM is down; it's a warning message that WebRMS could not dial into the ATM after three attempts during its daily scheduled dial-in period. Make sure the ATM is turned on, the phone line fits securely on both ends, and not shared with a voice phone nor experiences static.
W0002	WebRMS low cash warning	This is a courtesy alert warning, along with an email message, that you requested to receive when the total bill count is under a certain amount. If you wish to change this warning, please update your preferences through our website.
W0003	WebRMS could not retrieve the local ATM time	Although WebRMS successfully retrieved the journal information, it could not find the ATM's local time. (This is equivalent to the "-1/-1/-001" error when using Windows RMS). This problem sometimes occurs with ATMs that have an older application version. Make sure you are running the latest application version.
W0004	The ATM time, as set in the Operator Function Menu, is incorrect	WebRMS has detected that the ATM probably has incorrect date and time settings. You will need to physically go to the ATM location and manually reset the correct date with the Master Password.
W0005	WebRMS coincidentally detected that the ATM was in Operator mode at the time the ATM was dialed into.	This is not an error in particular, but a simple warning that someone was locally on-site at the ATM, and used its Operator Function menu.
W0006	WebRMS has failed to dial into the ATM consecutively for more than 3 days.	Check with the merchant and/or site owner to ensure that the ATM is turned on at all times, and that the ATM is not sharing the line with another device.