

Error Code List

Error Code	Error Description
20001	Unable to load a cassette
20002	Low Cash
20003	Reject Bin is Full
20004	Vault Door is Open
20010	Receipt Paper Jam
20012	Receipt printer feed lever open
20013	Receipt paper is empty
20014	Thermal printer is overheated
2xx15	Cash Dispenser detects bills prior to dispensing
Axxx1	Receipt printer feed lever open - during operation
Axxx2	Thermal printer is overheated - during operation
Axxx3	Receipt Paper Jam
Axxx4	Receipt paper is empty
Axxx5	Receipt paper is jamming during loading
Axxx8	Receipt paper cutter error

ADNxx	Printer connection error
C001x	CDU sensor is tripped
C002x	CDU sensor is tripped
C0030	CDU motor failure
C0031	CDU Gate solenoid error
C0032	Outlet solenoid error
C0033	CDU Encoder error
C0034	Double Note detect module failure
C0035	Double Note detect module failure (2)
C0036	Detected notes in path before initializing
C0039	Gate sensor open during initializing
C003B	Notes detected during installation
C0040	Cassette removed during dispense
C0041	Tried to dispense notes more than 5 times
C0042	Note jam
C0043	More than 10 notes rejected during one transaction

C0044	More than 5 notes rejected consecutively
C0046	CDU Hardware Failure
C0047	Feed error
C0048	Incorrect bill count
C004A	Jammed notes
C004B	Long note detected 3 times consecutively
C004C	Miscount of notes between sensors
C004D	Cash cassette not properly set
C004E	Miscount of notes between sensors
C004F	Miscount of notes between sensors
C0050	Power failure during dispense
C0051	Over 150 notes requested
C0052	Detected notes in path after dispense
C0053	CDU double detect module failure.
C0055	Detected long notes at outlet sensor
C0056	Exit gate sensor failure
C006x	Sensor failure

C007x	Sensor failure
C0082	Shutter failure
C0083	Stacker sensor failure
C0084	Shutter close error
CDNxx	CDU connection failure
D0001	Modem initializing error
D0002	Reversal transaction failed.
D0012	Invalid Transaction
D0013	Invalid Amount
D0014	Invalid Card Number
D0020	Surcharge screen should have been displayed
D0024	Exceeds issuer withdrawal limit
D0039	No credit account
D0051	Insufficient funds
D0052	No checking account
D0053	No savings account
D0054	Expired Card

D0055	Invalid PIN
D0057	Transaction not permitted - card
D0058	Transaction not permitted - Terminal
D0061	Exceeded withdrawal limit
D0075	Number of PIN tries exceeded
D0078	No Account
D0080	Invalid Date
D0083	Cannot verify PIN
D0086	Cannot verify PIN
D0091	Bank unavailable
D0092	System unavailable
D0093	Transaction serial number mismatch
D0094	Record format mismatch
D0095	Routing ID mismatch
D0096	Terminal ID mismatch
D0097	Response type mismatch (reversal)
D0098	Response type mismatch (day-close)

D0099	Response type mismatch (Configuration)
D009A	Response type mismatch (Withdrawal, Balance, Transfer)
D009B	STX omitted
D009C	ETX omitted
D009D	FS omitted (after response code)
D009E	FS omitted (after retrieval reference number)
D009F	FS omitted (after system trace audit number)
D00A0	FS omitted (after account balance)
D00A1	FS omitted (after available balance)
D00A2	FS omitted (after available balance)
D00A3	FS omitted (after authorization response text)
D00A4	ETX is in wrong place
D00A5	FS omitted (after total cash dispense amount in day close)
D00A6	FS omitted (after total non cash dispense amount in day close)
D00A7	FS omitted (after surcharge amount in day close message)
D00A8	FS omitted (after surcharge amount in configuration message)
D00A9	ETX omitted (from configuration message)

D0300	Modem is not responding
D1000	No Connection
D1100	ENQ not received from host
D1200	Transmission error
D1300	NAK sent 3 times to host
D1500	Modem connection time out - host not responding
D170x	Modem cannot support connection - excessive line noise (usually D1704/06)
D1800	No dial tone
D1900	No answer
D2000	Phone line Busy
D2100	Modem initializing error
D2200	EOT not received from host
E000x	RMS port failure, response time out, modem failure, no dial tone
F0001	Current Number of Bills is 0
F0002	No Surcharge Owner set
F0003	No Surcharge Amount
F0004	No refresh timer set when advertisement is enabled

F0005	No Advertisement text when advertisement is enabled
F0006	Dispense limit set error (must be less than 25 notes)
F0007	Denomination Set error
F0008	Fast Cash Set error (cannot exceed dispense limit)
F0009	Master Key index is invalid
F000A	Master Key is empty
F000B	Host Telephone Number is not set
F000C	Error Retry timer is not set
F000D	RMS Password is not set when RMS is enabled
F000E	RMS phone number is not set when RMS send is enabled
F000F	Terminal ID is not set
F0010	Routing ID is not set
F0011	Master Key Serial number is not set
F0013/14	NVRAM Failure
F0019	Master password set to default
T1001	Database Access error - journal corrupt
C00C7	MB21T cash tray error

C00C8	MB21T cash tray error
C00C9	MB21T cash tray error
C00D0	MB21T CDU & cash tray error
C00D1	MB21T Cash tray error
D2500	Cannot connect to Host
D2510	Time out while sending
D2511	Communication error while sending
D2512	Socket error while sending
D2513	Time out while receiving
D2514	Communication error while receiving
D2515	Socket error while receiving
D3200	No response from Host / Dialing time out to Host

Solution / Instructions

Remove and replace cassette - Check the micro-switch located on the inside left wall of the dispenser

Replenish the cash - if using less than 75 bills, disable "Low Cash Warning" in the Transaction Setup menu.

Empty reject bin - if bin is empty, do a Cassette Total - If that doesn't help then check AP, BIOS and CDU ROM versions

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.

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.

Close the feed lever on the printer.

Replenish the paper roll

Contact manufacturer

Remove any jammed bills from the dispenser.

Close the feed lever on the printer.

If problem is consistent than print head assembly may be defective.

Remove jammed paper - Release receipt paper drawer by pressing the tab with the green sticker located at the front of the printer.

Replenish the paper roll

Remove any jammed paper and then reload.

If consistent, printer will require repair / replacement

Check cables between Printer and Mainboard, remove cables (even though they may be attached) and re-connect
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.
Check dispenser for jammed bills and restart the machine
Check cable to motor - check CS8 sensor *& encoder wheel - CDU will require repair / replacement
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CDU will require repair / replacement. Usually caused by loss of battery power to the CDU mainboard.
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Check for notes in the Cash Dispenser.
CDU will require repair / replacement
Check for notes in the Cash Dispenser. If nothing is found and problem persists, repair is necessary.
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.
Check the condition of the cash in the cassette. Verify that the cash is of good quality. Check that the denomination in Transaction setup matches the actual denomination loaded. Nano: Check spring on Double Detect module
Check for notes in the Cash Dispenser.
Verify the quality of the cash. Straighten and shuffle cash in the cassette.

Verify the quality of the cash. Straighten and shuffle cash in the cassette.
CDU will require repair / replacement
Check the notes in the cassette, feed error occurred where the cash leaves the cassette. Verify that the cassette has cash in it.
Verify cash count under settlement
Check for notes in the Cash Dispenser.
Verify the quality of the cash. Straighten and shuffle cash in the cassette.
Verify operation of exit gate. Check the number of dispensed notes.
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.
Test CDU using diagnostics, verify amount of dispensed notes versus requested notes.
Test CDU using diagnostics, verify amount of dispensed notes versus requested notes.
Remove any notes from path, verify amount of dispensed notes.
Possibly due to too many rejects, may require repair if consistent
Remove any notes from path, verify amount of dispensed notes.
CDU will require repair / replacement
Check quality of cash, verify that denomination matches actual loaded cash.
CDU will require repair / replacement
Check sensors for debris. Contact manufacturer.

Code reported from host processor - If processing through Core data verify that Dual-Master key is enabled (Injected Master Key only) - all other processors it is disabled.
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Code reported from host processor
Code reported from host processor
Contact host processor
Contact host processor
Verify Routing ID number - Contact host processor
Verify Terminal ID number - Contact host processor
Contact host processor
Contact host processor

Verify modem function.
Verify modem function.
Contact host processor
Verify modem function.
Verify host phone number - See D170x
Verify host phone number - verify modem speed - See D170x. If consistent, it can be a defective modem
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)
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)
Verify host phone number - See D170x
Verify host phone number - call line with handset and check for busy signal - See D170x
Check modem
Contact host processor
Verify RMS settings (Host Setup) - See D170x
Load notes into the cash cassette - use Add Cassette function in Settlement
Set Surcharge owner - (Customer Setup)
Set Surcharge amount - (Customer Setup)
Set refresh timer - (Customer Setup)

Set Advertisement text - (Customer Setup)
Set Dispense limit - (Transaction Setup)
Valid Denominations are \$10, \$20, \$50, \$100 - (Transaction Setup)
Check fast cash settings (Transaction Setup)
Check Master Key index - verify checksum (Host Setup)
Check Master Key checksum - reinject key (Host Setup)
Set Host Telephone Number - (Host Setup)
Set Error retry timer (Host Setup)
Set RMS Password - (Host Setup)
Set RMS Phone number - (Host Setup)
Set Terminal ID number - (Host Setup)
Set Routing ID number - (Host Setup)
Set Master Key serial number - (Host Setup)
Fatal error, defective memory chip. Replace Mainboard
Change master password before attempting to connect to the Host.
Clear Journal - Format F: Drive
CS12 dark during dispense or initializing - inspect cash tray for debris or blocked note. Wipe down cash tray sensors and use compressed air to remove and dust & debris.

CS14 dark during dispense or initializing - inspect cash tray for debris or blocked note. Wipe down cash tray sensors and use a can of compressed air to remove and dust & debris.
CS12 & CS14 dark during dispense or initializing - inspect cash tray for debris or blocked note. Wipe down cash tray sensors and use compressed air to remove and dust & debris.
CS13 & 12 detect jam during dispense - checked for jammed note at CDU exit gate, Check cash tray for blocked or jammed note.
CS14 & 12 detect jam during dispense - Remove block/jam from cash tray
Check IP configuration - contact your network administrator
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Check IP configuration - contact your network administrator
Check IP configuration - contact your network administrator
Check IP configuration - contact your network administrator
Check Host phone number - check programming - contact host.