

GENMEGA ERROR CODES

| Code | Description | Resolution |
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| 0 | Normal Status | None |
| CDN04 | 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). |
| 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). |
| 20001 | Unable To Detect 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. |

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| 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 are 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. |
| 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. |

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| 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 customers 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. |

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| | 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. |
| C0037 | Sensor(NS7) for detecting Double is covered during dispensing note | None |
| 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. |
| C0045 | Notes Overdispensed | Check NS4 Sensor |
| 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. |

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| 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 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. |
| 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. |

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| C009F | 3Cassette misfeed error | Check if notes available in cassette |
| C00AB | Notes detected before initializing | Clear notes from dispenser. Possibly dust or foreign object blocking sensor. |
| C00C7 | CS12 Sensor blocked | MB2100T – The CS12 sensor, which is located at the upper part of the cash tray was blocked while the machine was either dispensing or initializing. Clear the cash tray of any bills or foreign objects. If the error persists, the vault assembly may need to be removed to inspect / access the cash tray sensors. |
| C00C8 | CS14 Sensor blocked | MB2100T – The CS14 sensor, which is located close to front of the cash tray, was blocked while the machine was either dispensing or initializing. Clear the cash tray of any bills or foreign objects. If the error persists, the vault assembly may need to be removed to inspect / access the cash tray sensors. |
| C00C9 | CS12 & CS14 Sensors blocked | MB2100T – Both the CS12 and CS14 sensors were blocked while the machine was either dispensing or initializing. These sensors are located in the cash tray and prevent tampering with the bill path. Clear the cash tray of any bills or foreign objects. If the error persists, the vault assembly may need to be removed to inspect / access the cash tray sensors. |
| C00D0 | Sensor block while dispensing | MB2100T – A blockage was detected between the CS13 (CDU exit gate) and CS12 cash tray sensors. There may be a note stuck in the upper part of the cash tray ramp. Try clearing the cash tray of notes or foreign objects. Open the vault and slide the dispenser back to access the exit gate area. Both sensors must be blocked for this error to occur. |
| C00D1 | Sensor blocked while dispensing | MB2100T – A blockage was detected between the CS12 (upper cash tray sensor) and CS14 (lower cash tray sensor). There may be a note stuck in the cash tray ramp. Try clearing the cash tray of notes or foreign objects. Open the vault and slide the dispenser back to access the exit gate area. Both sensors must be blocked for this error to occur. |
| 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. |
| C00FF | Sensor blocked | None |
| 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. |
| CDN01 | No Response after send command | None |
| 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). |
| CDN11 | No Response after 3 retry of command | None |
| CDN12 | No Response between ENQ-ACK after 5 retry of ENQ | None |
| CDN13 | No Response after 5 retry because of timeout between | None |

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| | STX-BCC interval | |
| 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 |

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| | | 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. |

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| 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 send 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. |
| 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. |

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| | | 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 (Check T-DES Type) |
| 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 |

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| 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 |
| D00B0 | Invalid Terminal ID | Contact host processor |
| D0100 | Transaction approved | None |
| D0101 | Expired card | None |
| D0102 | Unauthorized usage | None |
| D0103 | PIN error | None |
| D0104 | Invalid PIN | None |
| D0105 | Bank unavailable | None |
| D0106 | Card not supported | None |
| D0107 | Insufficient funds | None |
| D0108 | Ineligible transaction | None |
| D0109 | Ineligible account | None |
| D0110 | Number of daily withdrawals exceeded | None |
| D0111 | Cannot process transaction | None |
| D0112 | Amount too large | None |
| D0113 | Account closed | None |
| D0114 | PIN tries exceeded | None |
| D0115 | Database problem | None |
| D0116 | Withdrawal limit already reached | None |
| D0117 | Invalid amount | None |
| D0118 | External decline | None |
| D0119 | System error | None |
| D0120 | Contact card issuer | None |
| D0121 | Routing lookup problem | None |
| D0122 | Message edit error | None |

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| D0123 | Transaction not supported | None |
| D0124 | Insufficient funds | None |
| D0125 | Western Union sender data error | None |
| D0126 | Western Union receiver data error | None |
| D0127 | CRC error | None |
| D0128 | Pre-pay transaction failed | None |
| D0129 | Pre-pay transaction rejected | None |
| D0130 | Invalid mobile phone number | None |
| D0131 | Pre-pay account limit reached | None |
| D0132 | Pre-pay system unavailable | None |
| D0133 | Response would exceed message size limit | None |
| D0134 | Necessary information missing to process transaction | None |
| D0135 | Second Invalid PIN(second "Invalid PIN" try in a row and one try is left before deactivation) | None |
| 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). |
| 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). |

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| 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 |
| D2500 | Cannot connect to the host | Check the connection |
| D2510 | Timeout while Sending | None |
| D2511 | Communication error while Sending | None |
| D2513 | Timeout while Receiving | None |
| D2514 | Communication error while Receiving | None |
| D2515 | Socket Error while Receiving | None |
| D3204 | Invalid Host phone number | Verify the Host phone number is programmed correctly. Do not use spaces or dashes in the phone number string. |
| 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) |

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| F0009 | Master Key index is invalid | Check Master Key index – verify checksum (Host Setup) |
| 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 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 |
| F0015 | ATM Serial No. Empty | None |
| F0016 | Default Master Password is not changed | None |
| F0020 | Host IP Address is not inputted | None |
| F0021 | RMS IP or Port is not inputted in RMS Enable | None |
| P0001 | Deposit Error | Deposit Error |
| P0002 | Deposit Timeout | Deposit Timeout |
| P0003 | Invalid Deposit | Invalid Deposit |
| P0004 | Deposit Cancelled | Deposit Cancelled |
| PDN01 | EPP Cmmunication Error | None |
| 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 occur with ATMs of 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 | 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 |

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| | incorrect | 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. |