
Error Code List for eCash & Nanocash

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
20001	Unable to load a cassette.	Removed and replace cassette–Check the micro-switch located on the inside left wall of the dispenser.
20002	Low cash.	Replenish the cash-if using less than 75 notes, disable the “Low Cash Warning” in the Transaction Setup Menu.
2003	Reject Bin full.	Empty the Reject Bin-If the bin is empty, do a Day Total and then a Cassette Total-If that doesn't help, check AP, BIOS and CDU ROM versions.
20004	Vault Door is open.	Check vault door switch (located upper left corner)-check that black and white, 2-wire connector is properly connected at rear of main board. Bend switch forward to aid closing problems.
2005	Cash Dispenser Unit data (country, cassette, shutter) setting error occurs during initialization.	1. Check Cash Dispenser Unit information. 2. check battery back-up SRAM.
20010	Receipt Paper jam.	Remove jammed paper-Release receipt paper drawer by pressing the tab with the green sticker located at the front of the printer. Remove printer to locate difficult jams.
20011	TPH Headup Lever Open	Check Headup Lever.
20012	Receipt Printer feed lever open.	Close the feed lever in the roll.
20013	Receipt paper empty.	Replenish the paper roll.
20014	Thermal printer is overheated.	Contact manufacturer.
2XX15	Cash Dispenser detects	Remove any jammed notes from the dispenser.
90001	Card Swipe Error.	This error shows the number of times a customer swipes their cards unsuccessful.
AXXX1	Receipt Printer feed lever open-during operation.	Close the feed lever in the printer.

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AXXX2	Thermal printer is Over heated-during operation.	If problem is consistent then print head assembly may be defective.
AXXX3	Receipt paper jam.	Remove jammed paper- Release receipt paper drawer by pressing the tab with the green sticker located at the front of the printer.
AXXX4	Receipt paper is empty.	Replenish the paper roll.
AXXX5	Receipt paper is jamming during loading.	Remove any jammed paper and then reload.
AXXX7	Feed Lever Opened.	Check feed lever and sensor pollution.
AXXX8	Receipt paper cutter error.	If consistent, printer will require repair/replacement.
ADNXX	Printer connection error.	Check cables between Print and Main board. Remove cables (even though they are attached) and reconnect.
CANCE	Surcharge Cancel.	Customer has canceled the transaction at surcharge.
C001X	CDU sensor is tripped.	Most typically a C0011 error, this would indicate a note jam at the exit sensor of the cash Dispenser. Usually caused by a customer putting fingers in the cash drawer during dispense.
C002X	CDU sensor is tripped.	Check dispenser for jammed notes and restart the machine.
C0030	CDU sensor is motor failure.	CDU will require repair/replacement.
C0031	CDU Gate solenoid error.	CDU will require repair/replacement.
C0032	Outlet solenoid error.	CDU will require repair/replacement.
C0033	CDU Encoder error.	CDU will require repair/replacement. Usually caused by loss of power to the CDU mainboard.
C0034	Double Note detect module failure.	CDU will require repair/replacement.
C0035	Double Note detect module failure.	CDU will require repair/replacement.
C0036	Detected notes in path before initializing.	Clear notes in the Cash Dispenser.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
C0037	Double detection sensor (CS5/NS9) covered occurs while notes are being dispensed.	1. check CS5(NS9)-pollution, cable, wrong insertion Of connectors, etc. 2. Check logic related to CS5(NS9) in the Cash Dispenser Unit board.
C0039	Gate sensor open during initializing.	CDU will require repair/replacement.
C003B	Notes detected during installation.	Check for notes in the Cash Dispenser. If nothing is found and problem persists, repair is necessary.
C0040	Cassette removed during dispense.	Reset the cassette. Check position of micro switch on rear right wall of cassette bay in the dispenser. Check the condition of the white plastic cassette retaining slips 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. Check the dispenser.
C0042	Note jam.	Check for notes in the Cash Dispenser.
C0043	More than 10 notes rejected during one transaction.	Verify the quality of the cash. Straighten and shuffle cash in the cassette.
C0044	More than 5 notes rejected consecutively.	Verify the quality of the cash. Straighten and shuffle cash in the cassette.
C0045	More note than requested were dispensed. NO. of requested notes < NO. of notes passing CS13 (NS4) occurs while notes are being dispensed.	1. Check the number of dispensed notes and the status of notes. 2. Check CS13(NS4). 3. Check logic related to CS13(NS4) of the Cash Dispenser Unit board.
C0046	CDU hardware failure.	CDU will require repair/replacement.
C0047	Feed error.	Check the notes in the Cash settlement.
C0048	Incorrect note count.	Verify cash count under settlement.
C0049	Request to dispense 0 note. Command error in the Control Electronics control part.	The Control Electronics control part.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
C004A	Jammed notes.	Check for notes in the Cash Dispenser.
C004B	Long note detected 3 times consecutively.	Verify the quality of the cash. Straight and shuffle cash in the cassette.
C004C	Miscount of notes between sensors.	Verify operation of the cash. Straighten and shuffle cash in the cassette
C004D	Cash cassette not properly	Reset the cassette ; check position of microswitch on rear right wall of cassette bay
C004E	Miscount of notes between sensors.	Test CDU using diagnostics. Verify amount of dispensed notes versus requested notes.
C004F	Miscount of notes between sensors.	Test CDU using diagnostics. Verify amount of dispensed notes versus requested notes.
C0050	Power failed during dispense.	Remove any notes from path. Verify amount of dispensed notes .
C0051	Over 150notes requested.	Possibly due to too many rejects. May require consistent repair.
C0052	Detected long notes at outlet sensor.	Remove any notes from path. Verify amount of dispensed notes .
C0053	CDU double detect module failure.	CDU will require repair/replacement.
C0054	CDU Program Error.	Download new EP software.
C0055	Detected long notes at outlet sensor.	Check quality of cash. Verify that denomination matches actual loaded cash.
C0056	Exit gate sensor failure.	CDU will require repair/replacement.
C0057	Cassette information is not properly set.	Set information of Cash Dispenser Unit if error is not cleared after power Off/On.
C0059	Cash cassette 2 removed prior to dispenser.	1. Set cassette again. 2. Check CS7(NS11) 3. Check related logic of Cash Dispenser Unit board.
C005A	Cash cassette 1 removed prior to dispenser.	1. Set cassette again. 2. Check CS7(NS16) 3. Check related logic of Cash Dispenser Unit board.
C005B	2nd Cassette Miss-feed.	1. Check the notes-setting status in the cassette. 2. Check CS15A and 15B(NS2) sensor.

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C005D	Constant double detect	1. Check CS5(NS9)-pollution, cable cutting, wrong insertion of connectors, etc. 2. Check logic related to CS5(NS9) in the Cash Dispenser Unit board.
C005E	Dispenser command size check error.	Download new EP software.
C005F	Dispenser command error.	1. Check AP software. 2. Download new EP software.
C00AB	Note has been detected on the path before initializing the Cash Dispenser Unit.	1. Remove the jammed note on the path. 2. Check if the sensor is polluted. 3. Check if cable is cut or the connector is wrongly inserted. 4. Check logic related to the sensor in the Cash Dispenser Unit board.
C00E0	NS2A, NS2B dark.	Check NS2.
C00E1	NS4 dark.	Check NS4.
C006X	Sensor failure.	Check sensor for debris. Contact manufacturer.
C007X	Sensor failure.	Check sensor for debris. Contact manufacturer.
C0082	Shutter failure.	CDU will require repair/replacement.
C0083	Stacker sensor failure.	CDU will require repair/replacement.
C0084	Shutter close error.	CDU will require repair/replacement.
CDNXX	CDU connection failure.	Check the cable between CDU and mainboard. Remove cables (even though they are of concern only if it is repeated. Outside interference may cause it.
D0001	Modem initializing failure.	This error is reported from the host. Check that programming is correct for this processor. Not likely a defective modem.
D0002	Reversal transaction failure.	Check the transaction with the processor. Verify CDU functionality with diagnostics. Phone connection.
D0003	Pin Error.	Enter correct PIN.
D0004	Invalid Pin.	Enter correct PIN.
D0005	Bank Unavailable.	Check your card.
D0006	Card not	Check your card.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
D0007	Insufficient Funds.	Check your balance and make transaction again.
D0008	Ineligible Transaction.	Check your available account.
D0009	Ineligible account.	Check your available account.
D0010	Daily limit exceeded.	Make transaction later.
D0011	Unable to process.	Make transaction again.
D0012	Invalid transaction.	Code reported from host processor.
D0013	Invalid amount.	Code reported from host processor.
D0014	Invalid Card Number.	Code reported from host processor.
D0015	Unable to process.	Make transaction later.
D0016	Withdrawal limit already reached.	Make transaction later.
D0017	Invalid amount.	Enter available amount.
D0018	External decline.	This ATM doesn't support your transaction because of bank's alliance.
D0019	System error.	Make transaction later.
D0020	Surcharge screen should have been displayed.	Code reported from host processor.
D0021	Routing lookup problem.	Contact network company.
D0022	Unable to process.	Make transaction company.
D0023	Transaction not supported.	Make transaction later.
D0024	Exceeds issuer withdrawal limit.	Code reported from host processor.
D0039	No Credit account.	Code reported from host processor.
D0051	Insufficient funds.	Code reported from host processor.
D0052	No checking account.	Code reported from host processor.
D0053	No savings account.	Code reported from host processor.
D0054	Expired card.	Code reported from host processor.
D0055	Invalid Pin.	Code reported from host processor.
D0057	Transaction not permitted-card.	Code reported from host processor.
D0058	Transaction not permitted-Terminal.	Code reported from host processor.
D0061	Exceed withdrawal limit.	Code reported from host processor.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
D0075	Number of PIN tries exceeded.	Code reported from host processor.
D0078	No. Account.	Code reported from host processor.
D0080	Invalid Date.	Code reported from host processor.
D0083	Cannot verify PIN.	Code reported from host processor.
D0086	Cannot verify PIN.	Code reported from host processor.
D0091	Bank unavailable.	Code reported from host processor.
D0092	System unavailable.	Code reported from host processor.
D0093	Transaction serial number mismatch.	Contact host processor.
D0094	Record format mismatch.	Contact host processor.
D0095	Routing ID mismatch.	Verify Routing ID number- Contact host processor.
D0096	Terminal ID mismatch.	Verify Routing ID number- Contact host processor.
D0097	Response type mismatch (reversal).	Contact host processor.
D0098	Response type mismatch (Day-close).	Contact host processor.
D0099	Response type mismatch (Configuration	Contact host processor.
D009A	Response type mismatch (Withdrawal, Balance, Transfer)	Contact host processor.
D009B	STX omitted.	Contact host processor.
D009C	STX omitted.	Contact host processor.
D009D	FS omitted (next to response code).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D009E	FS omitted (next to retrieval reference number).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D009F	FS omitted (next to system trace audit number).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D00A1	FS omitted (next to available balance).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
D00A2	FS omitted (next to available balance).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D00A3	FS omitted (next to authorization response text).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D00A4	ETX is in wrong place.	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D00A5	FS omitted (next to total cash dispense amount in day close).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D00A6	FS omitted (next to total non cash dispense amount in day close).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D00A7	FS omitted (next to surcharge amount in day close message).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D00A8	FS omitted (next to surcharge amount in configuration message).	Verify that version of Mini-Bank Software matches host processor, Contact host processor.
D00A9	ETX omitted (from configuration message).	Contact host processor.
D0111	Reversal declined.	Reversal was declined by host.
D0222	Pin change declined Pin.	Change was declined by host.
D0300	Modem is not responding.	Verify modem function.
D1000	No Connection.	Verify modem function.
D1100	ENQ not received from host.	Contact host processor.
D1200	Transmission error.	Verify modem function.
D1300	NAK sent 3 times to host.	Verify host phone number-See D170x.
D1500	Modem connection time out-host not responding.	Verify host phone number-verify modem speed-See D170x. If consistent, it could be a defective modem.

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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).
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, or phone)
D1900	No answer.	Verify host phone number-See D170x.
D2000	Dial (Line) busy.	1. Check the host and the telephone number of the host. 2. Check the modem controller and logic.
D2100	Response time-out (30 seconds) for Modem Initialize command before the modem was connected.	Check the modem controller and logic.
D2200	EOT was not received from the host.	Check the host.
D3200	1. Dial connect time-out (60Sec) or dial connection error. 2. Host response message time-out.(60 Sec)	1. Check the phone line or connector. 2. Contact the processor manufacturer.
E0001	RMS port failure.	1. Check RMS-related setting. 2. Check if the telephone line is connected and the status of the telephone line. 3. Check if the RMS host is alive. 4. Check the modem controller and logic. Note) These error are not related to transaction. So, ATM doesn't send error to host.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
E0002	RMS response time-out.	<ol style="list-style-type: none"> 1. Check RMS-related settings. 2. Check if the telephone line is connected and the status of the telephone line. 3. Check the modem controller and logic. <p>Note) These errors are not related to transaction. So, ATM doesn't send error to host.</p>
E0003	RMS modem failure.	<ol style="list-style-type: none"> 1. Check RMS-related settings. 2. Check if the telephone line is connected and the status of the telephone line. 3. Check if the RMS host is alive. 4. Check the modem controller and logic. <p>Note) These errors are not related to transaction. So, ATM doesn't send error to host.</p>
E0004	RMS no dial tone.	<ol style="list-style-type: none"> 1. Check RMS-related settings. 2. Check if the telephone line is connected and the status of the telephone line. 3. Check if the RMS host is alive. 4. Check the n\modem controller and logic. <p>Note) These errors are not related to transaction. So, ATM doesn't send error to host.</p>
F0001	The number of notes is not set.	Set the number of notes.
F0002	Surcharge Owner is not set in Surcharge Enable mode.	Set the surcharge amount.
F0003	Surcharge Amount is not set in Surcharge Enable mode.	Set the refresh timer.
F0004	Refresh timer is not set in Advertisement Enable mode.	Set the refresh timer.
F0005	Advertisement text is not set in Advertisement Enable mode.	Set advertisement text.

ERROR CODES	ERROR DESCRIPTION	CORRECTIVE ACTION
F0006	Dispense limited setting error.	Check the dispense limit, and set the limit again.
F0007	Note type setting error.	Check the note type, and set it again.
F0008	Fast cash setting error. Ex) Fast cash value > Dispense limit.	Check the fast cash value, and set it again.
F0009	Master key index invalid : 0<=MKEY index <=15	Check the master key, and set it again.
F000A	Master key empty.	Inject the master key.
F000B	Host phone number is not set.	Set the host phone number.
F000C	The error retry timer is not set.	Set the error retry timer.
F000D	RMS Password is not set when RMS is enabled.	Set RMS Password-(Host Setup)
F000E	RMS phone number is not set when RMS send is enabled.	Set RMS Phone number-(Host Setup)
F000F	Terminal ID is not set.	Set Terminal ID number-(Host Setup)
F0010	Routing ID is not set.	Set routing ID number-(Host Setup)
F0011	Master Key Serial number is not set.	Set Master Key serial number-(Host Setup)
F0013/ 14	NVRM Failure.	Fatal error, defective memory ship. Replace Main board.
F0016	Default password is not changed.	Change master password. (System Setup → Change Password)
IDN0X	DIP MCR connection failure.	1. Power Off/ON. 2. Check DIP MCR. 3. Check cable connection.