Common ATM 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 reseat 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 reseat 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 reseat 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 reseat 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 reseat 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 reseat 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.
	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 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 initializing**	One or more sensors in the dispenser detected a blockage prior to 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 unsucessfull 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 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.

	C00AB	**Notes detected before initalizing**	Clear notes from dispenser. Possibly dust or foreign object blocking sensor.
	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 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.
	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 – 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
	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 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.