

## Chapter 1. Card Reader

Error Code	Description	Trouble shooting
3000000	Failed to set USB control register	-
3000100	Undefined control command	-
3000200	Undefined bulk command	-
3001000	Abnormal end sensor	-
3100100	Send to undefined command.	Restart the Service Provider
3100100	Failed to download firmware (EP bin file broken)	-
3100200	Command execution is impossible.	Restart the Service Provider
3100200	Failed to download firmware (connection lost)	-
3100400	Command data error.	Restart the Service Provider
3101000	Latch sensor is abnormal	Please confirm inside of card reader
3102000	Card has not been read yet or others errors	Restart the Service Provider
3102100	No Start sentinel	Please confirm which is problem card or card reader
3102200	VRC Error	Please confirm which is problem card or card reader
3102300	No End sentinel. Too many data	Please confirm which is problem card or card reader
3102400	LRC Error	Please confirm which is problem card or card reader
3102500	No mag.stripe or No encoded card	Please confirm which is problem card or card reader
3102700	SS-ES-LRC card	Please confirm which is problem card or card reader
3103000	Detection of Power failure.	Issue the Reset command.
3106000	Abnormal condition was found on the power-line (Vcc) of ICC(or SAM).	Check to card reader is running well with IC Chip card.
3106100	The receiving error of ATR.	Check to card reader is running well with IC Chip card.
3106200	The card(SAM) does not accept this protocol.	Check to card reader is running well with IC Chip card.
3106300	IC card(SAM) communication error(No answer).	Check to card reader is running well with IC Chip card.
3106400	IC card(SAM) communication error(Other)	Check to card reader is running well with IC Chip card.
3106500	IC card(SAM) is not activated	Check to card reader is running well with IC Chip card.
3106600	IC card(SAM) returned ATR which is not supported ISO/IEC7816-3	Check to card reader is running well with IC Chip card.
3106900	IC card(SAM) returned ATR which does not match EMV 2000 V4.0.	Check to card reader is running well with IC Chip card.
3107000	F-FROM write error	Issue the Reset command.
3107100	CRC error of User program code area of ESU	Check the card reader and ESU board.

Error Code	Description	Trouble shooting
3107200	EEPROM operation error	Restart the EPP device.
3107600	Transmission error between ESU and ICRW	Check the card reader and ESU board.
3109500	ESU is broken-down or disconnected	Check the card reader and ESU board.
3109600	Metallic fraud object is detected.	Check the card reader and ESU board.
3109900	Internal error is occurred and Fail to get error code from DLL	Restart the Service Provider
9311200	Fail to connect device or initialize device	Check the device cable and connection.
9312300	Fail to close device.	Check the device cable and connection.
9313200	Fail to send command to device	Check the device cable and connection.
9313300	Abnormal communication after device open success	Check the device cable and connection.
9341100	Fail to create sensor polling thread.	Restart the Service Provider
9341300	Sensor polling thread is terminated.	Restart the Service Provider
93A5600	Exception is occurred	Restart the Service Provider
93A9100	MCU device is out of order (Invalid serial number)	Check serial number of MCU
93A9500	Fail to connect ESU or setting fail.	Restart the Service Provider
9723010	Fail to connect device or initialize device	Check the device cable and connection.
9723010	Failed to open USB port	Check the device cable and connection.
9723011	Failed to read card track data	Check the device cable and connection.
9723012	Fail to send command to device	Check the device cable and connection.
9723012	Failed to read firmware version	Check the device cable and connection.
9723013	Fail to close device.	Check the device cable and connection.
9723013	Failed to download firmware to device	Check the device cable and connection.
9723014	USB port is detached	Check the device cable and connection.
9723019	Abnormal communication after device open success	Check the device cable and connection.
9723020	Firmware status is incorrect and firmware file does not exist	Restart the Service Provider
9723040	Fail to create sensor polling thread.	Restart the Service Provider
9723040	Failed to create sensor polling thread	Restart the Service Provider
9723041	Failed to create firmware downloading (read firmware version) polling thread	Restart the Service Provider

<b>Error Code</b>	<b>Description</b>	<b>Trouble shooting</b>
9723042	Cannot make device status thread.	Restart the Service Provider
9723048	Sensor polling thread is terminated.	Restart the Service Provider
9723058	Exception is occurred	Restart the Service Provider

## Chapter 2. Cash Dispenser

Error Code	Description	Trouble shooting
40000	Received a command that the CDU does not have from the upper unit.	<ol style="list-style-type: none"> <li>1. Check the CDU received command</li> <li>2. Check the CDU firmware version and refer to specifications.</li> </ol>
40011	CS2 dark detection during initializing or dispense reserved operation (Reject box mounting/dismounting).	<ol style="list-style-type: none"> <li>1. Initialize after mounting the reject box.</li> <li>2. Check if the CS2 sensor cable is disconnected</li> <li>3. Exchange a sensor after abnormal operating CS2 Sensor</li> </ol>
40014	CS4A Dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS4A sensor</li> <li>2. Check if the CS4A sensor cable is disconnected</li> <li>3. Exchange a sensor after abnormal operating the CS4A Sensor</li> </ol>
40015	CS2 & CS4A dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS2 &amp; CS4A sensor</li> <li>2. Check if the CS2 &amp; CS4A sensor cable is disconnected</li> <li>3. Exchange a sensor after abnormal operating the CS2 &amp; CS4A Sensor</li> </ol>
40018	CS4A Dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS4B sensor</li> <li>2. Check if the CS4B sensor cable is disconnected</li> <li>3. Exchange a sensor after abnormal operating the CS4B sensor</li> </ol>
40019	CS2 & CS4B dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS2 &amp; CS4B sensor</li> <li>2. Check if the CS2 &amp; CS4B sensor cable is disconnected</li> <li>3. Exchange a sensor after abnormal operating the CS2 &amp; CS4A Sensor</li> </ol>
4001C	CS4A/B dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS4A/B sensor</li> <li>2. Check if the CS4A/B sensor cable is disconnected</li> <li>3. Exchange a sensor after abnormal operating the CS2 &amp; CS4A/B Sensor</li> </ol>

Error Code	Description	Trouble shooting
4001D	CS2 & CS4A/B dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS2 &amp; CS4A/B sensor</li> <li>2. Check if the CS2 &amp; CS4A/B sensor cable is disconnected</li> <li>3. Exchange a sensor after abnormal operating the CS2 &amp; CS4A/B Sensor</li> </ol>
40021	CS11A dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS11A sensor</li> <li>2. Check if the CS11A sensor cable is disconnected .</li> <li>3. Exchange a sensor after abnormal operating the CS11A sensor</li> </ol>
40022	CS11B dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS11B sensor</li> <li>2. Check if the CS11B sensor cable is disconnected .</li> <li>3. Exchange a sensor after abnormal operating the CS11B sensor</li> </ol>
40023	CS11A & CS11B dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS11A &amp; CS11B sensor</li> <li>2. Check if the CS11A &amp; CS11B sensor cable is disconnected .</li> <li>3. Exchange a sensor after abnormal operating the CS11A &amp; CS11B sensor</li> </ol>
40028	CS13 Dark detection during initializing or Dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS13 sensor</li> <li>2. Check if the CS13 sensor cable is disconnected (CDU Board CN10 #1~4).</li> <li>3. Exchange sensor if error occurs after checking CS13 sensor operation</li> </ol>
40029	CS11A & CS13 dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS11A &amp; CS13 sensor</li> <li>2. Check if the CS11A &amp; CS13 sensor cable is disconnected (CDU Board CN10 #1~4).</li> <li>3. Exchange sensor if error occurs after checking CS13 sensor operation</li> </ol>
4002A	CS11B & CS13 dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS11B &amp; CS13 sensor</li> <li>2. Check if the CS11B &amp; CS13 sensor cable is disconnected (CDU Board CN10 #1~4).</li> <li>3. Exchange sensor if error occurs after checking CS13 sensor operation</li> </ol>

Error Code	Description	Trouble shooting
4002B	CS11A, CS11B & CS13 dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS11A/B &amp; CS13 sensor</li> <li>2. Check if the CS11A/B &amp; CS13 sensor cable is disconnected (CDU Board CN10 #1~4).</li> <li>3. Exchange sensor if error occurs after checking CS13 sensor operation</li> </ol>
40030	Main motor speed error.	<ol style="list-style-type: none"> <li>1. Initialize</li> <li>2. Check Main Motor Encoder Slit</li> <li>3. Initialize after Power On/Off</li> <li>4. Check Encoder Sensor CS8 BRKT</li> <li>5. Check CS8 Sensor Cable</li> <li>6. Change Main Motor Encoder Slit Sensor CS8</li> </ol>
40031	Error of Reject Gate Solenoid module	<ol style="list-style-type: none"> <li>1. Check if the Reject Gate Solenoid cable is disconnected</li> </ol>
40032	Error of Gate Solenoid module	<ol style="list-style-type: none"> <li>1. Check if the Gate Solenoid cable is disconnected</li> </ol>
40034	Error of double detecting module including sensor (CS5_1 /CS5_2) during dispensing bills	<ol style="list-style-type: none"> <li>1. Check CDU Board Segment.</li> <li>2. Initialize</li> <li>3. Read data of 'Read Double Sensor' Command</li> </ol>
40036	CS2 & CS13 dark detection during initializing or dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS2 &amp; CS13 sensor</li> <li>2. Check if the CS2&amp; CS13 sensor cable is disconnected</li> <li>3. Exchange sensor if error occurs after checking CS2 &amp; CS13 sensor operation</li> </ol>
40039	Gate operation sensor (CS3) error before initial recovery	<ol style="list-style-type: none"> <li>1. Initialize after removing notes or dust over Gate</li> <li>2. Check CS3 Sensor BKRT</li> <li>3. Check CS3 Sensor Cable</li> <li>4. Exchange Sensor after abnormal operating CS3 Gate detecting Sensor</li> <li>5. Exchange Reject Solenoid 1</li> </ol>
4003A	When more than 5 sheets of cash dispensing is required during a test.	<ol style="list-style-type: none"> <li>1. Check command that CDU is received</li> <li>2. Check CDU EP ROM Version or specification</li> </ol>
4003B	CS15A dark detected	<ol style="list-style-type: none"> <li>1. Remove notes or dust in existence CS15A Sensor</li> <li>2. Check CS15A Sensor Cable</li> <li>3. Exchange Sensor after abnormal operating CS15A Sensor</li> </ol>
40040	1st ~ 4th cassette not available during dispense reserved operation	<ol style="list-style-type: none"> <li>1. Check the cassette mounting(1st ~ 4th)</li> <li>2. Sensor(CS7,CS17,CS33,CS43) Operation Check</li> </ol>

Error Code	Description	Trouble shooting
40041	Error if re-driving is over 5 times	<ol style="list-style-type: none"> <li>1. Check notes in Reject box</li> <li>2. Rearrange notes in Cassette</li> <li>3. Remove dust in CS1AB, CS15AB, CS31AB, CS41AB</li> <li>4. Check dust existing in Main Motor Encoder Slit</li> <li>5. Check Index value of notes each cassette</li> </ol>
40042	CS13 < Required Notes	<ol style="list-style-type: none"> <li>1. Check notes in Reject Box</li> <li>2. Remove notes jammed in CDU</li> <li>3. Remove dust in CS13 Sensor</li> <li>4. Exchange sensor after abnormal operating CS13 Sensor</li> </ol>
40043	Error if total reject is more than 40 Note	<ol style="list-style-type: none"> <li>1. Check notes in Reject box</li> <li>2. Rearrange notes in Cassette</li> <li>3. Remove dust in CS1AB, CS15AB, CS31AB, CS41AB</li> <li>4. Check dust existing in Main Motor Encoder Slit</li> <li>5. Check Index value of notes each cassette</li> </ol>
40045	CS13 > Required Notes	<ol style="list-style-type: none"> <li>1. Check notes dispensed and rejected</li> <li>2. Remove dust in CS13 Sensor</li> <li>3. Exchange sensor after abnormal operating CS13 Sensor</li> </ol>
40046	Program Error	<ol style="list-style-type: none"> <li>1. Initialize after Reset Power</li> <li>2. Upgrade CDU Firmware or Re-download</li> <li>3. Exchange CDU B/D</li> </ol>
40047	1st cassette miss feed during dispense operation	<ol style="list-style-type: none"> <li>1. Check notes in 1st Cassette</li> <li>2. Check JAM in 1st Cassette and reload</li> </ol>
40049	Dispensing 0 notes required is error	<ol style="list-style-type: none"> <li>1. Check received command</li> <li>2. Check communication cable</li> <li>3. Check CDU Firmware Version</li> </ol>
4004A	Time out(Note Jam)	<ol style="list-style-type: none"> <li>1. Remove Jammed notes on CDU retrun path</li> <li>2. Remove dust in CS1AB, CS4AB, CS13 Sensor</li> <li>3. install after rearranging notes in cassette</li> </ol>
4004B	Continuous 10 times error if note is (long & Short & Skew)	<ol style="list-style-type: none"> <li>1. Check state of notes in reject box</li> <li>2. Rearrange notes in cassette</li> <li>3. Check index of notes</li> <li>4. Check foreign objects in the main motor encoder slit</li> <li>5. Replace the CS8 encoder slit sensor</li> </ol>
4004D	1st cassette not available during dispense reserved operation	<ol style="list-style-type: none"> <li>1. Check the 1st cassette mounting</li> <li>2. Sensor(CS7) Operation Check</li> </ol>
4004E	2nd cassette not available during dispense reserved operation	<ol style="list-style-type: none"> <li>1. Check the 2nd cassette mounting</li> <li>2. Sensor(CS17) Operation Check</li> </ol>

Error Code	Description	Trouble shooting
40051	Received a request for over 150 notes dispensing on the CDU from the upper unit.	<ol style="list-style-type: none"> <li>1. Check received command</li> <li>2. Check communication cable</li> <li>3. Check CDU Firmware Version</li> </ol>
40052	The remaining notes at the sensor in front of the 1th CST before dispense operation(CS1AB)	<ol style="list-style-type: none"> <li>1. Remove the remaining notes at a sensor in front of the Cassette</li> <li>2. Realign notes in the cassette</li> <li>3. Check abnormal clutch</li> <li>4. Check abrasion of the cassette box pick unit</li> </ol>
40055	Time out due to note's length error passed through the CS13 during dispense operation	<ol style="list-style-type: none"> <li>1. Remove a jammed note at the position of the CS13 Sensor</li> <li>2. Remove a dust on the CS13 sensor</li> </ol>
40056	abnormal operation of the Reject gate solenoid during dispense operation	<ol style="list-style-type: none"> <li>1. Remove a Jammed note on the gate</li> <li>2. Exchange a sensor after abnormal operating CS3 Gate detecting sensor</li> <li>3. Replace the reject solenoid 1</li> </ol>
4005B	2nd cassette miss feed during dispense operation	<ol style="list-style-type: none"> <li>1. Check notes in 2nd Cassette</li> <li>2. Check JAM in 2nd Cassette and reload</li> </ol>
4005D	Continuously detected 3 notes for six times or more during dispense operation	<ol style="list-style-type: none"> <li>1. Check notes status in the reject box</li> <li>2. Realign note in the cassette</li> <li>3. Check foreign objects at the position of the CS5 Sensor Guide</li> <li>4. Check if the CS5 Cable is disconnected</li> </ol>
40060	The remaining notes at the sensor in front of the 3rd CST before dispense operation(CS31AB)	<ol style="list-style-type: none"> <li>1. Remove the remaining notes at a sensor in front of the Cassette</li> <li>2. Realign notes in the cassette</li> <li>3. Check abnormal clutch</li> <li>4. Check abrasion of the cassette box pick unit</li> </ol>
40061	CS31AB dark detection during dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes at a sensor in front of the Cassette</li> <li>2. Realign notes in the cassette</li> <li>3. Check abnormal clutch</li> <li>4. Check abrasion of the cassette box pick unit</li> </ol>
40062	The remaining notes at the sensor in front of the 1st CST after dispense operation(CS1AB)	<ol style="list-style-type: none"> <li>1. Remove the remaining notes at a sensor in front of the 1st Cassette</li> <li>2. Sensor(CS1AB) Operation Check</li> </ol>
40063	The remaining notes at the sensor in front of the 3rd CST after dispense operation(CS31AB)	<ol style="list-style-type: none"> <li>1. Remove the remaining notes at a sensor in front of the 3rd Cassette</li> <li>2. Sensor(CS31AB) Operation Check</li> </ol>
4006A	Time out(Note Jam)	<ol style="list-style-type: none"> <li>1. Remove Jammed notes on CDU retrun path</li> <li>2. Remove dust in CS15AB, CS4AB, CS13 Sensor</li> <li>3. install after rearranging notes in cassette</li> </ol>



Error Code	Description	Trouble shooting
4006B	CS31AB dark detection during initialize reserved operation.	1. Remove the remaining notes at a sensor in front of the 3rd Cassette 2. Sensor(CS31AB) Operation Check
40070	The remaining notes at the sensor in front of the 4th CST before dispense operation(CS41AB)	1. Remove the remaining notes at a sensor in front of the Cassette 2. Realign notes in the cassette 3. Check abnormal clutch 4. Check abrasion of the cassette box pick unit
40071	Received a request for over 200 notes dispensing on the CDU from the upper unit.	1. Check received command 2. Check communication cable 3. Check CDU Firmware Version
40072	CS41AB dark detection during dispense reserved operation.	1. Remove the remaining notes at a sensor in front of the Cassette 2. Realign notes in the cassette 3. Check abnormal clutch 4. Check abrasion of the cassette box pick unit
40073	The remaining notes at the sensor in front of the 4th CST after dispense operation(CS41AB)	1. Remove the remaining notes at a sensor in front of the Cassette 2. Realign notes in the cassette 3. Check abnormal clutch 4. Check abrasion of the cassette box pick unit
4007A	Time out(Note Jam)	1. Remove Jammed notes on CDU retrun path 2. Remove dust in CS41AB, CS4AB, CS13 Sensor 3. install after rearranging notes in cassette
4007B	CS41AB dark detection during initialize reserved operation.	1. Remove the remaining notes at a sensor in front of the 4th Cassette 2. Sensor(CS41AB) Operation Check
4007C	4th cassette miss feed during dispense operation	1. Check notes in 4th Cassette 2. Check JAM in 4nd Cassette and reload
4007D	4th cassette not available during dispense reserved operation	1. Check the 4th cassette mounting 2. Sensor(CS43) Operation Check
40080	The remaining notes at the sensor in front of the 2nd CST before dispense operation(CS15AB)	1. Remove the remaining notes at a sensor in front of the Cassette 2. Realign notes in the cassette 3. Check abnormal clutch 4. Check abrasion of the cassette box pick unit
40081	CS15AB dark detection during dispense reserved operation.	1. Remove the remaining notes at a sensor in front of the Cassette 2. Realign notes in the cassette 3. Check abnormal clutch 4. Check abrasion of the cassette box pick unit

Error Code	Description	Trouble shooting
40082	The remaining notes at the sensor in front of the 2nd CST after dispense operation(CS21AB)	<ol style="list-style-type: none"> <li>1. Remove the remaining notes at a sensor in front of the Cassette</li> <li>2. Realign notes in the cassette</li> <li>3. Check abnormal clutch</li> <li>4. Check abrasion of the cassette box pick unit</li> </ol>
4008F	Hole discovered during dispense reserved operation	<ol style="list-style-type: none"> <li>1. Remove Jammed notes on CDU retrun path</li> <li>2. Rearrange notes in Cassette</li> </ol>
4009A	Time out(Note Jam)	<ol style="list-style-type: none"> <li>1. Remove Jammed notes on CDU retrun path</li> <li>2. Remove dust in CS31AB, CS4AB, CS13 Sensor</li> <li>3. install after rearranging notes in cassette</li> </ol>
4009D	3rd cassette not available during dispense reserved operation	<ol style="list-style-type: none"> <li>1. Check the 3rd cassette mounting</li> <li>2. Sensor(CS33) Operation Check</li> </ol>
4009F	3rd cassette miss feed during dispense operation	<ol style="list-style-type: none"> <li>1. Check notes in 3rd Cassette</li> <li>2. Check JAM in 3rd Cassette and reload</li> </ol>
400BA	CDU unit configuration value Error	<ol style="list-style-type: none"> <li>1. Chekc CDU Type(Model)</li> <li>2. Select proper type</li> </ol>
400BC	The communication data length does not match	<ol style="list-style-type: none"> <li>1. Check received command</li> <li>2. Check communication cable</li> <li>3. Check CDU Firmware Version</li> </ol>
400BD	Communication protocol error.	Update SP to newer version.
400BE	CS4A/B dark JAM detection during dispense operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes and foreign objects at the position of the CS4A/B sensor.</li> <li>2. Check the CS4A/B sensor cable.</li> <li>3. Exchange a sensor after abnormal operating the CS2 &amp; CS4A/B Sensor.</li> </ol>
400BF	Received a command that the CDU TYPE does not have from the upper unit	<ol style="list-style-type: none"> <li>1. Check the Cdu Received Command</li> <li>2. Check the CDU firmware vesion and refer to specification</li> </ol>
400C7	CS12 Sensor of external shutter is detected as dark, after Initialization or before dispensing operation.	<ol style="list-style-type: none"> <li>1. Check and remove the remaining notes or debris in External_shutter.</li> <li>2. Clean the surface of CS12 and check whether sensor cable is disconnected.</li> </ol>
400C8	CS14 Sensor of external shutter is detected as dark, after Initialization or before dispensing operation.	<ol style="list-style-type: none"> <li>1. Check and remove the remaining notes or debris in External_shutter.</li> <li>2. Clean the surface of CS14 and check whether sensor cable is disconnected.</li> </ol>

Error Code	Description	Trouble shooting
400C9	CS12 and CS14 Sensors of external shutter are detected as dark, after Initialization or before dispensing operation.	<ol style="list-style-type: none"> <li>1. Check and remove the remaining notes or debris in External_shutter.</li> <li>2. Clean the surface of sensors(CS12 &amp; CS14) and check whether sensor cables are disconnected.</li> </ol>
400CC	(CS1AB, CS15AB, CS31AB, CS41AB) dark detection during dispense reserved operation.	<ol style="list-style-type: none"> <li>1. Remove the remaining notes at a sensor in front of the Cassette(1st ~ 4th Cassette)</li> <li>2. Realign notes in the cassette</li> <li>3. Check abnormal clutch</li> <li>4. Check abrasion of the cassette box pick unit</li> </ol>
400D0	<ol style="list-style-type: none"> <li>1. Patrol note fails to pass through the external shutter(CS13~CS12)</li> <li>2. If the sensors have no trouble detecting, It is most likely to have been caused by customers hands or others.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check and remove the remaining notes or debris in External_shutter.</li> <li>2. Clean the surface of CS12 and check whether sensor cable is disconnected.</li> </ol>
400D1	<ol style="list-style-type: none"> <li>1. Patrol note fails to pass through the external shutter(CS12~CS14)</li> <li>2. If the sensors have no trouble detecting, It is most likely to have been caused by customers hands or others.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check and remove the remaining notes or debris in External_shutter.</li> <li>2. Clean the surface of CS14 and check whether sensor cable is disconnected.</li> </ol>
400FF	In case of remaining cash in transport	<ol style="list-style-type: none"> <li>1. Check the remained notes in Transport.</li> <li>2. Check a dust in Transport.</li> <li>3. Check the sensor Cable.</li> </ol>
4DN00	Abnormal communication (device is offline, communication cable is disconnected)	<ol style="list-style-type: none"> <li>1. Do Reset at operator function.</li> <li>2. Check the communication cable</li> <li>3. Reboot ATM</li> </ol>
4DN01	Abnormal response from firmware	<ol style="list-style-type: none"> <li>1. Do Reset at operator function.</li> <li>2. Reboot ATM</li> </ol>
4DN81	Fail to shutter open port	<ol style="list-style-type: none"> <li>1. Do RESET at Operator Function.</li> <li>2. Reboot ATM</li> </ol>
97197	Count mismatch between request count and dispensed count.	<ol style="list-style-type: none"> <li>1. Check CS13 sensor</li> <li>2. Reconnect and remove dust in CS13 sensor</li> <li>3. Upgrade the Cash Dispenser firmware or download software again</li> <li>4. Replace the Cash Dispenser B/D</li> </ol>
971A0	Invalid denomination	<ol style="list-style-type: none"> <li>1. Reconfigure denomination at supervisor mode</li> </ol>
971A1	Invalid currency	<ol style="list-style-type: none"> <li>1. Reconfigure currency at supervisor mode</li> </ol>

Error Code	Description	Trouble shooting
971A2	Dispenser state is not dispensable.	1. Check the Reject/Retract Bin Full or missing. 2. Check the replenished amount and replenish.
971A3	In case the number of bills dispensed exceeds the maximum dispensing bill	1. Check cash dispenser driver (CDM SP) version 2. Reconfigure the maximum dispensable count
971A5	Invalid mix number	1. Reconfigure cash dispenser at supervisor mode
971A6	CashDispenser configuration error! SP AutoRecover Fail 3 Times.	1. Reconfigure denomination at supervisor mode
971A7	CashDispenser configuration error	1. Reconfigure denomination at supervisor mode
971B0	No bills in stacker when Present executed.	1. Check a dust in stacker 2. Check the sensor cable.
971DX	Partial dispense from cassette #X	1. Check the replenished amount and replenish 2. Check the notes in cassette #X
97400	Fail to open port	1. Do RESET at Operator Function. 2. Reboot ATM
9740020	Failed to create file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9740025	Failed to copy file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9740101	Cashunit type setting is invalid. (except Reject/Retract Cashunit)	1. Check the input parameter.
9740102	Cashunit note index setting is invalid. (except Reject/Retract Cashunit)	1. Check the input parameter.
9740316	No Items During Retract process	
9740323	Items Taken During Retract or Reset process	
97411	CS2 Dark detection	1. Check the remained notes for sensor - CS2 2. Check for sensor pollution - CS2 3. Clean sensor and replace if necessary.

Error Code	Description	Trouble shooting
97414	CS4A Dark detection	<ol style="list-style-type: none"> <li>1. Check the remained notes for sensor - CS4A</li> <li>2. Check for sensor pollution - CS4A</li> <li>3. Clean sensor and replace if necessary.</li> </ol>
97418	CS4B Dark detection	<ol style="list-style-type: none"> <li>1. Check the remained notes for sensor - CS4B</li> <li>2. Check for sensor pollution - CS4B</li> <li>3. Clean sensor and replace if necessary.</li> </ol>
97421	CS1A,B Dark detection	<ol style="list-style-type: none"> <li>1. Check the remained notes for sensor - CS1A,B</li> <li>2. Check for sensor pollution - CS1A,B</li> <li>3. Clean sensor and replace if necessary.</li> </ol>
97428	CS13 Dark detection	<ol style="list-style-type: none"> <li>1. Check the remained notes for sensor - CS13</li> <li>2. Check for sensor pollution - CS13</li> <li>3. Clean sensor and replace if necessary.</li> </ol>
9743B	CS15A,B Dark detection	<ol style="list-style-type: none"> <li>1. Check the remained notes for sensor - CS15A,B</li> <li>2. Check for sensor pollution - CS15A,B</li> <li>3. Clean sensor and replace if necessary.</li> </ol>
97447	Cassette 1 misfeed (Cassette status is OK)	<ol style="list-style-type: none"> <li>1. Check the notes in cassette #1</li> </ol>
97449	Error to dispense 0 sheets to be required	<ol style="list-style-type: none"> <li>1. Check received command</li> <li>2. Check communication cable</li> <li>3. Check Cash unit Information</li> </ol>
9745B	Cassette 2 misfeed (Cassette status is OK)	<ol style="list-style-type: none"> <li>1. Check the notes in cassette #2</li> </ol>
9746B	CS31A,B Dark detection	<ol style="list-style-type: none"> <li>1. Check the remained notes for sensor - CS31A,B</li> <li>2. Check for sensor pollution - CS31A,B</li> <li>3. Clean sensor and replace if necessary.</li> </ol>

Error Code	Description	Trouble shooting
9747B	CS41A,B Dark detection	1. Check the remained notes for sensor - CS41A,B 2. Check for sensor pollution - CS41A,B 3. Clean sensor and replace if necessary.
9747C	Cassette 4 misfeed(Cassette status is OK)	1. Check the notes in cassette #4
9749F	Cassette 3 misfeed(Cassette status is OK)	1. Check the notes in cassette #3
974AA	Failed to download firmware.	Check the firmware file
974FE	Transport is not empty	Check remained notes for transport that are not detected by sensor
974FF	The remained note is detected when the notes start to be dispensed	1. Check the remained notes in Stacker 2. Check a dust in stacker. 3. Check the sensor Cable.

## Chapter 3. EPP

Error Code	Description	Trouble shooting
E12A500	Undefined Baudrate	Check baudrate parameter
E131100	Received message length error	Check SP message
E131200	Invalid parameter	Check SP message
E131400	Default sensitive password entry	Enter new sensitive passwords
E137400	Not in sensitive mode	Enter sensitive passwords
E141200	Invalid parameter	Check SP message
E147600	Invalid function key parameter	Check SP message
E147700	Invalid function key parameter	Check SP message
E15A400	RTC setting failure	Check SP message
E211200	Invalid parameter	Check SP message
E211400	Default sensitive password entry	Enter new sensitive passwords
E217400	Not in sensitive mode	Enter sensitive passwords
E217800	120 PIN entry excess within 1 hour	Wait until it reaches one hour
E21FB00	Undefined EPP state	Check EPP module
E21FF02	Factory State	NVRAM clear and EPP installation
E21FF03	Initialization State	EPP installation
E21FF04	Authorized Removal State	EPP installation
E21FF05	Unauthorized Removal State	EPP installation
E221200	Invalid parameter	Check SP message
E231200	Invalid parameter	Check SP message
E231300	Entry timeout	Entry retry
E237000	Sensitive password verification failure	Check sensitive passwords
E237100	Changed sensitive password verification failure	Check changed sensitive passwords
E23FD03	Not default ID and password	Enter default or NVRAM clear
E23FD04	1st and 2nd password are same	1st and 2nd passwords must be different
E23FD05	1st password is not verified	Enter correct 1st password
E23FD06	Password comparison failure	Check existing passwords
E23FD07	ID comparison failure	Check ID
E23FD08	ID is NULL value	Register non NULL ID
E23FD09	Password is NULL value	Register non NULL password
E23FD0A	Same ID exists	Register different ID
E23FD0D	ID count FULL	Delete unused ID or NVRAM clear
E23FD10	Not in removal sensitive mode	Enter removal sensitive id and password
E23FD13	Not default ID and password	Enter default or NVRAM clear
E23FF0F	ID not found	Check existing ID
E312300	Key not found	Load key to be needed
E322300	Key not found	Load key to be needed
E324G00	TMK not found	Load TMK to be needed
E331200	Invalid parameter	Check SP message
E332300	Key not found	Load key to be needed
E341200	Invalid parameter	Check SP message
E342300	Key not found	Load key to be needed
E352300	Key not found	Load key to be needed

Error Code	Description	Trouble shooting
E362300	Key not found	Load key to be needed
E371200	Invalid parameter	Check SP message
E372300	Key not found	Load key to be needed
E382300	Key not found	Load key to be needed
E391200	Invalid parameter	Check SP message
E392300	Key not found	Load key to be needed
E3A1200	Invalid parameter	Check SP message
E3A2300	Key not found	Load key to be needed
E3BA101	DUKPT Key not found	Inject DUKPT key
E3C2300	Key not found	Load key to be needed
E412300	Key not found	Load key to be needed
E412A00	Mismatch key usage	Check key usage
E413700	Multiple key usage	only one key usage is needed
E41A200	IBM3624(Local) PIN verification failure	Check PIN verification data
E41A300	No entered PIN	No entered PIN
EC11200	Key not found	Load key to be needed
EC12000	Key table is full	Delete unused key or NVRAM clear
EC12800	Key is not loaded state	Load key completely
EC12B00	Invalid keyname	Check keyname
EC12D00	Invalid key length	Check the key length. it should be 8 or 16.
EC12F00	Parent key is not KEK	Check parent key usage
EC13700	Multiple key usage	only one key usage is needed
EC13900	Weak Key	Check key value
EC13A00	Weak Key	Check key value
EC13F00	Non duplicated key	Check key usage
EC14D00	Weak Key	Check key value
EC14Y00	TR31 mode	Load TR31 working key or NVRAM clear
EC16200	Same with RSA keyname	Use different keyname from RSA Key
ED11100	Received message length error	Check SP message
ED11200	Invalid parameter	Check SP message
ED12300	Key not found	Load key to be needed
ED12800	Key is not loaded state	Load key completely
ED12A00	Mismatch key usage	Check key usage
ED12D00	Invalid key length	Check the key length. it should be 8 or 16.
ED13700	Multiple key usage	only one key usage is needed
ED1A000	Undefined AES mode	Check AES mode parameter
ED21100	Received message length error	Check SP message
ED21200	Invalid parameter	Check SP message
ED22300	Key not found	Load key to be needed
ED22800	Key is not loaded state	Load key completely
ED22A00	Mismatch key usage	Check key usage
ED22D00	Invalid key length	Check the key length. it should be 8 or 16.
ED23700	Multiple key usage	only one key usage is needed
ED2A000	Undefined AES mode	Check AES mode parameter
EF11100	Received message length error	Check SP message



Error Code	Description	Trouble shooting
EF11400	Default sensitive password entry	Enter new sensitive passwords
EF12A00	Mismatch key usage	Check key usage
EF15000	Undefined RSA key type	Check RSA key type
EF15800	Same with symmetric key name	Use different keyname from symmetric key
EF16300	Not RSA key format	Check RSA key
EF17400	Not in sensitive mode	Enter sensitive passwords
EF21100	Received message length error	Check SP message
EF21400	Default sensitive password entry	Enter new sensitive passwords
EF22A00	Mismatch key usage	Check key usage
EF25000	Undefined RSA key type	Check RSA key type
EF25800	Same with symmetric key name	Use different keyname from symmetric key
EF26300	Not RSA key format	Check RSA key
EF27400	Not in sensitive mode	Enter sensitive passwords
EF31100	Received message length error	Check SP message
EF31400	Default sensitive password entry	Enter new sensitive passwords
EF32A00	Mismatch key usage	Check key usage
EF35000	Undefined RSA key type	Check RSA key type
EF35800	Same with symmetric key name	Use different keyname from symmetric key
EF36300	Not RSA key format	Check RSA key
EF37400	Not in sensitive mode	Enter sensitive passwords
EF41100	Received message length error	Check SP message
EF41100	Received message length error	Check SP message
EF41100	Received message length error	Check SP message
EF41400	Default sensitive password entry	Enter new sensitive passwords
EF41400	Default sensitive password entry	Enter new sensitive passwords
EF41400	Default sensitive password entry	Enter new sensitive passwords
EF45100	Undefined RSA sign type	Check RSA sign type
EF45100	Undefined RSA sign type	Check RSA sign type
EF45100	Undefined RSA sign type	Check RSA sign type
EF47400	Not in sensitive mode	Enter sensitive passwords
EF47400	Not in sensitive mode	Enter sensitive passwords
EF47400	Not in sensitive mode	Enter sensitive passwords
EG11100	Received message length error	Check SP message
EG11100	Received message length error	Check SP message
EG19000	RSA encryption failure	Check RSA key and data
EG19100	RSA decryption failure	Check RSA key and data
EG29400	Encryption message length is not 256	Check encryption message length
EG31100	Received message length error	Check SP message
EG39200	Signature generation failure	Check RSA key and data
EG41100	Received message length error	Check SP message
EG49300	Signature verification failure	Check RSA key and data
EG49500	Signature verification failure	Check RSA key and data
EH11100	Received message length error	Check SP message
EH11200	Invalid parameter	Check SP message
EJ11200	Invalid parameter	Check SP message
EJ17400	Not in sensitive mode	Enter sensitive passwords
EJ21200	Invalid parameter	Check SP message

Error Code	Description	Trouble shooting
EJ27400	Not in sensitive mode	Enter sensitive passwords
EK01300	Entry timeout	Entry retry
EK11300	Entry timeout	Entry retry
EK21300	Entry timeout	Entry retry
EK31300	Entry timeout	Entry retry
EK37000	Sensitive password verification failure	Check sensitive passwords
EK41300	Entry timeout	Entry retry
EK47100	Changed sensitive password verification failure	Check changed sensitive passwords
EK51300	Entry timeout	Entry retry
EK5FD03	Not default ID and password	Enter default or NVRAM clear
EK5FD04	1st and 2nd password are same	1st and 2nd passwords must be different
EK5FD05	1st password is not verified	Enter correct 1st password
EK5FD06	Password comparison failure	Check existing passwords
EK5FD13	Not default ID and password	Enter default or NVRAM clear
EK5FF0F	ID not found	Check existing ID
EK61200	Invalid parameter	Check SP message
EK61300	Entry timeout	Entry retry
EK6FD06	Password comparison failure	Check existing passwords
EK6FD07	ID comparison failure	Check ID
EK6FD08	ID is NULL value	Register non NULL ID
EK6FD09	Password is NULL value	Register non NULL password
EK6FD0A	Same ID exists	Register different ID
EK6FD0D	ID count FULL	Delete unused ID or NVRAM clear
EK6FD10	Not in removal sensitive mode	Enter removal sensitive id and password
EK6FF0F	ID not found	Check existing ID
EL1FC00	Log not found	EPP installation when it is needed
EL1FD11	Cannot find start log	NVRAM clear
EM11100	Received message length error	Check SP message
EM11200	Invalid parameter	Check SP message
EM12300	Key not found	Load key to be needed
EM12A00	Mismatch key usage	Check key usage
EM12D00	Invalid key length	Check the key length. it should be 8 or 16.
EM13700	Multiple key usage	only one key usage is needed
EM1A101	DUKPT Key not found	Inject DUKPT key
EM21100	Received message length error	Check SP message
EM24900	MAC verification failure	Check MAC data
EN1Q007	Invalid received information	Check command message
EN22D00	Invalid key length	Check key length
EN2Q009	RSA key generation failure	Retry RSA key generation
EN32D00	Invalid key length	Check key length
EN3Q00D	RSA key pair verification failure	Check RSA key pair
EN42D00	Invalid key length	Check key length
EN4Q00E	Signature generation failure	Check input data and RSA key for signature
EN52D00	Invalid key length	Check key length

Error Code	Description	Trouble shooting
EN5Q006	Signature verification failure	Check input data and RSA key for signature
EN62D00	Invalid key length	Check key length
EN6N001	RSA decryption failure	Check input data and RSA key for decryption
EN72D00	Invalid key length	Check key length
EN7N001	RSA decryption failure	Check input data and RSA key for decryption
EN8Q007	Invalid received information	Check command message
EN9Q007	Invalid received information	Check command message
ENAN002	OAEP operation failure	Check input data for OAEP
ENAQ007	Invalid received information	Check command message
ENBQ007	Invalid received information	Check command message
EP11200	Invalid parameter	Check SP message
EP12300	Key not found	Load key to be needed
EP12A00	Mismatch key usage	Check key usage
EP13700	Multiple key usage	only one key usage is needed
EP1A100	Maximum DUKPT PIN encryption count	Inject new DUKPT Key
EP1A101	DUKPT Key not found	Inject DUKPT Key
EP1A102	maximum DUKPT PIN encryption count	Inject new DUKPT key
EP1A300	No entered PIN	No entered PIN
EP1A400	Not 5 digits PIN Italy AP PIN format	Enter 5 digits PIN
EP1FB00	Undefined EPP state	Check EPP module
EP1FF02	Factory State	NVRAM clear and EPP installation
EP1FF03	Initialization State	EPP installation
EP1FF04	Authorized Removal State	EPP installation
EP1FF05	Unauthorized Removal State	EPP installation
EQ22D00	Invalid key length	Check key length
EQ2Q001	Invalid received length	Check command message
EQ2Q00F	Thumb print is not matched	Check RSA key and thumb print
EQ2Q010	Key type is not matched	Check Key Type
EQ2Q018	Host public key injection failure	Check Host public key information
EQ42D00	Invalid key length	Check key length
EQ4Q002	Invalid SnSCD	Check SnSCD
EQ4Q003	Invalid random	Check random number
EQ4Q004	Invalid IdKG	Check IdKG
EQ4Q006	Signature verification failure	Check input data and RSA key for signature
EQ4Q008	RSA key generation failure	Retry RSA key generation
EQ52D00	Invalid key length	Check key length
EQ5Q00E	Signature generation failure	Check input data and RSA key for signature
EQ5Q011	GIN H5 is not confirmed	GIN H5 must be confirmed
EQ5Q018	Host public key injection failure	Check Host public key information
EQ92D00	Invalid key length	Check key length
EQ9Q002	Invalid SnSCD	Check SnSCD
EQ9Q003	Invalid random	Check random number
EQ9Q004	Invalid IdKG	Check IdKG

Error Code	Description	Trouble shooting
EQ9Q006	Signature verification failure	Check input data and RSA key for signature
EQ9Q008	RSA key generation failure	Retry RSA key generation
EQA2D00	Invalid key length	Check key length
EQAQ00E	Signature generation failure	Check input data and RSA key for signature
EQAQ012	GRN H2 is not confirmed	GRN H2 must be confirmed
EQAQ018	Host public key injection failure	Check Host public key information
EQB2D00	Invalid key length	Check key length
EQBQ001	Invalid keyname	Check command message
EQBQ004	Invalid IdKG	Check IdKG
EQBQ006	Signature verification failure	Check input data and RSA key for signature
EQBQ010	Key type is not matched	Check Key Type
EQBQ018	Host public key injection failure	Check Host public key information
EQBQ020	Invalid KG version	Check KG version
EQE2D00	Invalid key length	Check key length
EQEN001	RSA decryption failure	Check input data and RSA key for decryption
EQEQ002	Invalid SnSCD	Check SnSCD
EQEQ003	Invalid random	Check random number
EQEQ004	Invalid IdKG	Check IdKG
EQEQ006	Signature verification failure	Check input data and RSA key for signature
EQEQ010	Key type is not matched	Check Key Type
EQEQ014	KTK injection failure	Check KTK information
EQEQ015	IdKD is not matched	Check IdKD
EQEQ016	Invalid encoded method	Check em type
EQEQ019	Invalid KTK information	Check KTK information
EQEQ021	Invalid KTK version	Check KTK version
EQEQ022	Invalid KTK serial	Check KTK serial
EQFQ007	Invalid received information	Check command message
EQGQ007	Invalid received information	Check command message
ER16400	RSA keys are not loaded all	Return to the factory and load RSA keys
ER26400	RSA keys are not loaded all	Return to the factory and load RSA keys
ER36400	RSA keys are not loaded all	Return to the factory and load RSA keys
ER41100	Received message length error	Check SP message
ER42300	Key not found	Load key to be needed
ER42A00	Mismatch key usage	Check key usage
ER42B00	Invalid keyname	Check keyname
ER45000	Undefined RSA key type	Check RSA key type
ER45700	Signature verification failure	Check RSA key and data
ER45800	Same with symmetric key name	Use different keyname from symmetric key
ER46400	RSA keys are not loaded all	Return to the factory and load RSA keys
ER46500	no unbinding	need unbinding
ER46600	Root and Host public keys are loaded	Unbinding procedure is needed or NVRAM clear

Error Code	Description	Trouble shooting
ER46700	Only Host public key is loaded	Unbinding procedure is needed or NVRAM clear
ER46800	Root and Host public key not found	Load Root or Host public key
ER46900	Modulus getting failure	Check RSA key
ER46A00	Root and Host public key name is same	Use different keyname for Root and Host public key
ER46B00	Not Host public key type	Check Host public key name and type
ER46C00	Not Root public key type	Check Root public key name and type
ER46D00	no host root key	need to load host root key with correct information
ER51200	Invalid parameter	Check SP message
ER55B00	Random number size is over 256	Maximum Random number size must be 256
ER56400	RSA keys are not loaded all	Return to the factory and load RSA keys
ER81100	Received message length error	Check SP message
ER81200	Invalid parameter	Check SP message
ER82000	Key table is full	Delete unused key or NVRAM clear
ER82200	Not TMK usage	Check TMK usage
ER82B00	Invalid keyname	Check keyname
ER82D00	Invalid key length	Check the key length. it should be 8 or 16.
ER83900	Weak Key	Check key value
ER83A00	Weak Key	Check key value
ER84100	Same key value with another TMK	TMK key value must be different from another TMK
ER84D00	Weak Key	Check key value
ER85700	Signature verification failure	Check RSA key and data
ER85F00	RSA decryption failure	Check RSA key and data
ER86100	Random number comparison failure	Check random number
ER86200	Same with RSA keyname	Use different keyname from RSA Key
ER86400	RSA keys are not loaded all	Return to the factory and load RSA keys
ER86800	Root and Host public key not found	Load Root or Host public key
ER86900	Modulus getting failure	Check RSA key
ET11100	Received message length error	Check SP message
ET11200	Invalid parameter	Check SP message
ET11400	Default sensitive password entry	Enter new sensitive passwords
ET12000	Key table is full	Delete unused key or NVRAM clear
ET12200	Not TMK usage	Check TMK usage
ET12400	Plain text TMK load	Plain text key cannot be loaded
ET12500	No component key entered	Enter component key
ET12600	Component entry is not complete	Enter component key completely
ET12700	NULL key usage	Check key usage
ET12B00	Invalid keyname	Check keyname
ET13700	Multiple key usage	only one key usage is needed
ET13900	Weak Key	Check key value

Error Code	Description	Trouble shooting
ET13A00	Weak Key	Check key value
ET13B00	Component key count is less than 2	Minimum component key is 2
ET13C00	Not on entering component key	Enter component key
ET14100	Same key value with another TMK	TMK key value must be different from another TMK
ET14C00	Invalid component key digit	Check the component key digit. it should be 16 or 32.
ET14D00	Weak Key	Check key value
ET14F00	Not authenticated zeroization	Authenticated zeroization
ET14H00	The working key name is same with DUKPT key name.	Set the different keyname between working key and DUKPT key.
ET16200	Same with RSA keyname	Use different keyname from RSA Key
ET17400	Not in sensitive mode	Enter sensitive passwords
ET1A100	maximum PIN encryption count of DUKPT	Inject new DUKPT key
ET1A103	DUKPT Key Table Full	Delete an existing DUKPT key and inject DUKPT key
ET1A104	Not DUKPT key usage	Check key usage value
EU11100	Received message length error	Check SP message
EU21100	Received message length error	Check SP message
EU21200	Invalid parameter	Check SP message
EU28000	Not on updating firmware	Start firmware update at the first time
EU28300	Not Version code	Check firmware file
EU35700	Signature verification failure	Check RSA key and data
EU38000	Not on updating firmware	Start firmware update at the first time
EV2FB00	Undefined EPP state	Check EPP module
EW11200	Invalid parameter	Check SP message
EW1FD13	Not default ID and password	Enter default or NVRAM clear
EW21200	Invalid parameter	Check SP message
EW2FD0E	ID is NULL value	Register non NULL ID
EW2FD10	Not in removal sensitive mode	Enter removal sensitive id and password
EW3FA00	Undefined EPP state	Check EPP module
EW3FD01	Not two ID	Register at least 2 ID
EW3FD0E	ID is NULL value	Register non NULL ID
EW3FD10	Not in removal sensitive mode	Enter removal sensitive id and password
EW3FD12	I2C write failure	Check if removal switch is attached
EW4FA00	Undefined EPP state	Check EPP module
EW4FD01	Not two ID	Register at least 2 ID
EW4FD0E	ID is NULL value	Register non NULL ID
EW4FD10	Not in removal sensitive mode	Enter removal sensitive id and password
EW5FF0F	ID not found	Check existing ID
EXX1000	Undefined main command	Check main command code
EXX1500	Glue attack is detected	Check EPP Key state

## Chapter 4. Receipt Printer

Error Code	Description	Trouble shooting
1106910	LOST SLIP", DEV_SPR	
2001000	Receipt paper jam	Remove any jammed paper from the printer.
2001200	Receipt printer feed plate open	Close the feed plate.
2001300	Out of receipt (Receipt paper empty)	Replenish the receipt paper.
2001400	Receipt printer head overheated before printing	Check the printer head and change if necessary.
2010100	Receipt printer lever opened	Close the lever of print head completely
2010200	Receipt printer head overheated	Wait the time until the temperature of head adequately slow down and try to initialize
2010300	Receipt paper jam	Remove jammed paper between printer head and rollers
2010400	Receipt paper empty	1. Replenish receipt paper 2. Check the status of sensor and its connector
2010500	Receipt paper setting error	1. Check the status of setting paper 2. Check the status of sensor and its connector
2010600	Command is received while doing self-test	After terminating self-test and initialize receipt printer
2010700	No receipt paper	1. Replenish receipt paper in paper charger 2. Check the status of Near End sensor and its connector
2010800	Receipt paper cutting error	1. Check the Cutter module 2. Check if printer head lever is properly close
2010900	No sensing black mark (dark sensor)	1. Check the status of Black mark sensor 2. Check if Dip switch # 6 is correctly set (Dip switch # 6 is set by On in case of not using Black mark)
2010A00	The size of image print data is abnormal	Check the AP version and initialize
2010B00	Margin value is invalid during configuration.	
2010C00	Paper jammed at the exit of the slot	
2010D00	Paper jammed in the path (Receipt Printer)	
2010F00	The firmware crashed (Receipt Printer)	
2080100	Receipt printer lever opened	Close the lever of print head completely
2080200	Receipt printer head overheated	Wait the time until the temperature of head adequately slow down and try to initialize

Error Code	Description	Trouble shooting
2080300	Receipt paper jam	Remove jammed paper between printer head and rollers
2080400	Receipt paper empty	1. Replenish receipt paper 2. Check the status of sensor and its connector
2080500	Receipt paper setting error	1. Check the status of setting paper 2. Check the status of sensor and its connector
2080600	Command is received while doing self-test	After terminating self-test and initialize receipt printer
2080700	No receipt paper	1. Replenish receipt paper in paper charger 2. Check the status of Near End sensor and its connector
2080800	Receipt paper cutting error	1. Check the Cutter module 2. Check if printer head lever is properly close
2080900	No sensing black mark (dark sensor)	1. Check the status of Black mark sensor 2. Check if Dip switch # 6 is correctly set (Dip switch # 6 is set by On in case of not using Black mark)
2080A00	The size of image print data is abnormal	Check the AP version and initialize
2080B00	Margin setting error	1. Check whether the default registry setting is changed 2. Reset the PTR SP
2080C00	Paper jammed at the exit of the slot	1. Remove the jammed paper
2080D00	Paper jammed in the path	1. Remove the jammed paper
2080E00	The size of image print data is abnormal while printing image.	
2080F00	The firmware crashed	1. Check whether the dip switch #1 is set to "ON" position 2. Update the firmware
2080I00	Use to same sequence number. Sequence number must be different to previous sequence number.	Need to check SP process.
2080K00	It means Image print is not finished. When SPR print image data with receive, If no more data received then SPR can not print all image data.	Cause is as follows. 1. Cable is low quality. 2. USB disconnect. 3. SP is not work continuously.  Need to analyze tracelog for more information.
2DN0000	Failed to connect communication between Receipt printer and SP	1. Check if communication cable or com port is not connected
9720000	Receipt printer communication error during SP opening	Check if communication cable or COM port is not connected



Error Code	Description	Trouble shooting
97201	Hardware error occurred before executing command	1. Reset the PTR SP
9720200	communication error between SP and firmware.	Reboot ATM
9722010	Receipt Printer communication failure during COM port open	1. Do RESET at Operator Function 2. Reboot ATM
9722022	Failed to write file (Receipt Printer)	1. Reboot ATM 2. Call your attendant
9722211	invalid data size	Reboot ATM
9722DN0	Receipt Printer communication failure during sending command to Receipt Printer	1. Do RESET at Operator Function 2. Reboot ATM
97912XX	DEV_SPR Time Over Error	1. Reboot ATM 2. Call your attendant
97922XX	DEV_SPR FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
A010100	Open lever detected before executing command	Close the feed lever.
A010200	Printer thermal head overheated while executing command	Check the thermal printer head and change if necessary.
A010300	Paper jam detected before executing command	Remove any jammed paper from the printer.
A010400	Paper setting error detected before executing command	Remove and re-install the receipt paper.
A010500	Paper check error detected before executing command	Remove and re-install the receipt paper.
A010800	Paper cutter software check error detected before executing command	Check for and remove any jammed paper.
A080100	Open lever detected while executing command	Remove any jammed paper.
A080200	Receipt printer head overheated while printing	Check the thermal printer head and change if necessary.
A080300	Paper jam detected while executing command	Remove and re-install the receipt paper.
A080400	Paper setting error detected before executing command	Remove and re-install the receipt paper.
A080500	Paper check error in doing command	Remove any jammed paper.
A080800	Paper cutter software check error detected while executing command	Check for and remove any jammed paper.
ADN0100	No response detected for 30 seconds after sending command	Check cable and connection between the CE and printer.
ADN0F00	No response detected for 30 seconds after sending command	Check cable and connection between the CE and printer.
ADN1100	No response detected after 3 retries	Check cable and connection between the CE and printer.
ADN1200	No response detected between ENQ-ACK after 5 retries of ENQ	Check the cable and connection between the CE and printer.

<b>Error Code</b>	<b>Description</b>	<b>Trouble shooting</b>
ADN1300	No response detected after 5 retries because of timeout between STX-BCC interval	Check cable and connection between the CE and printer.

## Chapter 5. Modem

### PRINÉTA

Error Code	Description	Trouble shooting
D030000	Modem is not responding	Check the modem controller.
D030100	The target call address has call blocking enabled.	1. Check modem cable 2. Contact to technician support team
D030200	The specified terminal identifier is invalid.	1. Check modem cable 2. Contact to technician support team
D030300	All call appearances on the specified address are currently in use.	1. Check modem cable 2. Contact to technician support team
D030400	The disable address parameter contains dialing control characters that are not processed by the service provider.	1. Check modem cable 2. Contact to technician support team
D030500	The specified country/region code is invalid.	1. Check modem cable 2. Contact to host and phone company
D030600	The operation failed for an unspecified or unknown reason.	Contact to technician support team
D030700	Insufficient resources to complete the operation	Contact to technician support team

## Chapter6. Miscellaneous

## PRINÉTA

Error Code	Description	Trouble shooting
1030100	DEV_PIN (Key data error from host)	Contact to host
2000400	Vault door open	Close the vault door. Check door switch.
9701010	Failed to connect communication between SP of PIN and EP of one	Check if communication cable or COM port is not connected
9701012	Failed to deliver to data of EPP's SP	Check if communication cable or COM port is not connected
9701016	Received data time out of EPP	Check if communication cable or COM port is not connected
9701017	Delivered data time out of EPP	Check if communication cable or COM port is not connected
9701031	Failed to read Register of EPP	Reboot ATM
9701040	Failed to produce Thread of EPP	Reboot ATM
9701060	Failed to create buffer	Reboot ATM
9701111	BCC error of EPP	Check BCC logic of EPP
9701151	EPP is down when it receives an 'Get Status' command	1. Reboot ATM 2. Replace pinpad
9701152	EPP is down when it receives an 'Clear Func Key' command	1. Reboot ATM 2. Replace pinpad
9722020	File Open Error	1. Reboot ATM 2. Call your attendant
9722060	Memory Allocate Error (PrintForm Allocate IndexBuffer Fail)	1. Reboot ATM 2. Call your attendant
9722068	Invalid Media Name	1. Reboot ATM 2. Call your attendant
97221A2	Invalid Unit	1. Reboot ATM 2. Call your attendant
97221C1	Form is not Found	1. Reboot ATM 2. Call your attendant
97221C4	Form Name is NULL	1. Reboot ATM 2. Call your attendant
97221C5	Invalid Form	1. Reboot ATM 2. Call your attendant
97221C6	PrintForm() offset is Invalid	1. Reboot ATM 2. Call your attendant
97221C7	Invalid Form (Too many Fields)	1. Reboot ATM 2. Call your attendant
97221D1	Media is not Found	1. Reboot ATM 2. Call your attendant

Error Code	Description	Trouble shooting
97221D3	Media Overflow when form size is larger than media size	1. Reboot ATM 2. Call your attendant
97221D4	Media Name is NULL	1. Reboot ATM 2. Call your attendant
97221D5	Invalid Media (Attribute for Media definition is not proper)	1. Reboot ATM 2. Call your attendant
97221D6	Invalid Media (Area size is larger than media size)	1. Reboot ATM 2. Call your attendant
97221D7	Invalid Media (Size of Media Name is exceeded to 2048 bytes totally)	1. Reboot ATM 2. Call your attendant
97221E1	Field is not Found	1. Reboot ATM 2. Call your attendant
97221E2	Field Error (This Field must have initial value)	1. Reboot ATM 2. Call your attendant
97221E3	Non-Indexed value for Indexed Field	1. Reboot ATM 2. Call your attendant
97221E4	Invalid Field	1. Reboot ATM 2. Call your attendant
97221E5	Invalid Field (This Field's width is 0)	1. Reboot ATM 2. Call your attendant
9740020	Failed to create file	1. Reboot ATM 2. Call your attendant
9740025	Failed to copy file	1. Reboot ATM 2. Call your attendant
9745500	System power off while dispensing	
97915XX	DEV_BRM Time over Error Code	1. Reboot ATM 2. Call your attendant
97916XX	DEV_PBM Time over Error Code	1. Reboot ATM 2. Call your attendant
97918XX	DEV_PIN Time over Error Code	1. Reboot ATM 2. Call your attendant
9791AXX	DEV_FNG Time over Error Code	1. Reboot ATM 2. Call your attendant
9791BXX	DEV_VFD Time over Error Code	1. Reboot ATM 2. Call your attendant
97925XX	DEV_BRM FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
97926XX	DEV_PBM FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
97928XX	DEV_PIN FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
9792AXX	DEV_FNG FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant

Error Code	Description	Trouble shooting
9792BXX	DEV_VFD FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
9799901	DOOR CHECK	1. Reboot ATM 2. Call your attendant
9799902	LIGHT ERROR	1. Reboot ATM 2. Call your attendant
9799903	SPL ERROR	1. Reboot ATM 2. Call your attendant
9799904	PIN ERROR	1. Reboot ATM 2. Call your attendant
9799905	SENSOR CHECK	1. Reboot ATM 2. Call your attendant
9799907	UPS ERROR	1. Reboot ATM 2. Call your attendant
9799908	SCREEN ERROR	1. Reboot ATM 2. Call your attendant
991@@@91	ON TRANSACTION POWER OFF	1. Check power supply 2. Check backup battery
D000100	Error while modem initializing	Check the modem connection and the modem test.
D000200	Reversal transaction failure	Check for any CDU error codes and the number of notes dispensed to customer.
D000300	PIN ERROR	Transaction was denied by host
D000400	INVALID PIN	Reboot ATM
D000500	BANK UNAVAILABLE	Transaction was denied by host
D000600	CARD NOT SUPPORTED	Transaction was denied by host
D000700	INSUFFICIENT FUNDS	Transaction was denied by host
D000800	INELIGIBLE TRANSACTION	Transaction was denied by host
D000900	INELIGIBLE ACCOUNT	Transaction was denied by host
D001000	DAILY LIMIT EXCEEDED	Transaction was denied by host
D001100	UNABLE TO PROCESS	Transaction was denied by host
D001200	Invalid transaction	Check the transaction from the host and try again.
D001300	Invalid amount	Check the transaction from the host and try again.
D001400	Invalid card number	Check the transaction from the host and try again.
D001500	UNABLE TO PROCESS	Transaction was denied by host
D001600	WITHDRAWAL LIMIT ALREADY REACHED	Transaction was denied by host
D001700	INVALID AMOUNT	Transaction was denied by host
D001800	EXTERNAL DECLINE	Transaction was denied by host
D001900	SYSTEM ERROR	Transaction was denied by host
D002000	Surcharge screen should have been displayed	Check the transaction from the host and try again. Check BIN List

<b>Error Code</b>	<b>Description</b>	<b>Trouble shooting</b>
D002100	ROUTING LOOKUP PROBLEM	Transaction was denied by host
D002200	UNABLE TO PROCESS	Transaction was denied by host
D002300	TRANSACTION NOT SUPPORTED	Transaction was denied by host
D002400	Exceeds Issuer Withdrawal Limit	Check the transaction from the host and try again.
D003900	No Credit Account	Check the transaction from the host and try again.
D005100	Insufficient Funds	Check the transaction from the host and try again. Try Balance Inquiry
D005200	No Checking Account	Check the transaction from the host and try again.
D005300	No Savings Account	Check the transaction from the host and try again.
D005400	Expire Card	Check the transaction from the host and try again.
D005500	Incorrect Pin	Check the transaction from the host and try again.
D005700	Transaction not Permitted – Card	Check the transaction from the host and try again.
D005800	Transaction not Permitted – Terminal	Check the transaction from the host and try again.
D006100	Exceeds Withdrawal Limit	Check the transaction from the host and try again.
D007500	PIN Tries Exceeded	Check the transaction from the host and try again.
D007800	No Account	Check the transaction from the host and try again.
D008000	Invalid Date	Check the transaction from the host and try again.
D008300	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
D008600	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
D009100	Bank Unavailable	Check the transaction from the host and try again.
D009200	System Unavailable	Check the transaction from the host and try again.
D009300	Transaction Serial Number mismatch	Check the terminal setting from the host.
D009400	Record format mismatch.	Check the terminal setting from the host.

Error Code	Description	Trouble shooting
D009500	Routing ID mismatch.	Check the terminal setting from the host.
D009600	Terminal ID mismatch.	Check the terminal setting from the host.
D009700	Response Type mismatch (Reversal)	Check the terminal setting from the host.
D009800	Response Type mismatch (Day Close)	Check the terminal setting from the host.
D009900	Response Type mismatch (Config.)	Check the terminal setting from the host.
D009A00	Response Type mismatch (Withdrawal/Balance/Transfer)	Check the terminal setting from the host.
D009B00	STX error	Check the terminal setting from the host.
D009C00	ETX error	Check the terminal setting from the host.
D009D00	FS out (after response code)	Check the terminal setting from the host.
D009E00	FS out (after retrieval reference number)	Check the terminal setting from the host.
D009F00	FS out (after system trace audit number)	Check the terminal setting from the host.
D00A000	FS out (after account balance)	Check the terminal setting from the host.
D00A100	FS out (after available balance)	Check the terminal setting from the host.
D00A200	FS out (after surcharge amount)	Check the terminal setting from the host.
D00A300	FS out (after authorization response text)	Check the terminal setting from the host.
D00A400	ETX wrong position	Check the terminal setting from the host.
D00A500	FS out (after total cash dispense amount)	Check the terminal setting from the host.
D00A600	FS out (after total non-cash dispense amount)	Check the terminal setting from the host.
D00A700	FS out (after total surcharge amount)	Check the terminal setting from the host.
D00A800	FS out (after config surcharge amount)	Check the terminal setting from the host.
D00A900	ETX out (config)	Check the terminal setting from the host.
D00AC00	Invalid data received from the host (MAC data mismatch)	Check the terminal setting from the host.
D00B000	TERMINAL ID MISMATCHED	
D00B100	TRANSACTION CODE MISMATCHED	



Error Code	Description	Trouble shooting
D00B200	SECOND FIELD ID CODE MISMATCHED	
D00B300	FIRST DES KEY WRONG SIZE	
D00B400	SURCHARGE AMOUNT WRONG SIZE	
D00B500	Sequence Number MISMATCHED	
D00B600	INVALID RESPONSE CODE ERROR	
D00B700	Authorization Number Error	
D00B800	BUSINESS DATE Error	
D00B900	Transaction time Number Error	
D00BA00	BUSINESS DATE Error	
D00BB00	Balance amount Error	
D00BC00	Actual Surcharge Error	
D00BD00	Sequence Number MISMATCHED	
D00BF00	BUSINESS DATE Error	
D00C000	Settlement Error	
D00C100	Host Mac result error	Check the key mode and MAC value
D00C200	ATM Mac result error	Check the key mode and MAC value
D011100	REVERSAL DECLINED	
D022200	PIN CHANGE DECLINED	
D100000	No connection	1. Check phone number 2. Check modem cable 3. Contact phone company
D110000	Cannot receive ENQ from the host	1. Check phone number 2. Check modem cable 3. Contact telephone company
D120000	Transmission error : Failed to receive the whole data within 5 seconds after requesting the modem to send the data.	1. Check modem and modem cable connection 2. Contact telephone company
D130000	Receiving NAK more than 3 times	1. Check modem and modem cable connection 2. Contact telephone company
D140100	Disconnected by Unknown Reason	1. Check modem and modem cable connection 2. Contact telephone company
D140200	Disconnected by rejected call from remote party	Try again later.

Error Code	Description	Trouble shooting
D140300	Disconnected because the local phone was picked up	Try again later.
D140400	Disconnected by Forwarded	1. Check modem and modem cable connection 2. Contact telephone company
D140500	Disconnected by Unreachable	1. Check modem and modem cable connection 2. Contact telephone company
D140600	Disconnected by Congestion	1. Check modem and modem cable connection 2. Contact telephone company
D140700	Disconnected by Incompatible	1. Check modem and modem cable connection 2. Contact telephone company
D140800	Disconnected by un-known reason	1. Check modem and modem cable connection 2. Contact telephone company
D140900	Disconnected by Bad Address	1. Check modem and modem cable connection 2. Contact telephone company
D141000	Disconnected by Unavailable	1. Check modem and modem cable connection 2. Contact telephone company
D150000	1. Modem dial connection time-out (while dialing the modem). 2. No response from host for 60 seconds.	1. Check modem and modem cable connection 2. Contact telephone company
D160100	Disconnected by Bad Address	1. Check modem and modem cable connection 2. Contact telephone company
D160200	Disconnected by Unavailable	1. Check modem and modem cable connection 2. Contact telephone company
D160300	Disconnected by Out of Order	1. Check modem and modem cable connection 2. Contact telephone company
D170000	No carrier (while sending/receiving data after dial connection)	Check host.
D170100	No Carrier during ENQ data receive from host	Check host.
D170200	No Carrier before sending data send to host	Check host.
D170300	No Carrier during sending data send to host	Check host.

Error Code	Description	Trouble shooting
D170400	No Carrier during ACK/NAK data send to host	Check host.
D170500	No Carrier during ACK/NAK data receive from host	Check host.
D170600	No Carrier during receiving data	Check host.
D170700	NAK retry error.	1. Check modem and modem cable connection 2. Contact telephone company
D170800	Send retry error	1. Check modem and modem cable connection 2. Contact telephone company
D170900	Modem initialize fail	Check modem
D171000	Modem Comport Failed	Check modem
D180000	No Dial Tone(in Modem dial connection)	Check telephone line connection. Test Modem.
D190000	No Answer	Contact telephone company (Check telephone line connection. Check phone number.)
D200000	Dial(Line) busy	Try again later. Check phone number.
D210000	Time out(30sec.) for initializing modem before Modem Dial connecting	Check telephone line connection. Test Modem.
D220000	not receiving EOT from HOST	Check telephone line connection. Test Modem. Check host.
D230000	No response from Host - Dialing time out to Host	Check telephone line connection. Test Modem. Check phone number.
D250000	Cannot connect to the host	Check telephone line connection
D251000	Timeout while Sending	Check telephone line connection
D251100	Communication error while Sending	Check telephone line connection
D251200	Socket error while Sending	Check telephone line connection
D251300	Timeout while Receiving	Check telephone line connection
D251400	Communication error while Receiving	Check telephone line connection
D251500	Socket Error while Receiving	Check telephone line connection
D320000	No response from Host/Dialing time out to Host	Check telephone line connection
D320100	Outbound call is aborted	Check telephone line connection. Test Modem.
D320200	Fail to dial out	Check telephone line connection. Test Modem.
D320300	No Line Reply	
D320400	Get Line ID Failed	

Error Code	Description	Trouble shooting
D320500	Modem Comport Failed	
D320600	Call Failed	
D320700	No Answer	
D320800	Modem Call Other Error	
D410000	CRC Mismatch	Check telephone line connection
D410100	No CRC Received	Make sure that the host is using CRC
DA0xxx0	Host Denial Error	Refer to Description for error code organization
DA(0)00300	PIN ERROR	Transaction was denied by host
DA(0)00400	INVALID PIN	Reboot ATM
DA(0)00500	BANK UNAVAILABLE	Transaction was denied by host
DA(0)00600	CARD NOT SUPPORTED	Transaction was denied by host
DA(0)00700	INSUFFICIENT FUNDS	Transaction was denied by host
DA(0)00800	INELIGIBLE TRANSACTION	Transaction was denied by host
DA(0)00900	INELIGIBLE ACCOUNT	Transaction was denied by host
DA(0)01000	DAILY LIMIT EXCEEDED	Transaction was denied by host
DA(0)01100	UNABLE TO PROCESS	Transaction was denied by host
DA(0)01200	Invalid transaction	Check the transaction from the host and try again.
DA(0)01300	Invalid amount	Check the transaction from the host and try again.
DA(0)01400	Invalid card number	Check the transaction from the host and try again.
DA(0)01500	UNABLE TO PROCESS	Transaction was denied by host
DA(0)01600	WITHDRAWAL LIMIT ALREADY REACHED	Transaction was denied by host
DA(0)01700	INVALID AMOUNT	Transaction was denied by host
DA(0)01800	EXTERNAL DECLINE	Transaction was denied by host
DA(0)01900	SYSTEM ERROR	Transaction was denied by host
DA(0)02000	Surcharge screen should have been displayed	Check the transaction from the host and try again. Check BIN List
DA(0)02100	ROUTING LOOKUP PROBLEM	Transaction was denied by host
DA(0)02200	UNABLE TO PROCESS	Transaction was denied by host
DA(0)02300	TRANSACTION NOT SUPPORTED	Transaction was denied by host
DA(0)02400	Exceeds Issuer Withdrawal Limit	Check the transaction from the host and try again.

Error Code	Description	Trouble shooting
DA(0)03900	No Credit Account	Check the transaction from the host and try again.
DA(0)05100	Insufficient Funds	Check the transaction from the host and try again. Try Balance Inquiry
DA(0)05200	No Checking Account	Check the transaction from the host and try again.
DA(0)05300	No Savings Account	Check the transaction from the host and try again.
DA(0)05400	Expire Card	Check the transaction from the host and try again.
DA(0)05500	Incorrect Pin	Check the transaction from the host and try again.
DA(0)05700	Transaction not Permitted – Card	Check the transaction from the host and try again.
DA(0)05800	Transaction not Permitted – Terminal	Check the transaction from the host and try again.
DA(0)06100	Exceeds Withdrawal Limit	Check the transaction from the host and try again.
DA(0)07500	PIN Tries Exceeded	Check the transaction from the host and try again.
DA(0)07800	No Account	Check the transaction from the host and try again.
DA(0)08000	Invalid Date	Check the transaction from the host and try again.
DA(0)08300	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
DA(0)08600	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
DA(0)09100	Bank Unavailable	Check the transaction from the host and try again.
DA(0)09200	System Unavailable	Check the transaction from the host and try again.
DA(0)09300	Transaction Serial Number mismatch	Check the terminal setting from the host.
DA(0)09400	Record format mismatch.	Check the terminal setting from the host.

Error Code	Description	Trouble shooting
DA(0)09500	Routing ID mismatch.	Check the terminal setting from the host.
DA(0)09600	Terminal ID mismatch.	Check the terminal setting from the host.
DA(0)09700	Response Type mismatch (Reversal)	Check the terminal setting from the host.
DA(0)09800	Response Type mismatch (Day Close)	Check the terminal setting from the host.
DA(0)09900	Response Type mismatch (Config.)	Check the terminal setting from the host.
DA(0)09A00	Response Type mismatch (Withdrawal/Balance/Transfer)	Check the terminal setting from the host.
DA(0)09B00	STX error	Check the terminal setting from the host.
DA(0)09C00	ETX error	Check the terminal setting from the host.
DA(0)09D00	FS out (after response code)	Check the terminal setting from the host.
DA(0)09E00	FS out (after retrieval reference number)	Check the terminal setting from the host.
DA(0)09F00	FS out (after system trace audit number)	Check the terminal setting from the host.
DA(0)0A000	FS out (after account balance)	Check the terminal setting from the host.
DA(0)0A100	FS out (after available balance)	Check the terminal setting from the host.
DA(0)0A200	FS out (after surcharge amount)	Check the terminal setting from the host.
DA(0)0A300	FS out (after authorization response text)	Check the terminal setting from the host.
DA(0)0A400	ETX wrong position	Check the terminal setting from the host.
DA(0)0A500	FS out (after total cash dispense amount)	Check the terminal setting from the host.
DA(0)0A600	FS out (after total non-cash dispense amount)	Check the terminal setting from the host.

<b>Error Code</b>	<b>Description</b>	<b>Trouble shooting</b>
DA(0)0A700	FS out (after total surcharge amount)	Check the terminal setting from the host.
DA(0)0A800	FS out (after config surcharge amount)	Check the terminal setting from the host.
DA(0)0A900	ETX out (config)	Check the terminal setting from the host.
DA(0)0AC00	Invalid data received from the host (MAC data mismatch)	Check the terminal setting from the host.
DA(0)0B000	TERMINAL ID MISMATCHED	
DA(0)0B100	TRANSACTION CODE MISMATCHED	
DA(0)0B200	SECOND FIELD ID CODE MISMATCHED	
DA(0)0B300	FIRST DES KEY WRONG SIZE	
DA(0)0B400	SURCHARGE AMOUNT WRONG SIZE	
DA(0)0B500	Sequence Number MISMATCHED	
DA(0)0B600	INVALID RESPONSE CODE ERROR	
DA(0)0B700	Authorization Number Error	
DA(0)0B800	BUSINESS DATE Error	
DA(0)0B900	Transaction time Number Error	
DA(0)0BA00	BUSINESS DATE Error	
DA(0)0BB00	Balance amount Error	
DA(0)0BC00	Actual Surcharge Error	
DA(0)0BD00	Sequence Number MISMATCHED	
DA(0)0BF00	BUSINESS DATE Error	
DA(0)0C000	Settlement Error	
DA(0)0C100	Host Mac result error	Check the key mode and MAC value
DA(0)0C200	ATM Mac result error	Check the key mode and MAC value
DA(0)11100	REVERSAL DECLINED	
DA(0)22200	PIN CHANGE DECLINED	

Error Code	Description	Trouble shooting
F000100	Number of Bill is not inputted	Enter number of bill. (required)
F000200	Parameter is not properly set (Surcharge Owner)	Enter surcharge owner. (required)
F000300	Parameter is not properly set (Surcharge Amount)	Enter surcharge amount. (required)
F000400	Parameter is not properly set (Adver. Text refreshing timer)	Enter Ad text refresh timer.
F000500	Parameter is not properly set (Advertisement text)	Enter Ad text.
F000600	Parameter is not properly set (Dispense limit)	Enter Dispense limit.
F000700	Parameter is not properly set (Denomination)	Enter Denomination. (required)
F000800	Parameter is not properly set (Fast Cash)	Enter Fast Cash amount.
F000900	Master Key Index invalid	Check Master key index.
F000A00	Master Key empty	Enter Master key. (required)
F000B00	Host Phone Number is not inputted	Enter Host phone number. (required)
F000C00	Error Retry Timer is not inputted	Enter Retry timer.
F000D00	RMS Password is not inputted in RMS Enable	Enter RMS password.
F000E00	RMS Phone Number is not inputted in RMS Enable	Enter RMS phone number.
F000F00	Terminal Number is not inputted	Enter Terminal number. (required)
F001000	Routing ID is not inputted	Enter Routing ID. (required)
F001100	Master Key Serial Number is not inputted	Enter Master key serial number.
F001200	Non-Cash Type text is not inputted	Enter Non-cash type text.
F001300	Parameter is not properly set	Check proper parameters in setting.
F001400	NVRAM Failure	Try to clear NVRAM
F001500	ATM Serial No. Empty	Enter ATM serial number. (required)
F001600	Default master password was not changed	
F001F00	Machine serial number is not set	Check serial number. 2. Set serial number.
F002F00	Host type is not set	Check host type. 2. Set host type.
F003F00	Communication ID invalid (only triton)	Contact to technician support team .
F004F00	EPP(Pinpad) key mode is invalid	1. Check modem cable 2. Contact to technician support team



Error Code	Description	Trouble shooting
F005F00	Denomination is invalid	1. Check modem cable 2. Contact to technician support team
F006F00	Failed Host Connection!	1. Check Host Connection. 2. Contact to technician support team.
F007F00	Invalid Exchange Rate	Download the exchange rate from RMS
F00FF00	Failed to write Journal	1.Back up journal to thumb drive 2.Clear journal 3.Reboot ATM
FFFFFFF	NVRAM is broken	1. Reset Master Password 2. Clear NVRAM
POWERAB	UPS ABNORMAL	Check UPS
POWERAC	POWER OUT OR AC OFF	Check AC power status and environment
POWERBA	BATTERY LOW	1. Check AC power status and environment 2. Check UPS
SDN0100	Service Panel (SPL) communication error	Check the cables and connections.

## Chapter 7. Description for error code organization

- ▶ If an error occurs, you can understand cause of error through error code and help operator to judge situation.

Below example is forms and contents for error code "5-40047(00)".

1. 5 in front "-" is procedure number, and you can analysis the procedure that an error occurs through that number.

1) Procedure number, the number in front of "-", is none as follow situations :

- (1) Reboot the system when errors occur:
- (2) Fail to restore automatically when errors occur:
- (3) When transferring from Operator Mode to Transaction Mode not ruling out the error.

2) "1" – After users insert the card, procedure number is 1.

3) "3" – When sending message from ATM to Host, procedure number is 3.

4) "5" – When receiving transaction success message from Host, procedure number is 5.

5) "6" – After confirming notes during withdrawal, procedure number is 6.

6) "9" – When receiving transaction refusal message from Host, procedure number is 9.

2. "40047(00)" back of "-" is a description for an error. (Refer to Error Code)

3. If an error occurs, below message will be displayed on the screen.

```

TERMINAL ID : XXXXXXXXXXXXXXXX
ERROR CODE : 5-40047(00)
ERROR DESCRPTION
  
```

### 👁 HOST DENIAL ERROR CODE

1. When receiving HOST DENY message, below error code will be displayed on the screen.

```

TERMINAL ID : XXXXXXXXXXXXXXXX
ERROR CODE : 9-DA0XX(X0)
ERROR DESCRIPTION
  
```

- When HOST DENY ERROR CODE is 2 byte, DA0XX(00) will be displayed. (Value of XX means denial code.)
- When HOST DENIAL ERROR CODE is 3 bytes, DA0XX(X0) will be displayed. (Value of XXX means denial code.)