



## HANTLE (TRANAX) & GENMEGA ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
00000	<b>Normal Status</b>	Normal Status
20001	<b>Unable to detect a cassette</b>	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	<b>Low Cash</b>	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	<b>Reject Bin is Full</b>	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	<b>Vault Door is Open</b>	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	<b>CDU Type Mismatch</b>	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	<b>Receipt Paper Jam</b>	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	<b>Receipt printer feed lever open</b>	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	<b>Receipt paper is empty</b>	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	<b>Thermal printer is overheated</b>	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	<b>CDU detects bills prior to dispensing</b>	This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS2 sensor). Remove any jammed bills from the dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.



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21315	CDU detects bills prior to dispensing	This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS13 sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.
21A15	CDU detects bills prior to dispensing	This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS1A sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.
21B15	CDU detects bills prior to dispensing	This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS1B sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.
24A15	CDU detects bills prior to dispensing	This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS4A sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.
24B15	CDU detects bills prior to dispensing	This means that while the ATM was initializing it detected a blocked sensor in the cash dispenser (CS4B sensor). Remove any jammed bills from the dispenser, if no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Check and reseal all belts. Loose belts can slip off rollers and block sensors.
90001	Error during card swipe	This error occurs when customer attempts to swipe their card and are unsuccessful. It may indicate that the card reader needs to be cleaned, repositioned or simply that the customer didn't swipe their card properly. If persistent, clean and test the card reader in diagnostics. NOTE: it is very common to see this error in the error summary and does not usually indicate a bad or defective part.
A0008	Receipt paper cutter error	Remove any jammed paper. You may need to remove the printer to clear jams. NOTE: Do not use metal objects to clear the jam. Use a business card or stiff paper to clear jams. Otherwise try the reset button or have the printer serviced.
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.



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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 C0011 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 C0011 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



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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 can not 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.
C0037	Sensor(NS7) for detecting Double is covered during dispensing note	
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.



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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.
C0046CDU	Hardware Failure	Error reported during CDU initialization. Check cabling and potential blockages and power cycle ATM.
C0047	Feed error	This error occurs when the dispenser attempts to pull a bill from the cassette and is unsuccessful before the dispenser times out. Depending on the model of dispenser there are different causes and possible solutions. It can be as simple as the cassette being empty, rollers need cleaning to a firmware upgrade to the CDU.
C0048	Incorrect bill count	Verify cash count in the Settlement menu.
C004A	Jammed notes	Check for notes in the Cash Dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service.
C004B	Long note detected 3 times consecutively	Verify the quality of the cash. Straighten and shuffle cash in the cassette. Try cleaning the cassette and dispenser. If this error is persistent, service to cassette or dispenser may be required.
C004C	Miscount of notes between sensors	Verify operation of exit gate. Check the number of dispensed notes. Clean the dispenser and test using diagnostics. Dispenser may require service.
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.



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C0051	Over 150 notes requested	Possibly due to too many rejects, may require repair or cleaning if consistent. Check the Reject Analysis, this may help determine the cause. Cash quality, condition of the rollers in the cassette can effect this condition.
C0052	Detected notes in path after dispense	Remove any notes from path, verify amount of dispensed notes. Clean dispenser. Verify the amount of bills against the journal.
C0053	CDU double detect module failure	Double detect module may require adjustment. Check wiring and CDU mainboard connections.
C0055	Detected long notes at outlet sensor	(See definition of C0011 error) this is typically a bounce back of a bill during dispense causing the exit sensor to remain blocked for a longer time than is expected.
C0056	Exit gate sensor failure	Check condition of exit gate, and the exit gate sensor.
C0057	Cassette information is not properly set	CDU programming is not accurate or complete.
C0059	Cash cassette 2 removed prior to dispense	Set the cash cassette. Inspect the cassette detection microswitch. Reposition the microswitch if necessary.
C005A	Cash cassette 1 removed prior to dispense	Set the cash cassette. Inspect the cassette detection microswitch. Reposition the microswitch if necessary.
C005B	Cash cassette 2 misfeed	Check cassette for jams, check condition of bills in cassette.
C005D	Double detect constantly	Inspect double detect module and adjust as necessary. Check and clean the cassette and rollers, verify the quality of cash.
C005E	Dispense command size check error	Re-initialize machine, verify connections to mainboard. Check for unplugged sensors.
C005F	Dispense command error	Re-initialize machine, verify connections, check for unplugged sensors.
C006x	Sensor failure	Check for notes in the Cash Dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service.
C007x	Sensor failure	Check for notes in the Cash Dispenser. If no bills are present try using compressed air to clean the dispenser (a sensor may be blocked by dust). Otherwise the dispenser may require service.
C0082	Shutter failure	Check all wiring connections to CDU mainboard. Reinitialize CDU.
C0083	Stacker sensor failure	Check all wiring connections to CDU mainboard. Reinitialize CDU.
C0084	Shutter close error	Check all wiring connections to CDU mainboard. Reinitialize CDU.



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<b>C009F</b>	<b>Cassette 3 misfeed error</b>	Check if notes available in cassette
<b>C00AB</b>	<b>Notes detected before initializing</b>	Clear notes from dispenser. Possibly dust or foreign object blocking sensor.
<b>C00C7</b>	<b>CS12 Sensor blocked</b>	MB2100T - The CS12 sensor, which is located at the upper part of the cash tray was blocked while the machine was either dispensing or initializing. Clear the cash tray of any bills or foreign objects. If the error persists, the vault assembly may need to be removed to inspect / access the cash tray sensors.
<b>C00C8</b>	<b>CS14 Sensor blocked</b>	MB2100T - The CS14 sensor, which is located close to front of the cash tray, was blocked while the machine was either dispensing or initializing. Clear the cash tray of any bills or foreign objects. If the error persists, the vault assembly may need to be removed to inspect / access the cash tray sensors.
<b>C00C9</b>	<b>CS12 &amp; CS14 Sensors blocked</b>	MB2100T - Both the CS12 and CS14 sensors were blocked while the machine was either dispensing or initializing. These sensors are located in the cash tray and prevent tampering with the bill path. Clear the cash tray of any bills or foreign objects. If the error persists, the vault assembly may need to be removed to inspect / access the cash tray sensors.
<b>C00D0</b>	<b>Sensor block while dispensing</b>	MB2100T - A blockage was detected between the CS13 (CDU exit gate) and CS12 cash tray sensors. There may be a note stuck in the upper part of the cash tray ramp. Try clearing the cash tray of notes or foreign objects. Open the vault and slide the dispenser back to access the exit gate area. Both sensors must be blocked for this error to occur.
<b>C00D1</b>	<b>Sensor blocked while dispensing</b>	MB2100T - A blockage was detected between the CS12 (upper cash tray sensor) and CS14 (lower cash tray sensor). There may be a note stuck in the cash tray ramp. Try clearing the cash tray of notes or foreign objects. Open the vault and slide the dispenser back to access the exit gate area. Both sensors must be blocked for this error to occur.
<b>C00E0</b>	<b>NS2A, NS2B dark</b>	Nanocash only - verify connections to sensors. Check wiring to mainboard.
<b>C00E1</b>	<b>NS4 dark</b>	Verify connections to NS4 sensor. Check all wiring to mainboard.
<b>C00FF</b>	<b>Sensor blocked</b>	N/A
<b>CANCE</b>	<b>User canceled transaction at surcharge</b>	This is not an error, but rather a statistic to notify how many users respond "no" to the surcharge notification.
<b>CDN01</b>	<b>No Response after send command</b>	
<b>CDN05</b>	<b>CDU connection failure</b>	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).
<b>CDN0F</b>	<b>CDU connection failure</b>	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).



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CDN11	No Response after 3 retry of command	
CDN12	No Response between ENQ-ACK after 5 retry of ENQ	
CDN13	No Response after 5 retry because of timeout between STX-BCC interval	
CDNxx	CDU connection failure	Check cables between CDU and Mainboard, remove cables (even though they may be attached) and re-connect. Use an electrical parts contact cleaner on terminals. This error is of concern only if it is repeated. Outside interference may cause it (neon signs, lights).
D0001	Modem initialization error	Check modem in diagnostics or modem test. If persistent, it could be a defective modem. Note: If the modem is defective, this error will most likely occur frequently. One or two instances of this error does not usually indicate a defective part.
D0002	Reversal transaction failed	The ATM attempted to do a reversal and could not. Check transaction with the processor. Verify CDU functionality with diagnostics. Verify phone connection. Look in error summary for D1800, D2000.
D0005	Undefined network processing error	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0011	Format error in the message	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0012	Invalid Transaction	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0013	Invalid Amount	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0014	Invalid Card Number	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.
D0019	Reenter the entire transaction	Code reported by host processor (Shazam). Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.



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D0020	<b>Surcharge screen should have been displayed</b>	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	<b>Exceeds issuer withdrawal limit</b>	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	<b>Issuer financial institution is not supported by a processor</b>	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	<b>No credit account</b>	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	<b>No credit account found for the CCN</b>	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	<b>Stolen Card</b>	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	<b>Transaction is not approved</b>	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	<b>Insufficient funds</b>	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	<b>No checking account</b>	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	<b>No savings account</b>	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	<b>Expired Card</b>	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.



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D0055	<b>Invalid PIN</b>	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	<b>No card record found</b>	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	<b>Transaction not permitted - card</b>	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	<b>Transaction not permitted - Terminal</b>	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	<b>Customer should contact his or her financial institution</b>	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	<b>Allowable withdrawal limit is exceeded</b>	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	<b>Exceeded withdrawal limit</b>	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	<b>Exceeds withdrawal frequency limit</b>	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	<b>Capture card at the terminal (requires card be picked up ATM only)</b>	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	<b>Number of PIN tries exceeded</b>	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	<b>No Account</b>	Code reported by host processor. Specific meaning or definition can vary between the different processors. Contact your ISO or processor if you encounter an excessive amount of these errors, or you cannot complete a test transaction because of this error.



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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	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 business 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.



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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.



## HANTLE (TRANAX) & GENMEGA ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D00A9	ETX omitted (from configuration message)	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor
D0100	Transaction approved	
D0101	Expired card	
D0102	Unauthorized usage	
D0103	PIN error	
D0104	Invalid PIN	
D0105	Bank unavailable	
D0106	Card not supported	
D0107	Insufficient funds	
D0108	Ineligible transaction	
D0109	Ineligible account	
D0110	Number of daily withdrawals exceeded	
D0111	Cannot process transaction	
D0112	Amount too large	
D0113	Account closed	
D0114	PIN tries exceeded	
D0115	Database problem	
D0116	Withdrawal limit already reached	
D0117	Invalid amount	
D0118	External decline	
D0119	System error	
D0120	Contact card issuer	
D0121	Routing lookup problem	
D0122	Message edit error	



## HANTLE (TRANAX) & GENMEGA ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D0123	Transaction not supported	
D0124	Insufficient funds	
D0125	Western Union sender data error	
D0126	Western Union receiver data error	
D0127	CRC error	
D0128	Pre-pay transaction failed	
D0129	Pre-pay transaction rejected	
D0130	Invalid mobile phone number	
D0131	Pre-pay account limit reached	
D0132	Pre-pay system unavailable	
D0133	Response would exceed message size limit	
D0134	Necessary information missing to process transaction	
D0135	Second Invalid PIN (second "Invalid PIN" try in a row and one try is left before deactivation)	
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).



## HANTLE (TRANAX) & GENMEGA ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D1704	<b>Modem connection error</b>	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	<b>Modem connection error</b>	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	<b>Modem cannot support connection - excessive line noise (usually D1704/06)</b>	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	<b>No dial tone</b>	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	<b>No answer</b>	Verify host phone number - See D170x, there is no answer from the host modem.
D2000	<b>Phone line Busy</b>	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	<b>Modem initialization error</b>	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	<b>EOT not received from host</b>	Verify all programming. Verify that version of Mini-Bank Software matches host processor. Contact host processor.
D2500	<b>Cannot connect to the host</b>	Check the connection.
D2510	<b>Timeout while Sending</b>	
D2511	<b>Communication error while Sending</b>	
D2513	<b>Timeout while Receiving</b>	
D2514	<b>Communication error while Receiving</b>	
D2515	<b>Socket Error while Receiving</b>	
D3204	<b>Invalid Host phone number</b>	Verify the Host phone number is programmed correctly. Do not use spaces or dashes in the phone number string.



## HANTLE (TRANAX) & GENMEGA ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
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.



## HANTLE (TRANAX) & GENMEGA ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
F0015	ATM Serial No. Empty	
F0016	Default Master Password is not changed	
F0020	Host IP Address is not inputted	
F0021	RMS IP or Port is not inputted in RMS Enable	
P0001	Deposit Error	Deposit Error.
P0002	Deposit Timeout	Deposit Timeout.
P0003	Invalid Deposit	Invalid Deposit.
P0004	Deposit Cancelled	Deposit Cancelled.
PDN01	EPP Communication Error	
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 local ATM time	Although webRMS successfully retrieved the journal information, it could not find the 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.