

Tranax Error Code Summary

Citywide ATM is in no way liable for the misinterpretation of the error codes herewithin, nor are we responsible for hardware that is ordered to fix a machine problem, without direct consultation with a certified Citywide ATM Technician.

20001

Unable to load a cassette

Remove and replace cassette - Check the micro-switch located on the inside left wall of the dispenser

20002

Low Cash

Replenish the cash - if using less than 75 bills, disable "Low Cash Warning" in the Transaction Setup menu.

20003

Reject Bin is Full

Empty reject bin - if bin is empty, do a Cassette Total

20004

Vault Door is Open

Close vault door - check vault door switch (located upper left corner) - check that black and white, 2 -wire connector is properly connected at rear of main board.

20010

Receipt Paper Jam

Remove jammed paper - Release receipt paper drawer by pressing the tab with the green sticker located at the front of the printer.

20012

Receipt printer feed lever open

Close the feed lever on the printer.

20013

Receipt paper is empty

Replenish the paper roll

20014

Thermal printer is overheated

Contact manufacturer

2xx15

Cash Dispenser detects bills prior to dispensing

Remove any jammed bills from the dispenser.

Axxx1

Receipt printer feed lever open - during operation

Close the feed lever on the printer.

Axxx2

Thermal printer is overheated - during operation

Contact manufacturer

Axxx3

Receipt Paper Jam

Remove jammed paper - Release receipt paper drawer by pressing the tab with the green sticker located at the front of the printer.

Axxx4

Receipt paper is empty

Replenish the paper roll

Axxx5

Receipt paper is jamming during loading

Remove any jammed paper and then reload.

Axxx8

Receipt paper cutter error

Contact manufacturer

ADNxx

Printer connection error

Check cables between Printer and Mainboard, remove cables (even though they may be attached) and re-connect

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.

C002x

CDU sensor is tripped

Check dispenser for jammed bills and restart the machine

C0030

CDU motor failure

Contact manufacturer

C0031

CDU Gate solenoid error

Contact manufacturer

C0032

Outlet solenoid error

Contact manufacturer

C0033

CDU Encoder error

Contact manufacturer

C0034

Double Note detect module failure

Contact manufacturer

C0035

Double Note detect module failure (2)
Contact manufacturer

C0036
Detected notes in path before initializing
Check for notes in the Cash Dispenser.

C0039
Gate sensor open during initializing
Contact manufacturer

C003B
Notes detected during installation
Check for notes in the Cash Dispenser.

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. Check that the denomination in Transaction setup matches the actual denomination loaded

C0042
Note jam
Check for notes in the Cash Dispenser.

C0043
More than 10 notes rejected during one transaction
Verify the quality of the cash. Straighten and shuffle cash in the cassette.

C0044
More than 5 notes rejected consecutively
Verify the quality of the cash. Straighten and shuffle cash in the cassette.

C0046
CDU Hardware Failure
Contact manufacturer

C0047
Feed error
Check the notes in the cassette, feed error occurred where the cash leaves the cassette. Verify that the cassette has cash in it.

C0048
Incorrect bill count
Verify cash count under settlement

C004A
Jammed notes
Check for notes in the Cash Dispenser.

C004B

Long note detected 3 times consecutively

Verify the quality of the cash. Straighten and shuffle cash in the cassette.

C004C

Miscount of notes between sensors

Verify operation of exit gate. Check the number of dispensed notes.

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.

C004E

Miscount of notes between sensors

Test CDU using diagnostics, verify amount of dispensed notes versus requested notes.

C004F

Miscount of notes between sensors

Test CDU using diagnostics, verify amount of dispensed notes versus requested notes.

C0050

Power failure during dispense

Remove any notes from path, verify amount of dispensed notes.

C0051

Over 150 notes requested

Contact manufacturer

C0052

Detected notes in path after dispense

Remove any notes from path, verify amount of dispensed notes.

C0053

CDU double detect module failure.

Contact manufacturer

C0055

Detected long notes at outlet sensor

Check quality of cash, verify that denomination matches actual loaded cash.

C0056

Exit gate sensor failure

Contact manufacturer

C006x

Sensor failure

Check sensors for debris. Contact manufacturer.

C007x

Sensor failure

Check sensors for debris. Contact manufacturer.

C0082
Shutter failure
Contact manufacturer

C0083
Stacker sensor failure
Contact manufacturer

C0084
Shutter close error
Contact manufacturer

CDNxx
CDU connection failure
Check cables between CDU and Mainboard, remove cables (even though they may be attached) and re-connect. This error is of concern only if it is repeated. Outside interference may cause it.

D0001
Modem initializing error
Check modem

D0002
Reversal transaction failed.
Check transaction with the processor. Verify CDU functionality with diagnostics. Verify phone connection.

D0012
Invalid Transaction
Code reported from host processor

D0013
Invalid Amount
Code reported from host processor

D0014
Invalid Card Number
Code reported from host processor

D0020
Surcharge screen should have been displayed
Code reported from host processor

D0024
Exceeds issuer withdraw limit
Code reported from host processor

D0039
No credit account
Code reported from host processor

D0051
Insufficient funds
Code reported from host processor

D0052
No checking account
Code reported from host processor

D0053
No savings account
Code reported from host processor

D0054
Expired Card
Code reported from host processor

D0055
Invalid PIN
Code reported from host processor - If processing through Coredata verify that Dual-Masterkey is enabled (Host Setup) - all other processors it is disabled.

D0057
Transaction not permitted - card
Code reported from host processor

D0058
Transaction not permitted - Terminal
Code reported from host processor

D0061
Exceeded withdrawal limit
Code reported from host processor

D0075
Number of PIN tries exceeded
Code reported from host processor

D0078
No Account
Code reported from host processor

D0080
Invalid Date
Code reported from host processor

D0083
Cannot verify PIN
Code reported from host processor

D0086
Cannot verify PIN
Code reported from host processor

D0091
Bank unavailable
Code reported from host processor

D0092
System unavailable
Code reported from host processor

D0093
Transaction serial number mismatch
Contact host processor

D0094
Record format mismatch
Contact host processor

D0095
Routing ID mismatch
Verify Routing ID number - Contact host processor

D0096
Terminal ID mismatch
Verify Terminal ID number - Contact host processor

D0097
Response type mismatch (reversal)
Contact host processor

D0098
Response type mismatch (day-close)
Contact host processor

D0099
Response type mismatch (Configuration)
Contact host processor

D009A
Response type mismatch (Withdrawl, Balance, Transfer)
Contact host processor

D009B
STX omitted
Contact host processor

D009C
ETX omitted
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 that version of Mini-Bank Software matches host processor. Contact host processor

D009F

FS omitted (after system trace audit number)

Verify that version of Mini-Bank Software matches host processor. Contact host processor

D00A0

FS omitted (after account balance)

Verify that version of Mini-Bank Software matches host processor. Contact host processor

D00A1

FS omitted (after available balance)

Verify that version of Mini-Bank Software matches host processor. Contact host processor

D00A2

FS omitted (after available balance)

Verify that version of Mini-Bank Software matches host processor. Contact host processor

D00A3

FS omitted (after authorization response text)

Verify that version of Mini-Bank Software matches host processor. Contact host processor

D00A4

ETX is in wrong place

Verify that version of Mini-Bank Software matches host processor. Contact host processor

D00A5

FS omitted (after total cash dispense amount in day close)

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 that version of Mini-Bank Software matches host processor. Contact host processor

D00A7

FS omitted (after surcharge amount in day close message)

Verify that version of Mini-Bank Software matches host processor. Contact host processor

D00A8

FS omitted (after surcharge amount in configuration message)

Verify that version of Mini-Bank Software matches host processor. Contact host processor

D00A9

ETX omitted (from configuration message)

Contact host processor

D0300

Modem is not responding

Verify modem function.

D1000
No Connection
Verify modem function.

D1100
ENQ not received from host
Contact host processor

D1200
Transmission error
Verify modem function.

D1300
NAK sent 3 times to host
Verify host phone number - See D170x

D1500
Modem connection time out - host not responding
Verify host phone number - verify modem speed - See D170x

D170x
Modem cannot support connection - excessive line noise (usually D1704/06)
Phone line connected to ATM will not support Data-communication. In line filter may fix this. Excessive EMI emissions from outside source (neon sign, freezer)

D1800
No dial tone
Verify that incoming phone line is plugged into "Line" rather than "Phone" on mainboard. Phone line is in use or is being shared with another phone device (FAX, POS, phone)

D1900
No answer
Verify host phone number - See D170x

D2000
Phone line Busy
Verify host phone number - call line with handset and check for busy signal - See D170x

D2100
Modem initializing error
Check modem

D2200
EOT not received from host
Contact host processor

E000x
RMS port failure, response time out, modem failure, no dial tone
Verify RMS settings (Host Setup) - See D170x

F0001
Current Number of Bills is 0

Load notes into the cash cassette - use Add Cassette function in Settlement

F0002

No Surcharge Owner set
Set Surcharge owner - (Customer Setup)

F0003

No Surcharge Amount
Set Surcharge amount - (Customer Setup)

F0004

No refresh timer set when advertisement is enabled
Set refresh timer - (Customer Setup)

F0005

No Advertisement text when advertisement is enabled
Set Advertisement text - (Customer Setup)

F0006

Dispense limit set error (must be less than 25 notes)
Set Dispense limit - (Transaction Setup)

F0007

Denomination Set error
Valid Denominations are \$10, \$20, \$50, \$100 - (Transaction Setup)

F0008

Fast Cash Set error (cannot exceed dispense limit)
Check fast cash settings (Transaction Setup)

F0009

Master Key index is invalid
Check Master Key index - verify checksum (Host Setup)

F000A

Master Key is empty
Check Master Key checksum - re-inject 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)