

Tranax & Hyosung Error Code List

Error	Error Description	Solution / Instructions
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 - If that doesn't help then check AP, BIOS and CDU ROM
20004	Vault Door is Open	Check vault door switch (located upper left corner) - check that black and white, 2 -wire connector is properly
20010	Receipt Paper Jam	Remove jammed paper - Release receipt paper drawer by pressing the tab with the green sticker located at the
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	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	If problem is consistent than print head assembly may be defective.
Axxx3	Receipt Paper Jam	Remove jammed paper - Release receipt paper drawer by pressing the tab with the green sticker located at the
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	If consistent, printer will require repair / replacement

ADNxx	Printer connection error	Check cables between Printer and Mainboard, remove cables (even though they may be attached) and re-
C001x	CDU sensor is tripped	Most typically a COO11 error, this would indicate a bill jam at the exit sensor of the Cash Dispenser. Usually
C002x	CDU sensor is tripped	Check dispenser for jammed bills and restart the machine
C0030	CDU motor failure	Check cable to motor - check CS8 sensor *& encoder wheel - CDU will require repair / replacement
C0031	CDU Gate solenoid error	CDU will require repair / replacement
C0032	Outlet solenoid error	CDU will require repair / replacement
C0033	CDU Encoder error	CDU will require repair / replacement. Usually caused by loss of battery power to the CDU mainboard.
C0034	Double Note detect module failure	CDU will require repair / replacement
C0035	Double Note detect module failure (2)	CDU will require repair / replacement
C0036	Detected notes in path before initializing	Check for notes in the Cash Dispenser.
C0039	Gate sensor open during initializing	CDU will require repair / replacement
C003B	Notes detected during cassette	Check for notes in the Cash Dispenser. If nothing is found and problem persists, repair is necessary.
C0040	Cassette removed during dispense	Reset the cassette, check position of microswitch on right rear wall of cassette bay in the dispenser. Check
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
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	CDU will require repair / replacement
C0047	Feed error	Check the notes in the cassette, feed error occurred where the cash leaves the cassette. Verify that the cassette
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
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	Possibly due to too many rejects, may require repair if consistent
C0052	Detected notes in path after dispense	Remove any notes from path, verify amount of dispensed notes.
C0053	CDU double detect module failure.	CDU will require repair / replacement
C0055	Detected long notes at outlet sensor	Check quality of cash, verify that denomination matches actual loaded cash.
C0056	Exit gate sensor failure	CDU will require repair / replacement
C006x	Sensor failure	Check sensors for debris. Contact manufacturer.

C007x	Sensor failure	Check sensors for debris. Contact manufacturer.
C0082	Shutter failure	CDU will require repair / replacement
C0083	Stacker sensor failure	CDU will require repair / replacement
C0084	Shutter close error	CDU will require repair / replacement
CDNxx	CDU connection failure	Check cables between CDU and Mainboard, remove cables (even though they may be attached) and re-
D0001	Modem initializing error	This error is reported from the host, check that programming is correct for this processor. Not likely a defective
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 withdrawal limit	Code reported from host processor
D0039	No credit account	Code reported from host processor
D0051	Insufficient funds	Code reported from host processor
D0052	No checking account	Code reported from host processor
D0053	No savings account	Code reported from host processor
D0054	Expired Card	Code reported from host processor

D0055	Invalid PIN	Code reported from host processor - If processing through Core data verify that Dual-Master key is enabled
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 (Withdrawal, Release)	Contact host processor
D009B	STX omitted	Contact host processor
D009C	ETX omitted	Contact host processor
D009D	FS omitted (after response)	Verify that version of Mini-Bank Software matches host processor. Contact host processor
D009E	FS omitted (after retrieval reference)	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)	Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A2	FS omitted (after available)	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 dev)	Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A6	FS omitted (after total non cash dispense amount in dev)	Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A7	FS omitted (after surcharge amount in dev)	Verify that version of Mini-Bank Software matches host processor. Contact host processor
D00A8	FS omitted (after surcharge amount in dev)	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	Verify host phone number - verify modem speed - See D170x. If consistent, it can be a defective modem
D170x	modem cannot support connection	Phone line connected to ATM will not support Data-communication. In line filter may fix this. Excessive EMI
D1800	No dial tone	Verify that incoming phone line is plugged into "Line" rather than "Phone" on mainboard. Phone line is in use or
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	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 dispense limit set error (must be less than 25 notes)	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 on	Set RMS Password - (Host Setup)
F000E	RMS phone number is not set when RMS card is on	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)
F0013/1	NVRAM Failure	Fatal error, defective memory chip. Replace Mainboard
F0019	Master password set to default	Change master password before attempting to connect to the Host.
T1001	Database Access error - journal corrupt	Clear Journal - Format F: Drive
C00C7	MB21T cash tray error	CS12 dark during dispense or initializing - inspect cash tray for debris or blocked note. Wipe down cash tray

C00C8	MB21T cash tray error	CS14 dark during dispense or initializing - inspect cash tray for debris or blocked note. Wipe down cash tray
C00C9	MB21T cash tray error	CS12 & CS14 dark during dispense or initializing - inspect cash tray for debris or blocked note. Wipe down cash tray
C00D0	MB21T CDU & cash tray error	CS13 & 12 detect jam during dispense - checked for jammed note at CDU exit gate, Check cash tray for blocked or
C00D1	MB21T Cash tray error	CS14 & 12 detect jam during dispense - Remove block/jam from cash tray
D2500	Cannot connect to Host	Check IP configuration - contact your network administrator
D2510	Time out while sending	Check IP configuration - contact your network administrator
D2511	Communication error while sending	Check IP configuration - contact your network administrator
D2512	Socket error while sending	Check IP configuration - contact your network administrator
D2513	Time out while receiving	Check IP configuration - contact your network administrator
D2514	Communication error while receiving	Check IP configuration - contact your network administrator
D2515	Socket error while receiving	Check IP configuration - contact your network administrator
D3200	No response from Host / Dialing time out to Host	Check Host phone number - check programming - contact host.