

## ERROR RECOVERY

TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES					
Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
32	X			Good operation	N/A
33	X			Feed failure	3
34	X			Mistracked note at feed	3
35	X			Mistracked note at double detect	3
36	X			Mistracked note at exit	3
37	X			Note too long at exit	3
38	X			Blocked exit	3
39	X			Too many notes	3
42	X			Timing wheel error	1
44	X			Bad roller profile	1
45	X			Diverter error	1
46	X			Exit quantified	1
47	X			Note missing at double detect	3
48	X	X		Reject rate exceeded	3
49	X	X		Jam at exit	3
50	X			Interference recovery	3
51	X	X		Suspect exit accountancy	3
52	X			Ram error	1
53	X			Eprom error	1
54	X			Operation timeout	1
55	X			Ram corruption	1
56	X			Link error	1
95			X	Multiple cassettes of same type installed	11
101		X		Error (2 sec. timeout waiting for pick)	3
102		X		Error (pick motor overcurrent)	3
103		X		Thickness sensor unstable	1
104		X		Unable to clear width sensors during reject	3
105		X		Insufficient notes to learn	3
106		X		FIFO error	3
107		X		Suspect reject accountancy	3

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108		X		Unexpected note at double detect	3
109		X		Timeout at exit sensor	3
110		X		Trailing edge timeout at exit	3
111		X		Diverter timeout	1
112		X		Timeout waiting for leading edge at reject	1
113		X		Timeout waiting for trailing edge at reject	1
114		X		Exit blocked during purge	3
115		X		Diverter timeout on purge	1
118		X		Exit sensor blocked on start of dispense or learn	3
119		X		Diverter in dispense position on start of dispense or learn	3
120		X		Reject cassette not present	3
121		X		Note cassette not present	3
122		X		Unexpected note at exit	3
124		X		Diverter moved to exit position during reject/purge	1
125		X		Initial status check failed	3
126		X		Diverter moved to reject position during dispense	1
128	X	X	X	Error in reply from dispenser	1
129	X	X	X	Dispenser not responding	1
130	X	X	X	No acknowledge from dispenser	1
131	X	X	X	No CTS (ready) from dispenser	1
132	X	X	X	Status reported bad double detect in previous dispense	1
133	X	X	X	5 volts not present from dispenser	1
134	X	X	X	Status reported exit blocked	3
135	X	X	X	Status reported feed sensor blocked	3
136	X	X	X	Modem initialization failed	2
138	X	X	X	Print failure to receipt	2
139	X	X	X	Print controller not responding	2
140	X	X	X	Time out waiting for printer to be ready	2
141	X	X	X	Status reported paper jam	15

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Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
142	X	X	X	Dispenser returned bad command error	1
143	X	X	X	PTDF error	1
144	X	X	X	Security module not responding	1
145	X	X	X	Security module bad reply	1
146	X	X	X	Electronic journal not responding	1
147	X	X	X	Electronic journal bad reply	1
148	X	X	X	Electronic journal write failed	1
149	X	X	X	Electronic journal read failed	1
150	X	X	X	Electronic journal status failed	1
151	X	X	X	Electronic journal full	16
152	X	X	X	Electronic journal corrupt	1
153	X	X	X	Electronic journal download failed	1
154	X	X	X	Electronic journal bad	1
155	X	X	X	Electronic journal module failed	1
156			X	No cassette - cassette out of service	4
157	X	X	X	Electronic journal erase failed	1
158	X	X	X	Electronic journal format failed	1
159	X	X	X	Electronic journal test feature failed	1
160	X	X	X	Electronic journal set feature failed	1
161	X	X	X	Electronic journal clear feature failed	1
162	X	X	X	Electronic journal get serial number failed	1
163	X	X	X	Terminal did not answer Triton Connect	1
164	X	X	X	Terminal did not return call to Triton Connect	1
165	X	X	X	Electronic journal not present	1
166	X	X	X	Bad dispenser	1
167	X	X	X	Reported low cash to Triton Connect	7
168	X	X	X	Software download to terminal failed	1
182	X			Currency cassette low	7
183	X	X	X	Receipt printer paper low	12
185	X	X	X	Phone number not configured	5

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Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
186	X	X	X	Bill size not configured correctly	5
187	X	X	X	Maximum withdrawal not configured correctly	5
188	X	X	X	Communications key not configured	5
189	X	X	X	Terminal ID not configured	5
190	X	X	X	Master key not configured	5
192	X	X	X	Communications failure	1
194			X	An attempt to dispense bills is being made when the cassettes are not locked	8
195	X	X	X	Receipt printer out of paper	12
196	X	X	X	Card reader error	2
203	X	X	X	SPED keypad is not replying to main board	2
204	X	X	X	Number of bills dispensed not equal to bills requested.	1
205	X	X	X	SPED keypad reported tamper condition	2
206	X	X	X	SPED could not perform a successful command within maximum attempts/ tries	2
207	X	X	X	SPED not detected	2
208			X	Dispenser did not reply after a dispense command.	1
209			X	Check number of notes delivered command failed	1
210			X	The dispenser type is unknown	1
211			X	The reply from the dispenser was invalid.	1
231	X	X	X	Warning: Card left in card reader	2
233	X	X	X	SmartCard reader not installed	2
236	X	X	X	Failed to make a connection to a TCP/IP host	*
237	X	X	X	TCP/IP device failed	*
300			X	Successful command	N/A
301			X	Low level	7
302			X	Empty cassette	3
303			X	Lifts are down	8
304			X	Rejected notes	6
305			X	Wrong count	1
306			X	Failure to feed	3

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Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
307			X	Transmission error	1
308			X	Illegal command or command sequence	1
309			X	Jam in note qualifier	3
310			X	Feed cassette not present	4
311			X	Configuration record size invalid	1
312			X	No notes retracted	1
313			X	Cassette hopper map invalid	1
314			X	Cannot resolved dispense count	1
315			X	Reject cassette not properly listalled	9
316			X	Delivery failure	3
317			X	Reject failure	6
318			X	Too many notes requested	1
319			X	Jam in note transport	3
320			X	Reject cassette almost full	6
321			X	Cassette data corrupted	1
322			X	Main motor failure	1
323			X	Dispense count check error	1
325			X	Note qualifier faulty	1
326			X	Cassette exit sensor failure	1
327			X	Shutter failure	1
329			X	Notes in delivery throat	1
330			X	Communications time-out	1
332			X	Cassette may have been changed	10
333			X	Reject cassette full	6
339			X	Error in throat	1
343			X	Sensor error or sensor covered	1
348			X	NMD internal failure/data corrupted	1
349			X	Cassette lock faulty	8
350			X	Jam in note stacker	3
351			X	Module need service	1
353			X	No message to resend	1

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Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
356			X	Error in note transport	3
357			X	Dispenser - data size error	1
358			X	Dispenser - read error	1
359			X	Dispenser - record error	1
360			X	Dispenser - livalid return ID	1
361			X	Dispenser - sequence error	1
362			X	Dispenser - device write error	1
363			X	Dispenser - device not found	1
364			X	Dispenser - device offline	1
365			X	Dispenser - BCC error	1
366			X	Dispenser - cassette disabled	8
367			X	Dispenser - communications error	1
368			X	Dispenser - cannot dispense request	1
369			X	Dispenser - device reset	1
370			X	Dispenser - SDD end of transmission error	1
371			X	Dispenser - SDD communication error header-trailer	1
372			X	Dispenser - item value error	1
373			X	Dispenser - machine not opened	1
374			X	Dispenser - rejected cheque	1
375			X	Dispenser - invalid request	1
376			X	Dispenser - multiple errors	1
377			X	Dispenser - device error	1
378			X	Dispenser - cassette low	7
379			X	Dispenser - invalid status	1
380			X	Dispenser - setup incomplete	1
381			X	Dispenser - cassette map invalid	1
382			X	Dispenser - all cassettes disabled	8
383			X	Dispenser - all cassettes low	7
384			X	Dispenser - all cassettes empty	4
385			X	Dispenser - device found , no reject no hoppers	4

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Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
386			X	Dispenser - device and reject found no hoppers	4
387			X	Dispenser offline - error validating configuration	1
388			X	Dispenser - NMD requires reject and 1 cassette	4
389			X	NMD detected offline error - check op status	4
390			X	Dispenser offline - storing configuration record	1
391			X	Dispenser sensor failure 2	1
392			X	Error in last dispense 2	1
393			X	Error in double detect 2	1
394			X	Cash dispenser purge failed upon power up 2	1
395			X	Multiple cassettes of same type installed 2	11
396			X	Dispenser offline device found no reject bin	4
500	X	X	X	SPED - read error	2
501	X	X	X	SPED - invalid return record	2
502	X	X	X	SPED - invalid reader type	2
503	X	X	X	SPED - invalid command	2
504	X	X	X	SPED - invalid return ID	2
505	X	X	X	SPED - device busy	2
506	X	X	X	SPED - invalid request	2
507	X	X	X	SPED - sequence error	2
508	X	X	X	SPED - LRC error	2
509	X	X	X	SPED - No data	2
510	X	X	X	SPED - Invalid message ID	2
511	X	X	X	SPED - Device data overflow	2
512	X	X	X	SPED - Device idle	2
513	X	X	X	SPED - Device offline	2
514	X	X	X	SPED - Device bit stuck	2
515	X	X	X	SPED - Device attention stuck	2
516	X	X	X	SPED - Device no attention	2
517	X	X	X	SPED - Device timeout	2
518	X	X	X	SPED - Command sequence error	2

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Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
519	X	X	X	SPED - invalid command data	2
520	X	X	X	SPED - device reset	2
521	X	X	X	SPED - clear key	2
522	X	X	X	Electronic journal - error	2
523	X	X	X	Electronic journal - data size error	1
524	X	X	X	Electronic journal - bad command	1
525	X	X	X	Electronic journal - invalid ID	1
526	X	X	X	Electronic journal - device busy	1
527	X	X	X	Electronic journal - invalid request	1
528	X	X	X	Electronic journal - sequence error	1
529	X	X	X	Electronic journal - device offline	1
530	X	X	X	Electronic journal - ETX error	1
531	X	X	X	Electronic journal - SOH error	1
532	X	X	X	Electronic journal - STX error	1
533	X	X	X	Electronic journal - BCC error	1
534	X	X	X	Electronic journal - device reset	1
535	X	X	X	Card reader - data size error	2
536	X	X	X	Card reader - device read error	2
537	X	X	X	Card reader - invalid record	2
538	X	X	X	Card reader - reader type error	2
539	X	X	X	Card reader - invalid track	2
540	X	X	X	Card reader - invalid message	2
541	X	X	X	Card reader - communication error	2
542	X	X	X	Card reader - device busy	2
543	X	X	X	Card reader - sequence error	2
544	X	X	X	Card reader - invalid request	2
545	X	X	X	Card reader - LRC error	2
546	X	X	X	Card reader - No data	2



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Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
547	X	X	X	Card reader - start sentinel not found	2
548	X	X	X	Card reader - end sentinel not found	2
549	X	X	X	Card reader - parity error	2
550	X	X	X	Card reader - card not removed	2
551	X	X	X	Card reader - card removed too slow	2
552	X	X	X	Card reader - device received invalid request	2
553	X	X	X	Card reader - device offline	2
554	X	X	X	Card reader - device reset	2
555	X	X	X	Card reader - system timeout	2
556	X	X	X	Triton ATM system timeout	1
557	X	X	X	System device reset	1
558	X	X	X	System sync error	1
559	X	X	X	O/S - Operating System error	1
560	X	X	X	Unknown device error	1
561	X	X	X	Terminal software error	1
562	X	X	X	The SPED keypad cannot be found or is not online	2
563	X	X	X	The hard disk space is low	2
564	X	X	X	Cannot access the hard drive	2
565	X	X	X	Door 1 open	13
566	X	X	X	Door 2 open	13
567	X	X	X	Security module not found	2
568	X	X	X	Security module communication failed	2
569	X	X	X	Security module attached device com failed	2
570	X	X	X	Security module device port setup	2
571	X	X	X	Invalid default transaction	17
572	X	X	X	SPED key from pad command aborted by user	2
573	X	X	X	SPED key from pad command verify failed	2
574	X	X	X	SNA communications error	1
575	X	X	X	Timeout waiting to send command to dispenser	1

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Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
576	X			Timeout waiting to receive response from dispenser	1
577	X	X	X	Card reader disabled	2
578	X	X	X	Card reader card present timeout	2
579	X	X	X	(SPED) Enable keypad command failed	2
580	X	X	X	(SPED) Disable keypad command failed	2
581	X	X	X	(SPED) Enable key from pad mode failed	2
582	X	X	X	(SPED) Disable key from pad mode failed	2
583	X	X	X	(SPED) Enable PIN entry mode failed	2
584	X	X	X	(SPED) Disable PIN entry mode failed	2
585	X	X	X	(SPED) Enable JETCO PIN entry mode failed	2
586	X	X	X	(SPED) Disable JETCO PIN entry mode failed	2
588	X	X	X	Printer presenter offline	15
589	X	X	X	Printer presenter motor stalled	15
590	X	X	X	Printer presenter exit jam	15
591	X	X	X	Printer presenter paper not detected	15