Table 84. Sense bytes and possible causes (continued)

Sense Bytes 0, 1, 19	Description and Possible Causes	Recovery
0405..00	Unsupported bar code color: You specified a value other than *DEFAULT or 8=Black for the *Color* prompt of the bar code although your printer supports only black color.	Specify *DEFAULT for the *Color* prompt.
0406..00	Unsupported unit/module width: You specified a module width value of a bar code that is not supported by the printer.	Change the module width or the printer.
0821..00	Undefined character: One or more characters in the text have a code point that is not defined. • An attempt to print a record in the database file member with one or more characters whose code points are not defined is made. • A record in the database file member contains characters not supported by the bar code type specified for a bar code. • The font specified to print text is not correct. For example, a DBCS font is specified for SBCS text.	Use correct data and correct font.
08C1..00	Position check: Overlay size is too large.	Reduce the overlay size.

Contacting Your Service Representative

If you cannot solve a problem using the problem analysis procedure listed in this appendix, you may want to contact your service representative. Before contacting your service representative, be prepared to provide the following information:

• A copy of the display on which the problem occurred and the values specified.

  If a copy is not obtained because you cannot press the Print key, provide the title of the display, all values you specified, and the key you pressed.

• A copy of the source overlay or PFD definition being processed (if applicable).
• A copy of the input database file (if applicable).

If the problem occurred while your spooled file was being printed, the following is also required:

• A copy of the page segment being used.
• A copy of the spooled file being printed.
• A copy of the job log of the printer writer.
• A copy of the printout.