

AFD Error Codes

DI01 or D901 - Cash Dispenser Status Message Descriptions

Status Message	Description	Sent to Journal	Network Action	On-site Action
DI01:22:00:00	Network error. The network might have requested 0 bills or more than 50 bills.	Yes	Ensure that the network requests more than 0 bills and less than 50 bills for cash dispenses.	No action is required.
DI01:2D:0?:0?	Supply of cash is running low. The format is :2D:0m:0n. The digit m is the sum of up to four bit weights, defined as follows: 1 - Denomination A 2 - Denomination B 4 - Denomination C 8 - Denomination D The digit n is the sum of up to four bit weights, defined as follows: 1 - Denomination E 2 - Denomination F 4 - Denomination G 8 - Denomination H If a bit is set to 1, the cash dispenser is nearly out of bills of that denomination. For example, 2D:04:00 indicates that the cash dispenser is nearly out of bills of denomination C.	Yes	Continue dispensing. Initiate the on-site action.	Replenish the supply of cash.
DI01:38:00:00	Internal communications error	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate a service investigation.	Check the cash dispenser cables for a loose connection. If the problem persists, a service investigation is required.
DI01:39:00:00	Cash dispenser shutdown. All of the cash units are empty or inoperative, or the reject container is full or inoperative.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate the on-site action.	Check for empty cash units or a full reject container. If the problem persists, a service investigation is required.
DI01:3A:35:39	A hardware error occurred.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate a service investigation.	Service investigation
DI01:3A:38:31	The cash dispenser reported a dispense timeout.	Yes	Remove cash dispense transactions from the transaction selection choices. If this problem persists, initiate a service investigation.	Service investigation

DI01:3D:31:37	The cash unit in position 1 is empty or inoperative.	No	Continue dispensing. Initiate the on-site action.	Replenish the cash or replace the defective cassette, as applicable. If the problem persists, a service investigation is required.
DI01:3D:31:38	The cash unit in position 2 is empty or inoperative.	No	Continue dispensing. Initiate the on-site action.	Replenish the cash or replace the defective cassette, as applicable. If the problem persists, a service investigation is required.
DI01:3D:31:39	The cash unit in position 3 is empty or inoperative.	No	Continue dispensing. Initiate the on-site action.	Replenish the cash or replace the defective cassette, as applicable. If the problem persists, a service investigation is required.
DI01:3D:32:30	The cash unit in position 4 is empty or inoperative.	No	Continue dispensing. Initiate the on-site action.	Replenish the cash or replace the defective cassette, as applicable. If the problem persists, a service investigation is required.
DI01:3D:33:35	The cash dispenser rejected the command. This might be the result of a network request to dispense a denomination that is not present or to dispense too many bills.	Yes	Request hardware configuration status from the terminal, then try the dispense operation again. If this problem persists, mark the status of the denomination as unavailable for cash dispensing. Initiate the on-site action.	Check for missing or incorrect cassettes, and replace cassettes as needed.
DI01:3D:37:26	The reject container is nearly full.	Yes	Continue dispensing. Initiate the on-site action.	Replace the reject container with an empty container. Reset the Agilis 91x count of rejected bills.
DI01:3D:37:38	The reject container is full.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate the on-site action.	Replace the reject container with an empty container. Reset the Agilis 91x count of rejected bills.
DI01:3D:37:39	The reject container is missing or inoperative.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate the on-site action.	Check for a reject container that is missing or is not fully seated.

Opteva Service Manual

DI01:3E:02:00	The cash dispenser attempted a dispense with the safe door open.	Yes	Send a Function Command message to exit the Transaction Request state. Continue normal transaction processing.	Close the safe door.
DI01:3E:03:03	The consumer did not take all the bills dispensed. This status occurs only if the No Retract Bills feature is selected (using Write Command III).	Yes	Send a Function Command message to exit the Transaction Request state. Continue normal transaction processing.	No action is required.
DI01:3F:31:37	The cash unit in position 1 is empty or inoperative.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate the on-site action.	Replenish the cash or replace the defective cassette, as applicable. If the problem persists, a service investigation is required.
DI01:3F:31:38	The cash unit in position 2 is empty or inoperative.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate the on-site action.	Replenish the cash or replace the defective cassette, as applicable. If the problem persists, a service investigation is required.
DI01:3F:31:39	The cash unit in position 3 is empty or inoperative.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate the on-site action.	Replenish the cash or replace the defective cassette, as applicable. If the problem persists, a service investigation is required.
DI01:3F:32:30	The cash unit in position 4 is empty or inoperative.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate the on-site action.	Replenish the cash or replace the defective cassette, as applicable. If the problem persists, a service investigation is required.
DI01:3F:33:36	There is an unidentified cassette in the cash dispenser.	Yes	Request a hardware configuration message from the terminal, then try dispensing again. If the problem persists, initiate the on-site action.	Replace the unidentified cassette with the correct cassette.
DI01:3F:36:35	The cassettes have been shuffled.	Yes	Request a hardware configuration message from the terminal, then try dispensing again. If the problem persists, initiate the on-site action.	Check for cassettes that have been shuffled or cassettes that are not fully seated.
DI01:61:??:00	A cassette has been removed or inserted. This status occurs only if the Cassette Tamper feature is selected, as described in the text preceding this table.	Yes	The choice of a network action is at the discretion of the network.	Check for cassettes that have been shuffled or cassettes that are not fully seated.

Presenter Error Codes

DR01 - Cash Presenter Status Message Descriptions

Status Message	Description	Sent to Journal	Network Action	On-site Action
DR01:23:00:01	Consumer timeout. The consumer had access to the cash but did not take all of it.	Yes	The result of the delivery is uncertain. The consumer might have received all or part of the cash. Continue normal transaction processing.	Clear bills or other material from the withdrawal area.
DR01:38:00:00	Internal communications error	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate a service investigation.	Check the cash dispenser cables for a loose connection. If the problem persists, a service investigation is required.
DR01:3A:31:46	A hardware error occurred during a dump operation.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate a service investigation.	Service investigation
DR01:3A:33:41	The exit shutter will not open during the present operation.	Yes	The cash was not presented to the consumer. Remove cash dispense transactions from the transaction selection choices. Initiate a service investigation.	Check for mechanical binding of the exit shutter.
DR01:3A:34:45	A hardware error occurred during the dump operation.	Yes	The dump operation was not completed. Remove cash dispense transactions from the transaction selection choices. Initiate a service investigation.	Service investigation
DR01:3A:37:41	A hardware error occurred during the present operation. No bills were presented to the consumer.	Yes	Remove cash dispense transactions from the transaction selection choices. Initiate a service investigation.	Service investigation
DR01:3A:41:40	The cash cannot be presented to the consumer. (Some bills might have been presented to the consumer.)	Yes	The result of the delivery is uncertain. The consumer might have received all or part of the cash. Continue normal transaction processing.	Service investigation
DR01:3B:30:45	The bills cannot be retracted and dumped. All the cash was taken.	Yes	Assume that the prior delivery was complete. Continue normal transaction processing.	No action is required.
DR01:3C:33:45	The exit shutter will not close after the dump operation. The dump operation was not completed due to some obstruction at the exit shutter.	Yes	Continue normal transaction processing.	Check for mechanical binding of the exit shutter.
DR01:3E:00:00	The terminal attempted to perform an illegal operation.	No	No action is required.	Check that the Fascia (FCA) device property has Device Enable set to ON.

Opteva Service Manual

DR01:3F:00:40	The forgotten cash has been removed.	Yes	No action is required.	No action is required.
DR01:3F:30:41	The cash cannot be presented to the consumer. There are no bills to present.	No	If there should have been bills to present, discontinue cash dispense and present operations, and initiate a service investigation. Otherwise, continue normal transaction processing.	No action is required for infrequent occurrences of this status. If the problem persists, a service investigation is required.
DR01:3F:30:45	The bills cannot be retracted and dumped. All the cash was taken.	Yes	Assume that the consumer took the cash. Continue normal transaction processing.	No action is required.
DR01:3F:46:??	One or more bills have been dumped. The last two digits of the status indicated the number of bills dumped.	Yes	Not applicable	No action is required.