# EZcash Errors List

| Error Number | Short Description | Detailed Description |
|---|---|---|
| 0 | Success | No errors during processing. |
| 65 | Invalid BIN | The Bank ID number is invalid. Transact cards should use bin 1111101. |
| 92 | Timeout | The transaction timed out while waiting for a response from the dispenser. |
| 93 | Timeout | The transaction timed out while waiting for a response from the coin dispenser. |
| 101 | Database error | There was an error while trying to access the database. Processing was aborted. |
| 112 | Nothing remaining on card | If the amount to dispense is decoded as 0, this error will be generated. |
| 113 | Nothing remaining on card | This card has no remaining balance. |
| 114 | Invalid card | This card has a bad status (not an active card). |
| 115 | Card has already been paid | This card has a status of closed (already paid). |
| 116 | Card cancelled | The card has been voided. |
| 117 | Card not on file. | Card not on file, but require card on file rule in effect. |
| 131 | PIN verification error. | An incorrect PIN was entered. |
| 132 | PIN retries exceeded. | An incorrect PIN was entered too many times. |
| 135 | New PINs do not match. | A PIN change was requested but the confirmation PIN did not match the new PIN. |
| 153 | Card expired | The date on the card is too old based on the allowed time to use the card. Check the expiration period in the software. |
| 154 | Card locked | The card is currently being processed. |
| 155 | In hold period | Attempt to cash a card still in the holding period. |
| 316 | Invalid date | There was an invalid date encoded onto the card. |

| 317 | Invalid Track 2 | This error code indicates that the track 2 did not decode properly. Possible causes include encoding with the incorrect key, a card read or write error, etc. |
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| 318 | Database error | The database engine reported an error during the transaction. |
| 319 | Unknown Transaction | An unknown supervisor transaction was detected. |
| 602 | Unable to dispense with available currency | Amount requested could not be dispensed using available currencies. Check to ensure that cassettes have necessary denominations. |
| 603 | Amount exceeds maximum | Amount requested exceeds the maximum amount specified in the settings. |
| 604 | Partial Dispense Please Scan Ticket Again. | Some but not the entire amount requested was dispensed before the allowed number of retries was exceeded. Most likely, the dispenser is out of one or more currencies. |
| 605 | Bills Retracted | Some or all of the notes presented were not taken in the allowed time and were retracted. There is no way to know if some or all of the notes were retracted without balancing the machine or checking the reject bin. |
| 606 | Partial Dispense | Could not pay the entire amount in one bundle. Requires the card to be re-inserted or barcode to be re-scanned to pay remaining amount.' |
| 607 | Amount exceeds one bundle | Amount requested could not be dispensed in one bundle, and the settings do not allow multiple bundles to be dispensed. |
| 608 | Transaction took too long | The dispenser could not dispense in a reasonable time, usually one minute. |
| 609 | Partial Coin Dispense | Coin changer did not pay entire amount of change due. |
| 610 | Coin dispenser not available | Coin changer is disconnected or not in service. |
| 611 | Amount exceeds one bundle. Please re-swipe. | Amount requested could not be dispensed in one bundle. Re-swipe required to dispense remaining amount. |

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| 614 | No dispense SCAN TICKET AGAIN | No cash was dispensed before the allowed number of retries was exceeded. There could be a jam in the dispenser, or one or more cassettes could be out of bills. |
| 615 | Coin changer busy | Could not process the transaction while the coin changer was busy with the previous transaction. |
| 701 | Could not get signature. | There was an error while attempting to get the signature. |
| 702 | Received command reject. | Command reject was received in response to dispense request; bills dispensed unknown. |
| 800 | Authorizer not found. | There was an unknown authorizer specified in the database. |
| 801 | Unknown opcode. | There was no matching opcode specified in the database. |
| 802 | No Heavy Metal account. | Cannot process transaction block due to missing Heavy Metal Account. |
| 803 | No Vendor account. | Cannot process transaction block due to missing Vendor Account. |
| 804 | Block could not be funded. | One or more block funding transactions did not clear. |
| 805 | Authorizer offline. | Could not send message to Authorizer. |
| 1001 | Customer ID not found. | The user was not found in the user_profiles table. |
| 1002 | PIN entries do not match. | The reentered PIN does not match the original entry. |
| 1003 | Device inactive. | Cannot process a transaction from an inactive device. |
| 1004 | User Cancelled. | User pressed the Cancel button. |
| 1005 | Unable to reverse | Unable to reverse transaction due to original transaction not found. |
| 1006 | Unable to reverse | Cannot reverse; specified receipt number=0. |