

ERROR MESSAGES

Introduction

Occasionally, the network will decline or reject a transaction sent to it by the DataTran, or the DataTran will return an error response back to the user system due to a communication or operational problem.

Depending upon the DataTran Response Command (AT&UT0) setting, the DataTran will return an error result code or a text message.

This chapter will list each error result code and corresponding text message, explain the reason or possible causes for the error, and recommend any corrective actions.

Generic Messages

Occasionally, due to a hardware failure, a communication failure, or improper syntax used in a command, the DataTran will not understand a command sent by the user system.

Code	Message/Description
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| 4 | ERROR: The DataTran could not process the request sent to it by the user system as either a DataTran command or a direct modem command due to a possible hardware failure or an incorrect use of command syntax. |
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The user system should allow the operator to retry the transaction. However if the error still occurs, verify the command syntax and modem protocol, then check the all connections and hardware settings. As a last resort, contact your authorized DataTran representative for assistance.

Set Up Errors

Set Up errors occur when the user system sends the DataTran a request to process a monetary command for a un-programmed network, un-programmed tender type, or a network not installed in the DataTran.

Code	Message/Description
100	<p>MEDIA NOT PROGRAMMED: The DataTran made an attempt to process a monetary transaction for a media type that was not selected for authorization or capture.</p> <p>The user system should allow the operator to retry the transaction using another media type. Integrators should check or issue the AT&UP2 command to the DataTran for the media type in question.</p>
101	<p>NETWORK NOT INSTALLED: The DataTran made an attempt to process a monetary transaction for a network that has not been installed in the DataTran.</p> <p>Integrators should verify that the user system contains the correct network number when sending requests to the DataTran. If the error still occurs, issue an AT&UP96 command to the DataTran to list its installed networks. If the network in question is not installed, contact your authorized DataTran representative for assistance.</p>
102	<p>NETWORK NOT PROGRAMMED: The DataTran made an attempt to process a monetary transaction for a network that does not have an active status or programmed parameters.</p> <p>Integrators should verify that the user system contains the correct network number when sending requests to the DataTran and all AT&UP commands for the network in question. If the error still occurs, issue an AT&UP96 command to the DataTran to list its installed networks. If the network in question is not installed, contact your authorized DataTran representative for assistance.</p>

Operator Errors

Because networks do not support all the DataTran commands available, an error can occur when the user system attempts to send a request to the DataTran to process a command not supported by a network, or sends a request to the DataTran with wrong or invalid data.

Code	Message/Description
103	<p>INVALID TRAN FOR NETWORK: The user system sent a request to the DataTran to process a transaction that a network does not support. For Example, sending a host-based inquiry command to a terminal-based network.</p> <p>Integrators should verify that the user system is sending the correct requests to the DataTran. If the error still occurs, contact your network service provider for assistance.</p>
104	<p>INVALID DATA FIELD: The user system sent a request to the DataTran to process a transaction that either requires additional data or contains data that the network does not support.</p> <p>Integrators should verify that the user system is sending the correct requests or data to the DataTran. If the error still occurs, contact your network service provider for assistance.</p>
105	<p>ABORTED: The DataTran will return this message to the user system when the operator terminates a transaction in progress. The user system should allow the operator to retry the transaction.</p>

Communication Errors

Communication errors occur when the DataTran attempts to communicate with a network and fails. These errors can involve hardware problems, improper protocol settings, or noisy phone line problems.

Code	Message/Description
106	<p>MODEM ERROR: The user system's modem or DataTran did not respond properly to a command sent to it.</p> <p>The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all the connections and hardware settings, then contact service personnel for assistance.</p>
107	<p>LINE DROP: The user system's modem or DataTran lost the connection to the network during communications.</p> <p>The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all the connections and hardware settings, then contact service personnel for assistance.</p>

- 108 ERROR: The user system's modem or DataTran reported a command error. The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all the connections and hardware settings, then contact service personnel for assistance.
- 109 CONNECT 1200: The user's system modem or DataTran connected to the network at the wrong baud rate while attempting communications.
The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.
- 110 NO DIAL TONE: The user system's modem or DataTran did not detect a dial tone while attempting to communicate with the network.
The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check the phone line connection between the modem and the wall jack. Unplug the phone line from the wall jack, plug in a regular phone, and check for a dial tone. If you do not hear a dial tone contact your phone company for service.
- 111 BUSY: The user system's modem or DataTran attempted to communicate with the network, but the phone line was busy. The user system should allow the operator to retry the transaction.
- 112 NO ANSWER: The user system's modem or DataTran attempted to communicate with the network, but the network's computer did not answer.
The user system should allow the operator to retry the transaction. If the error still occurs, first check the AT&UP values for the correct phone number, then contact the network service provider for assistance.
- 113 CONNECT 600: The user's system modem or DataTran connected to the network at the wrong baud rate while attempting communications.
The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.
- 114 CONNECT 2400: The user's system modem or DataTran connected to the network at the wrong baud rate while attempting communications.
The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.
- 115 CONNECT FAIL: The user system's modem or DataTran attempted to communicate with the network and failed. The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.

- 116 **TIME-OUT:** The user system's modem or DataTran attempted to communicate with the network and failed because the time limit expired while waiting for the network to answer.
- The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.
- 117 **LOG ON ERROR:** The user system's modem or DataTran attempted to communicate with the network and failed.
- The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP6 parameters for the correct values, then contact your authorized network service provider for assistance.
- 118 **ENQ ERROR:** The user system's modem or DataTran encountered a protocol error while attempting to communicate with the network.
- The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.
- 119 **RETRIES EXCEEDED:** The user system's modem or DataTran could not connect with the network within the number of programmed attempts.
- The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.
- 120 **RECEIVE ERROR:** The user system's modem or DataTran encountered a protocol error while attempting to communicate with the network.
- The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.
- 121 **LRC ERROR:** The user system's modem or DataTran encountered a protocol error while attempting to communicate with the network.
- The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.
- 122 **NAK ERROR:** The user system's modem or DataTran attempted to communicate with the network and failed due to bad transmission.
- The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, first check all AT&UP parameters for the correct values, then contact your authorized network service provider for assistance.

- 123 SYNC ERROR: The user system's modem or DataTran encountered a protocol error while attempting to communicate with the network.
- The user system should re-initialize the modem, then allow the operator to retry the transaction. If the error still occurs, contact your authorized network service provider for assistance.
- 124 PARITY ERROR: The DataTran received a command request from the user system in which one or more characters were received with incorrect parity.
- This error usually occurs as a result of the user system implementing a full duplex rather than the required half duplex communication protocol interface to the DataTran or not allowing sufficient time for completion of the command echo or transaction response by the DataTran before it sends the terminating carriage return or the next request.
- 125 COMMAND ERROR: The DataTran is looking for command data and receives non "AT" data. The user system should resend the command.

Network Response Messages

Occasionally, networks will not approve a transaction for a specific reason. When this occurs, a network will return a response message that the DataTran will pass through to the user system to display to the operator.

Code	Message/Description
202	[VARIABLE]: The transaction was not approved by the network. The operator should take the corrective action indicated by the response message. In the event that the operator can not rectify the problem, they should contact the network to determine a solution.
203	[VARIABLE]: The transaction was not approved by the network due to problems at the network. The user system should allow the operator to retry the transaction. If the error still occurs, contact the network service provider for assistance.
204	[VARIABLE]: The transaction contains erroneous data, and was not approved by the network. The user system should allow the operator to retry the transaction. If the error still occurs, contact the network service provider for assistance.
205	[VARIABLE]: The transaction was not approved by the network because of a possible duplication. The operator should first verify that the transaction was not duplicated. The user system should then allow the operator to either retry or force post the transaction. If the error still occurs, contact the network service provider for assistance.
206	[VARIABLE]: The transaction was not approved by the network. The operator should take the corrective action indicated by the response message. In the event that the operator can not rectify the problem, they should contact the network to determine a solution.

EDC Operation Errors

When attempting to perform EDC transactions, the operator or user system can inadvertently enter data or follow a procedure that causes the DataTran to send an error message back to the user system.

Code	Message/Description
300	<p>INVALID BATCH NUMBER: An attempt was made to process a batch or inquiry transaction, using the wrong batch number.</p> <p>The user system should allow the operator to retry the transaction either using the correct batch number, or use the number assigned by the DataTran</p>
301	<p>BATCH CLOSED: An attempt was made to process a monetary transaction, but the batch was closed. The operator or user system should open a new batch.</p>
302	<p>BATCH NOT OPEN: An attempt was made to process a monetary transaction, but the batch was not open. The operator or user system should open a new batch.</p>
303	<p>BATCH ALREADY OPENED: An attempt was made to open the batch, but the batch was already opened. The user system should allow the operator to enter another transaction</p>
304	<p>BATCH ALREADY CLOSED: An attempt was made to close the batch, but the batch was already closed. The user system should allow the operator to enter another transaction</p>
305	<p>CAPTURE MEMORY EMPTY: An attempt was made to access a transaction stored in the DataTran's memory, but no transactions were found.</p>
306	<p>CAPTURE MEMORY FULL: An attempt was made to perform a monetary transaction, but the DataTran's memory was full. The user system should allow the operator to settle or close the batch, open a new batch, then retry the transaction.</p>
307	<p>CAPTURE MEMORY ERROR: An attempt was made to perform a transaction, but a memory error occurred while the DataTran attempted to process the request. The user system should allow the operator to retry the transaction. If the error still occurs, contact your Datacap representative for assistance.</p>
308	<p>RECORD NOT FOUND: An attempt was made to modify a previously entered transaction and the transaction entered was not found. The user system should allow the operator to select another record then retry the transaction.</p>
309	<p>GRATUITY NOT ENTERED: An attempt was made to perform a gratuity transaction and the gratuity amount was not supplied in the command.</p> <p>The user system should allow the operator to locate the transaction, enter the gratuity amount, then retry the batch settlement.</p>
310	<p>ALREADY ENTERED: An attempt was made to modify a previously entered transaction in a restaurant environment, and the previously entered transaction was already modified. The user system should allow the operator to select another record then retry the transaction.</p>

- 311 MUST BE RESTAURANT: The operator or user system made an attempt to perform a restaurant related transaction that the network does not support. The user system should allow the operator to select another transaction.
- 312 NEED AUTH #/ ACCT #/ AMT: An attempt was made to perform a transaction that requires the entry of an authorization number, account number, or an amount. The user system should allow the operator to enter all required fields and retry the transaction.
- 313 DUPLICATE TRANSACTION: An attempt was made to perform a transaction that the network already considers entered. The operator should first verify that the transaction was not duplicated. The user system should then allow the operator to either retry or force post the transaction. If the error still occurs, contact the network service provider for assistance.
- 314 REF. NO. NOT ENTERED: An attempt was made to enter a transaction that requires a reference number. The user system should allow the operator to enter the reference number and retry the transaction.
- 315 MUST BE HOTEL: An attempt was made to perform a hotel related transaction that the network does not support. The user system should allow the operator to retry a different transaction.
- 316 MUST DUMP TRANSACTIONS: An attempt was made to perform a batch settlement, but either the first transaction stored in the DataTran's memory is not the first transaction in the batch, or an attempt was made to perform a transaction, but the previous settlement attempt did not complete and as a result the DataTran could not store the transaction correctly.
- If the DataTran did not complete settlement, the operator should wait for settlement completion, open a new batch, then attempt the transaction.
- If settlement failed, the user system should allow the operator to review transactions in batch for possible rejection by the network, void the transactions, and retry.
- 317 INVALID TRAN RECORD: The user system attempted to transfer an invalid transaction record to the DataTran in an Auto-store environment. The user system should allow the operator select another record and retry the transaction.
- 318 MUST CLOSE/SETL FIRST: An attempt was made to change network parameter information while the batch was open. The user system should allow the operator should settle the current batch, then retry the transaction.
- 319 NEED ARV/DEP DATE: An attempt was made to enter a transaction in a hotel environment that requires the entry of an arrival or departure date. The user system should allow the operator to enter the correct dates and retry the transaction.
- 320 NEED SPEC PROG CODE: An attempt was made to enter a transaction in a hotel environment that requires the entry of a special program code. The user system should allow the operator to enter the special program code and retry the transaction.

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- 321 INVALID TRAN FOR MEDIA: An attempt was made to enter a transaction using a tender type that the transaction does not support. The user system should allow the operator to select to another transaction and retry.
- 322 TRAN ALREADY VOIDED: An attempt was made to void a transaction that was already voided. The user system should allow the operator select another transaction and retry.
- 323 TRAN ALREADY SETTLED: An attempt was made to access a transaction that the network has listed as settled. The user system should allow the operator to retry the transaction or issue a credit to reverse the transaction.
- 324 DEBIT REQUIRES PIN: An attempt was made to process a debit transaction without entering the customer's PIN number. The user system should allow the customer to enter their PIN number and then allow the operator to retry the transaction.
- 325 DEBIT REQUIRES SWIPE: An attempt was made to process a debit transaction without using a magnetic card reader. The user system should allow the operator to retry the transaction using a card reader.
- 326 INDEF BATCH SETL: An attempt was made to settle a batch without specifying the correct batch parameters. The user system should allow the operator to enter the correct parameters and retry the transaction.
- 327 INVALID CHECK DIGIT: An attempt was made to manually enter the customer's card account number, but the entry was incorrect. The user system should allow the operator to reenter the correct account number and retry the transaction.
- 328 INV DATA FLD: An attempt was made to process a transaction, but the data for one of the fields entered was incorrect. The user system should allow the operator to enter the correct data and retry the transaction.
- 329 DEBIT REVERSE FAILURE: An attempt was made to reverse a debit transaction, but the original transaction was not received by the network. The operator should call the network to determine the status of the original transaction, then take the appropriate action.
- 330 SUB-COMMAND EXPECTED: The user sent a monetary or batch command with a continuation flag, but did not send a sub-command.
- 331 DEBIT NOT ACKNOWLEDGED: The user has issued a command after a debit transaction without first sending an AT&UV3 (debit acknowledgment). This must be done before the user can process another command.
- 332 DEBIT RECORD FOUND: The user has tried to void or modify a captured transaction, and the only transaction found that matches the user input, is a debit transaction (which cannot be modified).
- 333 DEBIT REQUIRES SETTLEMENT: The user has attempted to settle the credit cards in the batch without the batch sub-command to settle the combined credit/debit batch, when debit transactions currently exist in the batch.
- 334 MUST ACTIVATE DEBIT RESPONSE: The user has issued a debit transaction in an auto-store environment, but did not turn on the debit response fields via the AT&UP9 command.

- 335 INVALID SUB-COMMAND FOR TRAN: The user sent the wrong sub-command for the previous monetary or batch command. For example, you can't send a batch sub-command after a monetary command.
- 336 FTS MODE AT&U(M,I,B,V,F,C) SET ERR: In FTS mode, the user can send only the above command types. An AT&UPn command will return this error when in FTS mode because parameter commands are not allowed in FTS mode.
- 337 DLL/COMTEST FAILURE: DLL stands for Down-Line Load of parameters. The user system should allow the operator to retry the transaction.
- 338 INVALID AMOUNT: Currently not in use.
- 339 SUB-COMMAND NOT EXPECTED: The user sent a sub-command without sending the AT&UM/UB first.
- 340 RETURNS NOT ALLOWED: The user attempted to perform a return transaction when the network application was programmed not to allow returns.
- 341 UNKNOWN CARD TYPE: The card is not recognized by the network application.
- 342 TIDs INCOMPLETE: The user attempted a command without first programming all of the necessary TIDs - this includes phone numbers.
- 343 INVALID SUB-COMMAND FOR NETWORK: The user has attempted to perform a sub-command that is not supported by the network application being used.
- 344 VPL LINE ERROR: The DataTran was unable to connect to the ISDN or VPL line.
- 345 NO WORKING KEY: The DataTran returns this error when attempting to initialize the PIN pad for a network that uses a working key or if a transaction is attempted that uses a working key and no working key has been loaded in the DataTran parameters.
- 346 DEBIT CONFIRMATION FAILURE: The DataTran was unable to complete the last debit transaction. Reverse/Void the transaction and try again.
- 347 OPEN PREPAY: Not currently used.
- 348 DATE/TIME REQUIRED: The data/time subcommand must be supplied for the transaction attempted.
- 349 DEBIT DOWNGRADE FAILURE: A debit transaction request was downgraded resulting in an authorization failure. Retry transactions.
- 350 BATCH EMPTY: Certain networks return this error when a close is attempted on a batch containing no transactions.
- 351 NEED BCH NO/BCH BAL/ITM COUNT: Not currently used.
- 352 VOUCHER NO. NOT ENTERED: For food stamp voucher transaction, the voucher number must be entered. Retry transaction with voucher number.
- 353 EBT REQUIRES PIN: EBT transactions require PIN entry except food stamp voucher transactions.
- 354 MAY NOT BE SWIPE: Certain networks present this error on batch recovery operations when debits are to be re-entered; debit card swipe always requires PIN

entry.

- 355 MUST BE HOTEL/RENTAL: Merchant type must be Hotel to perform No-Show capture or incremental authorization/partial reversal transactions. Assure that merchant category type is hotel in DataTran parameters.
- 356 INVALID INVOICE NUMBER: For certain networks, this error is returned for debit transactions when the invoice number for the current transactions is the same as the previous transaction.
- 357 PARTIALLY REVERSED: For certain networks in the rental or hotel categories, no further modifications to a transaction record are allowed after a partial reversal is performed.

