IBM 4610 SureMark Fiscal Printer
Hungary – Models
KR3/KR5 (Duna RS-485) - Version 0E
and
KD3/KD5 (Jacare RS-232) - Version 10
Return Codes

1.1.1 Return Codes

000 => DOS 80900100 => 4690 OS

Explanation: An overflow occurred. The Transaction Total or one of the 14 TAX Transaction Gross Sales total exceeds the maximum allowed value (2147483647) on an ITEM fiscal request. The request is not processed.
User Response: Issue a Total and End Transaction request to close the voucher or Cancel it.

002 => DOS 80900102 => 4690 OS

Explanation: An overflow occurred. The Void transaction total exceeds the maximum allowed value. The request is not processed.
User Response: Issue the Total and End Transaction commands to end the sales transaction or a Cancel Transaction command to cancel the sales transaction.

004 => DOS 80900104 => 4690 OS

Explanation: An overflow occurred. The Discount transaction total exceeds the maximum allowed value. The request is not processed.
User Response: Issue the Total and End Transaction commands to end the sales transaction or a Cancel Transaction command to cancel the sales transaction.

H64

006 => DOS 80900106 => 4690 OS

Explanation: An overflow occurred. The Uplift transaction total exceeds the maximum allowed value. The request is not processed.
User Response: Issue the Total and End Transaction commands to end the sales transaction or a Cancel Transaction command to cancel the sales transaction.

007 => DOS 80900107 => 4690 OS

Explanation: An overflow occurred. The Notpaid transaction total exceeds the transaction total value. The request is not processed.
User Response: Make the Notpaid amount less than or equal to the transaction total.

008 => DOS 80900108 => 4690 OS

Explanation: An underflow occurred. The current transaction total or one of the VAT Category (or Department) transaction sales totals is less than the minimum allowed value. The request is not processed.
User Response: Cancel the transaction or make the total greater than the minimum allowed value.

010 => DOS 80900110 => 4690 OS

Explanation: An underflow occurred. The Void transaction total is less than the minimum allowed value. The request is not processed.
User Response: Issue the Total and End Transaction commands to end the sales transaction or a Cancel Transaction command to cancel the sales transaction.

012 => DOS 80900112 => 4690 OS

Explanation: An underflow occurred. The Discount transaction total is less than the minimum allowed value. The request is not processed.
User Response: Issue the Total and End Transaction commands to end the sales transaction or a Cancel Transaction command to cancel the sales transaction.

H65
014 => DOS 80900114 => 4690 OS

Explanation: An underflow occurred. The Uplift transaction total is less than the minimum allowed value. The request is not processed.
User Response: Issue the Total and End Transaction commands to end the sales transaction or a Cancel Transaction command to cancel the sales transaction.

H79
015 => DOS 80900115 => 4690 OS

Explanation: The payment transaction total is negative. The request is not processed.
User Response: Make the payment total greater than or equal to zero

016 => DOS 80900116 => 4690 OS

Explanation: An overflow occurred. The daily total or one of the VAT Category (or Department) daily sales totals exceeds the maximum allowed value at Total request time. The request is not processed.
User Response: Make the total less than or equal to the maximum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

018 => DOS 80900118 => 4690 OS

Explanation: An overflow occurred. The Void daily total exceeds the maximum allowed value at end transaction time. The request is not processed.
User Response: Make the total less than or equal to the maximum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

020 => DOS 80900120 => 4690 OS

Explanation: An overflow occurred. The Discount daily total exceeds the maximum allowed value at end transaction time. The request is not processed.
User Response: Make the total less than or equal to the maximum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

024 => DOS 80900124 => 4690 OS

Explanation: The user total amount is not equal to the fiscal total amount. The values associated with the total request do not match the totals stored in the fiscal memory. The request is not processed.
User Response: Correct the computation procedure of the total, then issue an End Transaction or Cancel Transaction command.

025 => DOS 80900125 => 4690 OS

Explanation: A fiscal rules violation has occurred. The word 'total' (or equivalent) occurs in a message when not allowed, or a reserved character is used in the message, or a number string matched the fiscal unit serial number. Note that not all rules violations apply to all countries. The request is not processed.
User Response: Correct the fiscal rules violation and try the command again.

026 => DOS 80900126 => 4690 OS

Explanation: An underflow occurred. A transaction amount was negative at Total request time. This return code applies (where applicable) to:
- Transaction total
- VAT total
- VAT category (or department) total accumulator
- VAT category (or department) tax accumulator

The request is not processed.
User Response: Make the amount greater than or equal to zero, then issue an End Transaction or Cancel Transaction command.

027 => DOS 8090061B => 4690 OS

Explanation: An overflow occurred. The Discount on Subtotal exceeds the maximum allowed value. The request is not processed.
User Response: Make the amount less than the maximum allowed value, then issue an End Transaction or Cancel Transaction command.

028 => DOS 8090061C => 4690 OS

Explanation: An overflow occurred. The Uplift on Subtotal exceeds the maximum allowed value. The request is not processed.
User Response: Make the amount less than the maximum allowed value, then issue an End Transaction or Cancel Transaction command.

029 => DOS 80900129 => 4690 OS

Explanation: Tender is not completed. The Payment total was less than the transaction total. The request is not processed.
User Response: Use the Rectify option on the Payment command or issue an additional Payment command to complete processing.

031 => DOS 8090061F => 4690 OS

Explanation: An underflow occurred. The sum of the Discount on Subtotal operations in this sales transaction is less than the minimum allowed value. The request is not processed.
User Response: Make the amount greater than or equal to the minimum allowed value, then issue an End Transaction or Cancel Transaction command.

032 => DOS 80900620 => 4690 OS

Explanation: An underflow occurred. The sum of the Uplift on Subtotal operations in this sales transaction is less than the minimum allowed value. The request is not processed.
User Response: Make the total greater than or equal to zero, then issue an End Transaction or Cancel Transaction command.

033 => DOS 80900141 => 4690 OS

Explanation: An underflow occurred. The Return daily total is less than the minimum allowed value. The request is not processed.
User Response: Make the total greater than or equal to the minimum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

034 => DOS 80900142 => 4690 OS

Explanation: An underflow occurred. The Void daily total is less than the minimum allowed value. The request is not processed.
User Response: Make the total greater than or equal to the minimum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

036 => DOS 80900144 => 4690 OS

Explanation: An underflow occurred. The Discount daily total is less than the minimum allowed value. The request is not processed.
User Response: Make the total greater than or equal to the minimum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

040 => DOS 80900628 => 4690 OS

Explanation: The tax category field is not blank and the amount field is blank in an Item Sales transaction. The request is not processed.
User Response: Correct the application program.

041 => DOS 80900629 => 4690 OS

Explanation: TAX table not verified. The request is not processed.
User Response: Check application program. Program must issue a Compare TAX Table command before further operations can be processed.

042 => DOS 8090062A => 4690 OS

Explanation: TAX table mismatch. The request is not processed.
User Response: Correct the application TAX table and reissue the command.

043 => DOS 8090062B => 4690 OS

Explanation: Fiscal memory tax table is full. The request is not processed.
User Response: Change the fiscal memory if the modification of the VAT table is required.

044 => DOS 8090062C => 4690 OS

Explanation: The tax category specified in Item Sale or Negative Item Sale command is not valid. For example, entering a non-zero rate for a category that must be equal to a rate of zero. The request is not processed.
User Response: Correct the application program.

048 => DOS 80900630 => 4690 OS

Explanation: An overflow occurred. The sum of the daily operations for Discount on Subtotal exceeds the maximum allowed value at end transaction time. The request is not processed.
User Response: Make the total less than or equal to the maximum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

049 => DOS 80900631 => 4690 OS

Explanation: An overflow occurred. The sum of the daily operations for Uplift on Subtotal exceeds the maximum allowed value. The request is not processed.

User Response: Make the total less than or equal to the maximum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

---

050 => DOS 80900632 => 4690 OS

Explanation: An underflow occurred. The sum of the daily operations for Discount on Subtotal is less than the minimum allowed value. The request is not processed.
User Response: Make the total greater than the minimum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

---

051 => DOS 80900633 => 4690 OS

Explanation: An overflow occurred. The sum of the daily operations for the uplift on subtotal daily transaction total is less than the minimum allowed value. The request is not processed.
User Response: Make the total greater than the minimum allowed value, issue an End Transaction or Cancel Transaction command, and then issue a Daily Closure command.

---

052 => DOS 80900634 => 4690 OS

Explanation: The Uplift and Discount on Subtotal commands are not allowed when the transaction total is equal to zero.
User Response: Adjust the transaction total or issue a Cancel Transaction command.

---

053 => DOS 80900635 => 4690 OS

Explanation: The requested time used on the Set Date command is not within the allowed range of the current fiscal printer time or the requested time is previous to the date of the last closure stored in the fiscal memory.
User Response: Either correct the time sent to the fiscal printer or, if the fiscal printer time differs from the actual time by more than the allowed range, call for service.

---

055 => DOS 80900203 => 4690 OS

Explanation: The fiscal request message length is less than the minimum required value. The request is not processed.
User Response: Check the application program.

---

056 => DOS 80900150 => 4690 OS

Explanation: An overflow occurred. The cancel transaction daily total exceeds the maximum allowed value at cancel transaction time. The request is not processed.
User Response: Make the total less than or equal to the maximum allowed value, issue a Cancel Transaction command, and then issue a Daily Closure command.

---

058 => DOS 8090063A => 4690 OS

Explanation: An overflow occurred. The Amount Due accumulator exceeds the maximum allowed value. The request is not processed.
User Response: Correct the payment amount and issue the command again.

---

059 => DOS 8090063B => 4690 OS

Explanation: An underflow occurred. The Amount Due accumulator is less than the minimum allowed value. The request is not processed.
User Response: Correct the payment amount and issue the command again.

---

061 => DOS 8090063D => 4690 OS

Explanation: An overflow occurred. The transaction total or one of the VAT category (or department) transaction sales totals exceeds the maximum allowed value on an Item command. The request is not processed.
User Response: Issue an End Transaction or Cancel Transaction command.

---

063 => DOS 8090063F => 4690 OS

Explanation: The Set Identification Information is not loaded. The request is not processed.
User Response: Use the Set Identification Information (1E) command to load the information. Depending on the country laws, this command may require IBM service personnel.

---

064 => DOS 80900127 => 4690 OS

Explanation: An overflow occurred. The specified value received amount from the application program exceeds the maximum allowed amount. The request is not processed.
User Response: Correct the value and try the operation again or Cancel the voucher.

---

065 => DOS 80900201 => 4690 OS

Explanation: A request was sent to the fiscal unit and the fiscal command byte is not recognized. The request is not processed.
User Response: Check the application program.

066 => DOS 80900202 => 4690 OS

Explanation: A request was sent to the fiscal unit and the fiscal command byte extension is not recognized. The request is not processed.
User Response: Check the application program.

067 => DOS 80900643 => 4690 OS

Explanation: The command was processed successfully. No error occurred.
User Response: No action is required.

069 => DOS 80900205 => 4690 OS

Explanation: An attempt was made to print a line on the customer receipt station that exceeds the maximum number of ordinary print lines allowed during a fiscal voucher. The request is not processed.
User Response: issue either an End Transaction or Cancel Transaction command before printing the ordinary print lines. If this error occurred during the online printer diagnostic test, it indicates that the test cannot be completed because a sales transaction is in progress. Either have the salesperson end the transaction or diagnose the printer problem using the offline printer test that is invoked by pressing the keys on the printer in the correct sequence.

H66

070 => DOS 80900206 => 4690 OS

Explanation: Max Wasted Space not set.
User Response: Issue Set Max Wasted Space Command.

H51

071 => DOS 80900207 => 4690 OS

Explanation: Not enough space on CF at start of Journal Period. Available space is less than MaxWasted1+ MaxWasted2.
User Response: Change current CF to a formatted empty one.

072 => DOS 80900302 => 4690 OS

Explanation: CF not ready.
User Response: Check the correct insertion of CF

H51

073 => DOS 80900303 => 4690 OS

Explanation: Not enough space on CF at Print Header Lines / Start of X-Report / Start of Application-Originated Report. Available space is less than MaxWasted2 +10 K.
User Response: Execute a Daily Closure and change current CF to a formatted empty one.

H51

074 => DOS 80900208 => 4690 OS

Explanation: Not enough space on CF during the execution of print lines inside a Fiscal or Non-Fiscal document on CR, or during the execution of Set Date command. Available space is less than MaxWasted2 + 5 K.
User Response: Cancel the current document, execute a Daily Closure and change current CF to a formatted empty one. If the error happens at Set Date, only change current CF to a formatted empty one.

H51

075 => DOS 80900209 => 4690 OS

Explanation: Not enough space on CF before, or during the print of Fiscal Memory Dump. Available space is less than MaxWasted2 + 10 K. The command is refused, or the report is cancelled by the printer.
User Response: Execute a Daily Closure and change current CF to a formatted empty one.

076 => DOS 80900210 => 4690 OS

Explanation: An attempt was made to print on invalid print station. The request is not processed.
User Response: Check the application program.

H67

077 => DOS 80900211 => 4690 OS

Explanation: The Daily Closure procedure tries to create on CF an existing file.
User Response: Service the printer.

079 => DOS 80900212 => 4690 OS

Explanation: A line feed on the customer receipt station is not allowed during printing of inserted fiscal documents. The request is not processed.
User Response: Check the application program.

080 => DOS 80900213 => 4690 OS

Explanation: A line feed on an inserted document is not allowed at this point during a sales transaction. The request is not processed.
User Response: Check the application program.

081 => DOS 80900651 => 4690 OS

Explanation: The print typeface specified is not valid. The request is not processed.
User Response: Specify a valid print typeface.

082 => DOS 80900306 => 4690 OS

Explanation: A request to print on the customer receipt or document insert station was made without the correct application-originated report mode selected. The request is not processed.
User Response: Check the application program sequence.

083 => DOS 80900307 => 4690 OS

Explanation: An unrecoverable error occurred reading the fiscal memory identification/status/setup area.
User Response: Service the printer.

084 => DOS 80900308 => 4690 OS

Explanation: General EJ error
User Response: Due to the limited number of return codes available, all commands that fails due to a problem related with EJ, just fail returning this general EJ error "84".
To know the exact reason for failure, the application must send a Get Extended EJ Error (63 command) to get the specific EJ return code. Refer to 1.1.2 Electronic Journal Return Codes on pge 14.

085 => DOS 80900309 => 4690 OS

Explanation: The tax rate for this tax category is not valid. The request is not processed.
User Response: Check the application program.

086 => DOS 80900401 => 4690 OS

Explanation: The password entered is not valid or the maximum number of attempts to enter the correct password was exceeded. The request is not processed.
User Response: Reenter the correct password or, if the maximum number of attempts was exceeded, use the J4 (CE) jumper to restore normal operation. Note: Only authorized service personnel can perform functions that require a password.

087 => DOS 80900657 => 4690 OS

Explanation: The printer command received by the fiscal printer is not valid. The request is not processed.
User Response: Issue a valid printer command.

089 => DOS 80900312 => 4690 OS

Explanation: The fiscal memory is full. All fiscal commands are rejected except the Fiscal Memory Dump commands.
User Response: Service the printer.

090 => DOS 8090065A => 4690 OS

Explanation: The requested Daily Closure was not found in the fiscal memory. The request is not processed.
User Response: Specify a valid closure number or valid dates for the Fiscal Memory Dump command.

091 => DOS 80900314 => 4690 OS

Explanation: An error occurred while printing the start-up message.
User Response: Turn the power OFF and ON again. If the error continues, service the printer.

092 => DOS 80900315 => 4690 OS

Explanation: The requested internal table register was not found in the fiscal memory. The request is not processed.
User Response: Specify a valid table entry.

094 => DOS 80900317 => 4690 OS

Explanation: NFR Accumulator not defined or it does not match the Start Non-Fiscal. The request is not processed.
User Response: Correct the input data.

095 => DOS 80900425 => 4690 OS

Explanation: The address or length data is not valid. The requested address range is not valid or is wrong in the engineering dump command. The request is not processed.
User Response: Correct the input data.

096 => DOS 80900140 => 4690 OS

Explanation: A numeric field contains characters that are not valid or more lines tried to print between two items lines than allowed within the Fiscal Parameter Configuration command. The request is not processed.
User Response: Correct the value and issue the command again.

097 => DOS 80900410 => 4690 OS

Explanation: Fiscal RAM is in error or does not match the fiscal memory.
User Response: Service the printer. The J4 (CE) jumper procedure is required. Note: Only authorized service personnel can move the J4 jumper.

098 => DOS 80900411 => 4690 OS

Explanation: Fiscal RAM is restored.
User Response: Remove the J4 (CE) jumper to restore normal operation. Note: Only authorized service personnel can move the J4 jumper.

100 => DOS 80900329 => 4690 OS

Explanation: An error occurred while reading from the fiscal memory. The request is not processed.
User Response: Service the printer.

101 => DOS 80900326 => 4690 OS

Explanation: An unrecoverable error occurred when writing to fiscal memory. The request is not processed.
User Response: Service the printer.

102 => DOS 80900327 => 4690 OS

Explanation: The Fiscal Parameter Configuration (C4) command was attempted more than once with the same extension since the last J4 (CE) jumper reset. The request is not processed.
User Response: Reset the printer using the J4 (CE) jumper procedure and initialize the printer again. Note: Only authorized service personnel can move the J4 jumper.

103 => DOS 80900421 => 4690 OS

Explanation: The data is not valid. The requested data or number is out-of-range. The request is not processed.
User Response: Correct the input data.

106 => DOS 80900362 => 4690 OS

Explanation: An unexpected command error occurred. The request is not processed.
User Response: If the error continues, service the fiscal printer.

107 => DOS 8090066B => 4690 OS

Explanation: There is a print header application password matching error. The request is not processed.
User Response: Issue the command again using the correct password.

108 => DOS 80900328 => 4690 OS

Explanation: The store/POS identification information table is full. The request is not processed.
User Response: If the table must be updated, exchange the fiscal memory.

109 => DOS 80900324 => 4690 OS

Explanation: The fiscal memory is not connected. The fiscal unit cannot restart processing.
User Response: Service the printer. When servicing, first check to ensure the cable connections on the fiscal processor card are correct. The J4 (CE) jumper procedure is required when the fiscal memory is reconnected. Note: Only authorized service personnel can move the J4 jumper.

112 => DOS 80900670 => 4690 OS

Explanation: The fiscal printer was reset.
User Response: No action is required.

113 => DOS 80900341 => 4690 OS

Explanation: An unrecoverable printer error occurred after two power-on resets.
User Response: Turn the power off and then on again. If the problem persists, service the printer.

114 => DOS 80900363 => 4690 OS

Explanation: A printer communication error occurred.
User Response: Service the printer.

[A058]

116 => DOS 80900702 => 4690 OS

Explanation: The selected display (1 or 2) is not initialized (Enable polling to attached display). The request is not processed.
User Response: Send the "Attached Display Management" command (xCE) with the "Enable polling to attached display 1 or 2" command extension before send the "Read or Write to the Attached Display 1 or 2" command extension or be sure that the display is correctly connected.

119 => DOS 80900677 => 4690 OS

Explanation: Alphabetic field with invalid data. The request is not processed.
User Response: Correct the data and then issue the command again.

120 => DOS 80900678 => 4690 OS

Explanation: A printer card time-out occurred while executing a command.
User Response: Turn the power OFF and then ON again. If the problem persists, service the printer.

121 => DOS 80900679 => 4690 OS

Explanation: A printer card time-out occurred while executing a command.
User Response: Turn the power OFF and then ON again. If the problem persists, service the printer.

H71

122 => DOS 8090067A => 4690 OS

Explanation: Invalid command not allowed before set fiscal.
User Response: Issue set fiscal mode (18 cmd)

123 => DOS 8090067B => 4690 OS

Explanation: Operation not valid. Possible reasons are:
- error reading MICR data
- error doing flipper function
- flip check function not present in the printer
- MICR function not present in the printer

User Response: Test again with another check. If the error persist, service the printer.

124 => DOS 8090067C9 => 4690 OS

Explanation: Attempt to Print Check with incomplete or missing information.

User Response: Load the information with C0 command and issue C1 command again.

125 => DOS 8090067D => 4690 OS

Explanation: The requested closure date/time is previous to the date of the last closure stored in the fiscal memory.
User Response: Issue the closure report when date/time is greater than the last closure date/time stored in the fiscal memory.

128 => DOS 80900320 => 4690 OS

Explanation: Fiscal memory is not serialized. The request is not processed.
User Response: Service the printer.

[A011] – [A069]
131 => DOS 80900323 => 4690 OS

ONLY VALID FOR IBM 4610 SureMark Fiscal Printer KR3/KR5 (RS-485)
Explanation: A problem was detected in a display or in the configuration for the point-of-sale displays. No fiscal commands can be executed. The minimum number of POS displays that must be configured is 2.
User Response: Follow the technical specification procedures to set the configuration correctly. If problem persists, service the POS terminal.

ONLY VALID FOR IBM 4610 SureMark Fiscal Printer KD3/KD5 (RS-232)
Explanation: The request is not processed. Possible causes are:

- At least one of the displays that have to be monitored for connection by the fiscal printer is not connected.

- The command x1A has been issued with invalid display addresses.
- The command xCE has been issued to enable / disable polling to a display that has to be monitored for connection by the fiscal printer. Polling to such diplays is always enabled.

User Response: Follow the technical specification procedures to set the configuration correctly. If problem persists, service the printer.

134 => DOS 80900325 => 4690 OS

Explanation: The fiscal unit detected an internal hardware error. The request is not processed.
User Response: Run the printer test to determine the cause of the problem. Service the printer.

135 => DOS 80900220 => 4690 OS

Explanation: The command is not valid outside of a sales period. The request is not processed.
User Response: Open the day by issuing a fiscal or non-fiscal document.

136 => DOS 80900221 => 4690 OS

Explanation: A voucher-related sales transaction command was issued while a sales transaction was not in progress. The request is not processed.
User Response: Correct the application program sequence.

140 => DOS 80900225 => 4690 OS

Explanation: A fiscal voucher-related command was issued before printing the store header. The request is not processed.
User Response: Correct the application program sequence.

141 => DOS 80900226 => 4690 OS

Explanation: A command was issued that is not allowed before the Total command is successfully executed. The request is not processed.
User Response: Correct the application program sequence.

142 => DOS 80900227 => 4690 OS

Explanation: The transaction payment procedure is not in progress. The request is not processed.
User Response: Correct the application program sequence.

144 => DOS 80900229 => 4690 OS

Explanation: The command was issued before the store header was set. The request is not processed.
User Response: Correct the application program sequence to set the store headers before issuing this command.

145 => DOS 80900691 => 4690 OS

Explanation: The command is not accepted when the J4 (CE) jumper is not active. The request is not processed.
User Response: Activate the CE jumper and try issuing the command again.

146 => DOS 80900692 => 4690 OS

Explanation: Barcode information not null terminated. The request is not processed.
User Response: Correct the application program.

147 => DOS 80900693 => 4690 OS

Explanation: Barcode size is invalid. The request is not processed.
User Response: Correct the application program

H102

149 => DOS 80900695 => 4690 OS

Explanation: Blank Amount lines not set. The request is not processed.
User Response: Execute the blank amount lines number set command (C406)

158 => DOS 8090069E => 4690 OS

Explanation: The date is not set by application program. The request is not processed.
User Response: Correct the application program sequence.

160 => DOS 80900330 => 4690 OS

Explanation: Fiscal memory is serialized. The request is not processed.
User Response: No action is required.

161 => DOS 80900331 => 4690 OS

Explanation: The fiscal unit is in fiscal mode. The request is not processed.
User Response: No action is required.

164 => DOS 80900350 => 4690 OS

Explanation: The power-on sequence is in progress.
User Response: No action is required.

167 => DOS 80900230 => 4690 OS

Explanation: The requested command cannot be issued while a sales period is in progress. The request is not processed.
User Response: Perform a Daily Closure command and then issue the command again.

168 => DOS 80900231 => 4690 OS

Explanation: A command not related to a sales transaction voucher was issued while a sales transaction is in progress. The request is not processed.
User Response: Issue the command again after the fiscal voucher is completed. If this error was encountered during the online printer diagnostic test, it indicates that the test cannot be completed because a sales transaction is in progress. Either have the salesperson end the transaction or diagnose the printer problem using the offline printer test that is invoked by pressing the keys on the printer in the correct sequence.

172 => DOS 80900235 => 4690 OS

Explanation: Only a fiscal voucher-related sales transaction command is accepted after the store header is printed. The request is not processed.
User Response: Check the application program.

173 => DOS 80900236 => 4690 OS

Explanation: After the Total command was issued, the command sequence is not valid. The request is not processed.
User Response: Check the application program.

174 => DOS 80900237 => 4690 OS

Explanation: A Payment is in progress. The request is not processed.
User Response: After the Payment processing is complete, issue the request again.

176 => DOS 80900239 => 4690 OS

Explanation: The fiscal unit detected an internal hardware error. The request is not processed.
User Response: Service the printer.

177 => DOS 809006B1 => 4690 OS

Explanation: Fiscal EPROM is in error. Serialization mismatch between RAM and EPROM.
User Response: Service the printer.

178 => DOS 80900241 => 4690 OS

Explanation: The enterprise specified is different that the set one. The request is not processed.
User Response: Specify the correct enterprise.

179 => DOS 809006B3 => 4690 OS

Explanation: Fiscal RAM is in error. Return to the FB command.
User Response: Service the printer.

180 => DOS 809006B4 = 4690 OS

Explanation: Fiscal EPROM is in error. EPROM serialized but pattern not found.
User Response: Service the printer.

181 = DOS 809006B5 = 4690 OS

Explanation: Fiscal RAM is in error. Return to the FB command.
User Response: Service the printer.

182 => DOS 809006B6 => 4690 OS

Explanation: An error occurred on an End Transaction command. The request is not processed.
User Response: Issue the End Transaction command again. If this error was encountered during the online printer diagnostic test, it indicates that the test cannot be completed because a sales transaction is in progress. Either have the salesperson end the transaction or diagnose the printer problem using the offline printer test that is invoked by pressing the keys on the printer in the correct sequence.

183 => DOS 809006B7 => 4690 OS

Explanation: An error occurred on a Cancel Transaction command, or the firmware is waiting for a Cancel Transaction command. The request is not processed.
User Response: Issue the Cancel Transaction command. If this error was encountered during the online printer diagnostic test, it indicates that the test cannot be completed because a sales transaction is in progress. Either have the salesperson end the transaction or diagnose the printer problem using the offline printer test that is invoked by pressing the keys on the printer in the correct sequence.

184 => DOS 809006B8 => 4690 OS

Explanation: The command sequence is not valid. A command was requested that is not allowed during an Application-Originated Report. The request is not processed.
User Response: Check the application program sequence.

185 => DOS 809006B9 => 4690 OS

Explanation: An EEPROM load error occurred on the printer logic card. The request is not processed.
User Response: Service the printer.

186 = 4684 809006BA = 4690

Explanation: Mismatch between RAM Fiscalization Flag and EPROM Mark. The request is not processed.
User Response: Insert the jumper and reinitialize the printer. If the problem persists, service the printer.

H117

187 => DOS 809006BB => 4690 OS

Explanation: An unrecoverable error occured in the 'DE00' – End Application-Originated Report command execution. The request is not processed.
User Response: Reexecute the 'DE00' – End Application-Originated Report command.

188 => DOS 809006BC => 4690 OS

Explanation: An unrecoverable error occured in the 'DE01' – Cancel Application-Originated Report command execution or during the generation of the Application-Originated Report. The request is not processed.

User Response: Execute the 'DE01' – Cancel Application-Originated Report command.

H103

189 => DOS 809006BD => 4690 OS

Explanation: Invalid command related to Check procedure. An attempt to execute a command not related to check while a check procedure is in progress or to execute a check command when a check procedure is not in progress. The request is not processed.

User Response: Check the application program sequence.

191 => DOS 80900523 => 4690 OS

Explanation: Fiscal unit locked. The request is not processed.

User Response: Service the printer.

192 => DOS 80900524 => 4690 OS

Explanation: The command is rejected from the printer logic card. The request is not processed.

User Response: Check for a device driver programming error.

194 => DOS 80900521 => 4690 OS

Explanation: A print head home error occurred. The request is not processed. (On 4690 Operating System, this error could be reported for other types of printer problems besides home errors.)

User Response: If the problem persists, service the printer.

200 => DOS 80900527 => 4690 OS

Explanation: The printer cover is open, or a paper error occurred in CR station. The request is not processed.

User Response: Close the printer cover or add paper. If the cover is already closed, service the printer.

202 => DOS 80900527 => 4690 OS

Explanation: The inserted document is not ready. The request is not processed.

User Response: Try removing the document and reinserting it. If the problem persists, service the printer.

203 => DOS 80900522 => 4690 OS

Explanation: The printer cover is open. The request is not processed.

User Response: Close the printer cover. If the cover is already closed, service the printer.

205 => DOS 80900526 => 4690 OS

Explanation: A printer keybutton is pressed. The request is not processed.

User Response: Release the pressed keybutton. If a keybutton is not pressed, service the printer.

207 => DOS 80900714 => 4690 OS

Explanation: PDF barcode generation problem. The request is not processed.

User Response: Service the printer.

208 => DOS 809006D0 => 4690 OS

Explanation: Printer error. The request is not processed.

User Response: Service the printer.

210 => DOS 809006d2 => 4690 OS

Explanation: Printer DI throat is opened. The request is not processed.

User Response: Close the throat and issue the command print again.

214 => DOS 80900527 => 4690 OS

Explanation: A top-insert document error occurred. The request is not processed.

User Response: Ensure that the document is inserted correctly.

1.1.2 Electronic Journal Return Codes

Due to the limited number of return codes available, all commands that fails due to a problem related with EJ, just fail returning a general EJ error "84".
To know the reason for failure, the application must send the Get Extended EJ Error (63 command) to get the following EJ return codes.

1.1.2.1 EJ Return Code Descriptions

000 (hex 0)
Explanation: No error occurred.
User Response: No action is required.

001 (hex 1)
Explanation: Compact Flash not present. The request is not processed.
User Response: Insert the compact flash and issue the command again.

002 (hex 2)
Explanation: Not enough free space in Compact Flash (CF). The request is not processed.
User Response: Close the current Journal Period, then replace the CF with a new one and then issue the command again.

003 (hex 3)
Explanation: Flash Transfer Error. The request is not processed.
User Response: Retry the command. If the error persists, replace the CF, insert the jumper, and reinitialize the printer.

004 (hex 4)
Explanation: The Compact Flash was changed inside a journal period.
User Response: Put again the old one.

005 (hex 5)
Explanation: Internal Error. The request is not processed.
User Response: Service the printer.

006 (hex 6)
Explanation: Internal Error. The request is not processed.
User Response: Service the printer.

007 (hex 7)
Explanation: Internal Error. The request is not processed.
User Response: Service the printer.

008 (hex 8)
Explanation: The Compact Flash has a wrong format.
User Response: The Compact Flash will be formatted during IPL.

009 (hex 9)
Explanation: Internal Error. The request is not processed.
User Response: Service the printer.

010 (hex A)
Explanation: Internal Error. The request is not processed.
User Response: Service the printer.

011 (hex B)
Explanation: EJ Filename exists. The request is not processed.
User Response: Change the EJ filename and issue the command again.

012 (hex C)
Explanation: Invalid EJ Filename. The first five chars of an EJ filename specified cannot be equal to the five chars used for automatic generated EJ filenames. These chars are usually equal to the first five chars of the serial number. The request is not processed.
User Response: Change the EJ filename and issue the command again.

013 (hex D)
Explanation: Invalid Char in EJ Filename. The EJ filenames can only consist of the following chars: A to Z, a to z, 0 to 9, '-' and '_'. The request is not processed.
User Response: Change the EJ filename and issue the command again.

014 (hex E)
Explanation: Key length or command length invalid. The request is not processed.
User Response: Check the application program sequence.

015 (hex F)

Explanation: The algorithm specified is not known. The request is not processed.
User Response: Correct the input data and issue the 66 command again.

---

016 (hex 10)
Explanation: The key specified is too long to be handle by the microcode. The request is not processed.
User Response: Correct the input data and issue the 66 command again.

---

017 (hex 11)
Explanation: The length specified is invalid. The request is not processed.
User Response: Correct the input data and issue the 66 command again.

---

018 (hex 12)
Explanation: Invalid sequence during set public and private key command. The request is not processed.
User Response: Correct the sequence and issue the 66 command again.

---

019 (hex 13)
Explanation: The key prime or subprime is invalid. The request is not processed.
User Response: Correct the input data and issue the 66 command again.

---

020 (hex 14)
Explanation: The key base is invalid. The request is not processed.
User Response: Correct the input data and issue the 66 command again.

---

021 (hex 15)
Explanation: The public and private key does not form a valid pair. The request is not processed.
User Response: Correct the input data and issue the 66 command again.

---

022 (hex 16)
Explanation: The key prime and subprime do not form a valid pair. The request is not processed.
User Response: Correct the input data and issue the 66 command again.

---

023 (hex 17)
Explanation: Key Table full. The request is not processed.
User Response: Change fiscal memory.

---

024 (hex 18)
Explanation: Key not set. The request is not processed.
User Response: Issue the 66 command (Set Public and Private Key).

---

025 (hex 19)
Explanation: Key corrupt. The request is not processed.
User Response: Change the fiscal memory.

---

026 (hex 1A)
Explanation: Internal Error. The request is not processed.
User Response: Service the printer.

---

027 (hex 1B)
Explanation: File not found. The CF does not have any (open CF file or get directory first file) or more (get directory next file) file matching the filename specified. The request is not processed.
User Response: (none).

---

028 (hex 1C)
Explanation: Invalid filename characters. The filename specified includes invalid characters. The request is not processed.
User Response: Correct the application program.

---

029 (hex 1D)
Explanation: CF File already open. There is one CF file currently open. The request is not processed.
User Response: Correct the application program.

---

030 (hex 1E)
Explanation: CF File not open. There is no one CF file open. The request is not processed.
User Response: Correct the application program.

---

031 (hex 1F)
Explanation: Internal Error. The request is not processed.
User Response: Service the printer.

032 (hex 20)
Explanation: Invalid CF File attributes. The CF file attribute requested is invalid. The request is not processed.
User Response: Correct the application program.

034 (hex 22)
Explanation: Internal Error. The request is not processed.
User Response: Service the printer.

035 (hex 23)
Explanation: The current Journal Period must be closed. The request is not processed.
User Response: Close the Journal Period.

036 (hex 24)
Explanation: Internal error.
User Response: Service the printer.

037 (hex 25)
Explanation: Invalid sequence reading CF file.
User Response: The sequence must be "0" (first block), "n" (again the last read block) or "n + 1" (read the next block).

038 (hex 26)
Explanation: Compact flash hardware error. It did not pass the diagnostic test.
User Response: Insert a new compact flash.

040 (hex 28)
Explanation: Compact flash hardware error.
User Response: Issue the command again. If the problem persists, remove and insert the CF and reissue the command.

041 (hex 29)
Explanation: The arch attribute state specified is invalid.
User Response: Select the correct arch attribute state and issue the command again.

043 (hex 2B)
Explanation: Compact flash not ready.
User Response: Issue the command again.

H120
044 (hex 2C)
Explanation: The Private and Public keys are frozen. The request is not processed.
User Response: (none)

[A013]
045 (hex 2D)
Explanation: The compression type is unknown. The request is not processed.
User Response: (none)

[A014]
046 (hex 2E)
Explanation: The compressed file is corrupted. The request is not processed.
User Response: (none)

1.1.3 Return Code Conversion Table (4694 OS to DOS/WINDOWS)

The following table is for converting 4690 OS return codes into DOS/WINDOWS return codes. Find the DOS/WINDOWS return codes under 1.1.1 Return Codes on page 2.

4690 OS Return Code	Equivalent DOS/WINDOWS Return Code	4690 OS Return Code	Equivalent DOS/WINDOWS Return Code
80900100	000	80900303	073
80900102	002	80900306	082
80900104	004	80900307	083
80900106	006	80900308	084
80900107	007	80900309	085
80900108	008	80900312	089
80900110	010	80900314	091
80900112	012	80900315	092
80900114	014	80900317	094
80900115	015	80900320	128
80900116	016	80900323	131
80900118	018	80900324	109
80900120	020	80900325	134
80900124	024	80900326	101
80900125	025	80900327	102
80900126	026	80900328	108
80900127	064	80900329	100
80900129	029	80900330	160
80900140	096	80900331	161
80900141	033	80900341	113
80900142	034	80900350	164
80900144	036	80900362	106
80900150	056	80900363	114
80900201	065	80900401	086
80900202	066	80900410	097
80900203	055	80900411	098
80900205	069	80900421	103
80900206	070	80900425	095
80900207	071	80900521	194
80900208	074	80900522	203
80900209	075	80900523	191
80900210	076	80900524	192
80900211	077	80900526	205
80900212	079	80900527	200
80900213	080	80900527	202
80900220	135	80900527	214
80900221	136	8090061B	027
80900225	140	8090061C	028
80900226	141	8090061F	031
80900227	142	80900620	032
80900229	144	80900628	040
80900230	167	80900629	041
80900231	168	8090062A	042
80900235	172	8090062B	043
80900236	173	8090062C	044
80900237	174	80900630	048
80900239	176	80900631	049
80900241	178	80900632	050
80900302	072	80900633	051

4690 OS Return Code	Equivalent DOS/WINDOWS Return Code
80900634	052
80900635	053
8090063A	058
8090063B	059
8090063D	061
8090063F	063
80900643	067
80900651	081
80900657	087
8090065A	090
8090066B	107
80900670	112
80900677	119
80900678	120
80900679	121
8090067A	122
8090067B	123
8090067C9	124
8090067D	125
80900691	145
80900692	146
80900693	147
80900695	149
8090069E	158
809006B1	177
809006B3	179
809006B4	180
809006B5	181
809006B6	182
809006B7	183
809006B8	184
809006B9	185
809006BA	186
809006BB	187
809006BC	188
809006BD	189
809006D0	208
809006D2	210
80900702	116
80900714	207