



SmartCard Reader Error Codes

The following are a list of errors that may be generated by the Greenwald Industries Smart Card System. Whenever possible, errors will be displayed in plain text. Some machines the display is limited and errors will be displayed by an E followed by a number. On the Door Access readers, TAC, and other products with just LED's, errors will be displayed by the number of flashes or combination of flashes by the LED's.

Generic Errors:

- | | |
|----------|--|
| Error 1 | Unable to read chip or unable to power card |
| Error 2 | Chip is not responding to commands from card reader |
| Error 3 | Wrong Customer ID on card |
| Error 4 | Location on card does not match location programmed in device being used and Check location feature is enabled |
| Error 5 | Number of uses assigned to card have been used |
| Error 6 | Card is powered up and is responding to commands but can not be read by card reader |
| Error 7 | Card reader can not write to the card |
| Error 9 | Card type not accepted by this card reader; i.e. a CTS Data Collection card inserted into a washer or dryer |
| Error 10 | Error occurred while subtracting value from the card |
| Error 11 | Version of card not accepted by the card reader |
| Error 18 | Value on card is insufficient for the vend price |
| Error 19 | Value on card exceeds maximum allowed card value in the card reader |
| Error 20 | Invalid machine setup card type inserted into card reader for, example washer setup card inserted into a dryer or vice versa |
| Error 21 | Error reading data file on a management card |
| Error 22 | Error writing data file on a management card |
| Error 23 | Authentication error when debiting the purse on a management card |
| Error 24 | Failed security access on a management card |
| Error 25 | Error in communication with management card |
| Error 26 | PIN presentation from the card to the card reader failed |
| Error 27 | Error subtracting value from a management card |
| Error 28 | Error reading record on a management card |
| Error 29 | Error adding value to a management card |
| Error 30 | Error creating data file on a management card |

- Error 31 Error getting correct response from a management card
- Error 32 Error creating management card as a user card
- Error 33 Failed to load the security keys from card correctly
- Error 34 Error validating security keys
- Error 35 Invalid management card ID
- Error 36 Management card is not a setup card
- Error 37 Management card full and will not accept any more data
- Error 38 Error selecting file on a management card

- Error 40 Setup card error, using a card that is setup with the "Don't Change Feature" enabled in a reader that has not been setup yet
- Error 41 Vend price(s) on setup card are not valid
- Error 42 Card is not personalized, or personalized correctly, or card has been corrupted
- Error 43 Card failed or is an unrecognized card or is an non-Greenwald card
- Error 45 User card not personalized or personalization has been corrupted on the card
- Error 46 Card is recognized as a User card but can not read data files
- Error 47 An error occurred while submitting on of the security keys on a User card
- Error 48 An error occurred while submitting on of the security keys on a User card
- Error 49 An error occurred while submitting on of the security keys on a User card
- Error 50 An error occurred in the card reader while validating on of the security keys submitted by the card
- Error 51 Error erasing data file from a User card
- Error 52 Error writing data file to user card
- Error 53 Error reading data file from a user card
- Error 54 Token purse is not on the card or is corrupt
- Error 55 Token purse not allowed to be used for the day being attempted for
- Error 56 Card has expired and needs to renewed

- Error 79 Card reader setup does not match machine setup and card reader needs to be setup again

- Error 80 Error validating memory card
- Error 81 Error reading data file from memory card
- Error 82 Purse on card is not valid
- Error 83 Communication error occurred between a memory card and the card reader

- Error 131 Encrypted PIN Pad on Credit CTS failed to initialize properly
- Error 132 Unable to recognize Encrypted PIN Pad on a Credit CTS
- Error 133 Defective key on PIN Pad on a Credit CTS
- Error 134 Incorrect data sent from key on PIN Pad on a Credit CTS

Whirlpool® Advantech™ and EMS 2000 Specific Errors:

- 00 Cannot read Card - Upside down, bad or invalid
- 01 Invalid Card PIN
- 02 Card blocked - PIN error
- 03 Customer ID on Card does not match Customer ID in machine
- 04 Location number on User Card does not match number in machine
Location number setup by SMS software
- 05 Card recognized, but not yet supported
- 06 Machine cannot present E3744 Card's erase key - Security
- 07 Pocketbook Card found, but it is not yet set up - use SMS
- 08 Invalid E192b Card - Security
- 09 Card type not accepted - e.g. CTS setup inserted into washer
- 10 User Card value subtract error - the Card was removed during a value deduction sequence
- 20 Wrong machine type error - EMS 2000 Dryer SU Card inserted into a washer or visa versa
- 30 Error writing collection data to Card
- 40 Error reading setup data from Card

- 51 Keypad error, "High" key not working
- 52 Keypad error, "Med" key not working
- 53 Keypad error, "Low" key not working
- 54 Keypad error, "Start" key not working
- 55 Keypad error
- 56 Keypad error

Error Codes for Door Access V2.19 and Higher:

Advanced Mode

1. Flash led (3, FAST) reader has not been setup and none of the three setup cards have been inserted.
2. Reader setup card (POCKET BOOK) which has the reader information such as (Location, Customer Id, and Area) must be inserted first. This will switch the reader to flash led (2, FAST).
3. User list setup card (SCOS) then needed to load the reader with active users. This will switch the reader to flash (1, FAST).
4. Inserting time card setup will complete the reader setup and no flashes should appear.

Standard Mode

Inserting a reader setup card with standard checked will complete the reader setup and no flashes should appear.

Notes

Door access allows customer to switch from standard to the advanced mode and vice versa. In this case note the following:

1. If current mode is advanced, inserting a standard setup card will cause the reader led to turn on for a moment then turn off. After pulling the card no flashes will occur.
2. If current mode is standard, inserting an advanced setup card will cause the reader to turn on for moment then turn off. After pulling the card there is two cases:
 - If time card never was inserted previously, then two flashes will occur, meaning the reader need the active list setup card and the time setup card to be inserted to complete the advanced mode.
 - If a time card was previously inserted into the reader, then one flash will occur, meaning all you need is the active user setup card (8K) to complete the advanced mode setup.

Error Codes

1. Flash led (4,FAST)
 - Can not validate card or user card not an active access card.
 - Fail reading customer ID
2. Flash led (5,FAST)
 - Can not read card type.
3. Flash led (3,SLOW)
 - Fail to set machine id for the first time
 - Fail to set location for the first time
 - Fail to read restriction card
 - Fail to read card customer id after setup is completed.
4. Flash led (2,SLOW)
 - Fail to get location.
5. Flash led (2,FAST)
 - card has wrong location.(after first time setup)
 - invalid card type
6. Flash led (3,FAST)
 - Card has wrong customer. (after first time setup)
 - Fail to set machine location for the first time setup.
 - Error getting serial number
 - Validate Date and Time error
 - Invalid card type
 - Setup card must be first
 - Failed set card version
 - Failed validate
 - Unknown card type
7. Flash led (6,FAST)
 - Machine id and card customer id do not match.
8. Flash led (4,SLOW)

- Fail load user list from card.
- 9. Flash led (7,FAST)
 - Area on card does not match reader area.
- 10. Flash led (9,FAST)
 - Fail to write reader information to card. (8K DATA COLLECTION CARD)
- 11. Flash led (10,SLOW)
 - Fail to write transaction records to card. (8K DATA COLLECTION CARD).

Error Codes for TAC:

- 1 FAST Failed to write to GIP purse 1.
- 2 FAST Failed to write to GIP purse 2.

GENERAL ERRORS

- 3 FAST Failed to validate card.
- 4 FAST Incorrect Customer ID
- 5 FAST Wrong card type or failed to read card type.
- 6 FAST Location on card doesn't match location in reader.
- 7 FAST Failed to read serial number.
- 8 FAST Failed to find user in list.
- 9 FAST Out of Update range for purse 1.
- 10 FAST Out of Update range for purse 2.
- 11 FAST Purse 1 not found.
- 12 FAST Purse 2 not found.

MANAGEMENT ERRORS

- 1 SLOW Failed to collect the machine data
- 2 SLOW Failed to collect the user transaction data
- 3 SLOW Failed to read service card
- 4 SLOW Failed to read the time card
- 5 SLOW Failed to read the setup card
- 6 SLOW Failed to read the User list card
- 7 SLOW Failed to insert service card first
- 8 SLOW Maximum number of users reached
- 9 SLOW Card is full.
- 10 SLOW White list card inserted out of Sequence.

MANAGEMENT INFO

- 1 FAST Insert another User list card.