

CashGuard Error Codes

When an error occurs in the cash changer, it enters an internal error state, displays an error code in its display, and sends an error event to the cash register API.

This document describes the error codes and how to solve error related problems.

1 Resetting the Cash Changer

If an error code is generated from a note cassette, that cassette's lamp flashes red/green.

When an error has occurred in the cash changer and the problem has been solved by the cashier or technical staff, the cash changer should be reset. This makes it leave its error state and continue normal operation.

Reset the cash changer by simultaneously pressing its physical buttons Change and Cancel, or by sending it the Reset command through the cash register API.

If the error can't be solved with the methods described below, contact your service partner and provide the error code.

Note that the lost connection error (code 0) is not generated from the cash changer, but from the cash register API. There's no need to send a reset command to the cash changer after solving the connection problem, but if the connection to the cash changer was lost because it lost power, a login command is required to re-establish communication between the cash register and the cash changer. In some cases (unplugged USB-to-serial converter if that's used to create a COM port on the cash register computer), a simple login won't be sufficient, and instead it's necessary to exit API, init API and finally loginCG again to return the system to the state in the customer transaction it had before the lost connection event.

2 Error Codes

Code	Cause	Action
0	<p>Lost connection to the cash changer.</p> <p>The API hasn't received any status messages from the cash changer in a while. This timeout is configurable in the API.</p>	<p>Check that the cash changer has power, and that the cables are connected.</p> <p>This error is different from all the others, since it's created in the API and not in the cash changer. For all other errors, the cash changer sends the error code to the API and also displays the error in the cash changer display.</p> <p>Since this error didn't occur in the cash changer, it probably isn't aware that there is a communication error. Since it doesn't know of any problem, there's no error code displayed in the cash changer display, and there's no need to send a reset command to the cash changer when the error has been solved (but sending a reset won't cause any problems).</p> <p>A login command may be required, if the cash changer was restarted (for example due to power failure).</p> <p>If a USB-to-serial converter is used to create a COM port on the cash register computer, the lost connection event can be caused by unplugging the USB connector. This essentially results in the disappearance of the physical COM port on the computer, which means that when the USB connector is plugged in again, the port that appears on the computer is new and must be initiated from the API before it can be used. In other words, the command sequence exit API, init API, loginCG is required for the system to return to the state in the customer transaction it had before the lost connection event.</p>

Code	Cause	Action
1	Incorrect EPROM memory in the CPU.	Contact your service partner.
2	Motor blocked in note cassette.	<ol style="list-style-type: none"> 1. Open the cassette and check the drive belt for damage. 2. Do an inventory of the cassette by activating emptying to zero of the currency in question via BackOffice. 3. Restart the CashGuard system. 4. Activate fill-up of notes via BackOffice. 5. If the problem remains, contact your service partner.
4	Fault in counter for notes and/or coins accept.	<ol style="list-style-type: none"> 1. Restart the CashGuard system. 2. If the problem remains, contact your service partner.
5	Note sensor covered after note rejection.	Contact your service partner.
6	Faulty note sensor.	<ol style="list-style-type: none"> 1. Check if a note is stuck. If so, feed it out manually. 2. Do an inventory of the cassette by activating emptying to zero of the currency in question via BackOffice. 3. Restart the CashGuard system. 4. Activate fill-up of notes via BackOffice. 5. If the problem remains, contact your service partner.
8	Fault in length measurement.	<ol style="list-style-type: none"> 1. Check to see if a note has become stuck. If so, feed it out manually. 2. Restart the CashGuard system. 3. If the problem remains, contact your service partner.
9	Note cassette in wrong position.	<ol style="list-style-type: none"> 1. Check that the cassette is empty. 2. Move the note cassette to the correct position. 3. If the problem remains, contact your service partner.
10	CashGuard shut when the cash register requests payment in or generates a payment order.	<ol style="list-style-type: none"> 1. Open CashGuard by logging in to the cash register. 2. If the problem remains, contact your service partner.
11-17	Stoppage in note dispensing when emptying CashGuard. <i>Applies from and including master 70.18/80.18.</i>	<ol style="list-style-type: none"> 1. Check the emptying box and anything else that could prevent notes being dispensed. 2. Do an inventory of the denomination in question. 3. If the problem occurs again, contact your service partner.
18	Stoppage when emptying ("Clear"). <i>Only in log file</i>	–
19	Stoppage when emptying ("Pull out"). <i>Only in log file</i>	–

Code	Cause	Action
21–29	No communication with note cassettes or active shutter. <i>(21-cassette with highest denomination, 22 with second highest, etc.)</i>	<ol style="list-style-type: none"> 1. Make sure the note cassettes are placed correctly. 2. Restart the CashGuard-system. 3. If the problem remains contact your service partner.
41–49	Note dispensing fault <i>(41-cassette with highest denomination, 42 with second highest, etc.)</i>	Contact your service partner.
50	Coin carousel stuck.	Open the coin unit and remove any coins that have become stuck and put them in appropriate hoppers.
51	Shield protection not activated for CashGuard Blue.	Contact your service partner.
52	The dyeing unit is activated.	Contact your service partner.
53	Error in coin feeder.	Open the coin unit and remove any coins that have become stuck.
54	Error in validator.	Open the coin unit and remove any coins that have become stuck in the coin carousel or coin validator.
55	Validator sensor blocked.	Open the coin unit and remove any coins that have become stuck in the coin carousel or coin validator.
56	Communication error coin feeder.	Reset, or possibly even restart the coin unit. If the error remains, contact you service partner.
57	Communication error validator.	Reset, or possibly even restart the coin unit. If the error remains, contact you service partner.
58	Communication error cc Talk.	Reset, or possibly even restart the coin unit. If the error remains, contact you service partner.
60	Change error, unable to pay out change.	<ol style="list-style-type: none"> 1. Check which denomination needs filling up. 2. If there are coins despite an indication that it is empty, check to see if a coin is stuck. If so, remove it and do a coin inventory.
61	Communication breakdown between CashGuard and BackOffice during emptying.	<ol style="list-style-type: none"> 1. Restart the CashGuard system. 2. If the problem remains, contact your service partner.
62	Maximum payout limit exceeded.	Contact your head cashier to check settings for maximum payout limit in BackOffice.
63	The coin unit has received an order to pay out more of a denomination than it contains. <i>(Applies from master 70.18/80.18 incl.)</i>	<ol style="list-style-type: none"> 1. Do a coin inventory 2. If the problem remains, contact your service partner.

Code	Cause	Action
64	No communication with the emptying box.	Check that the emptying box is properly attached.
65	Faulty active shutter.	<ol style="list-style-type: none"> Go into BackOffice under Settings → BackOffice settings → Functionality options and check that Active emptying is marked. Then update the CashGuard system. Go into BackOffice under Settings → CashGuard Settings → Settings and check that Number of cabinets is set to the correct value. Then update the CashGuard system. Restart the CashGuard system. If the problem remains, contact your service partner.
66	Electronic active shutter locking is not working.	<ol style="list-style-type: none"> Go into BackOffice under Settings → BackOffice settings → Functionality options and check that Active emptying is marked. Then update the CashGuard system. Go into BackOffice under Settings → CashGuard Settings → Settings and check that Number of cabinets is set to the correct value. Then update the CashGuard system. Restart the CashGuard system. If the problem remains, contact your service partner.
67	Emptying box unable to accept notes due to shutter error.	<ol style="list-style-type: none"> Pull the power lead out, wait five seconds and then plug it back in. The emptying box is then released. Remove the emptying box and restart emptying via BackOffice. If the problem remains, contact your service partner.
68	Emptying box changed during emptying process.	Emptying process interrupted. Start over.
69	More than five failed attempts to connect the emptying box.	Emptying process interrupted. Start over.
81-95	A note denomination has exceeded the blocking level. (81 highest denomination, 82 second highest, etc.)	Do a note or a coin inventory.