

**IBM 4610 SureMark Fiscal Printer
Chile - Models KC4/KC5/KS4/KS5
Return Codes**

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For printer microcode EC level 13

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Fiscal Unit Return Codes

4690 OS Hardware Return Code Descriptions

This list contains information about the return code (RC=8090xxxx) in system messages.

If your return code is not listed here - or - under “Return Code Descriptions” in the *IBM 4690 OS Store System: Messages Guide*, it is an undefined error.

Note: *Service the printer to replace both the fiscal processor card and the FP.*

80900006

Explanation: The FU is off-line.

User Response: Retry the operation.

If the problem remains, service the FP to replace the fiscal processor card.

80900007

Explanation: The FU is not ready.

User Response: Retry the operation.

If the problem remains, service the printer to replace the fiscal processor card.

80900008

Explanation: A PLD occurred during command execution.

User Response: Issue a RESUME or RESUME RETRY command.

80900009

Explanation: The command was rejected by the FU at the time it was issued.

User Response: Issue the command again.

The following tables define the meaning of FU return codes reported in byte 8 of FU status.

DOS/WINDOWS and 4690 OS Return Code Descriptions

000 = DOS/WINDOWS 80900100 = 4690 OS

Explanation: An overflow occurred. The TRANSACTION TOTAL exceeds the maximum allowed value. The request is not processed.

User Response: Issue a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

001 = DOS/WINDOWS 80900101 = 4690 OS

Explanation: An overflow occurred. The RETURN TRANSACTION TOTAL exceeds the maximum allowed value. The request is not processed.

User Response: Issue a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

002 = DOS/WINDOWS 80900102 = 4690 OS

Explanation: An overflow occurred. The VOID TRANSACTION TOTAL exceeds the maximum allowed value. The request is not processed.

User Response: Issue a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

004 = DOS/WINDOWS 80900104 = 4690 OS

Explanation: An overflow occurred. The DISCOUNT TRANSACTION TOTAL exceeds the maximum allowed value. The request is not processed.

User Response: Issue a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

006 = DOS/WINDOWS 80900106 = 4690 OS

Explanation: An overflow occurred. The UPLIFT TRANSACTION TOTAL exceeds the maximum allowed value. The request is not processed.

User Response: Issue a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

007 = DOS/WINDOWS 80900107 = 4690 OS

Explanation: An overflow occurred. The PAYMENT TRANSACTION TOTAL exceeds the maximum allowed value. The request is not processed.

User Response: Issue a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

008 = DOS/WINDOWS 80900108 = 4690 OS

Explanation: An underflow occurred. The TRANSACTION TOTAL is less than the minimum allowed value. The request is not processed.

User Response: Take action to make the total higher than the minimum allowed value.

009 = DOS/WINDOWS 80900109 = 4690 OS

Explanation: An underflow occurred. The RETURN TRANSACTION TOTAL is less than the minimum allowed value. The request is not processed.

User Response: Issue a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

010 = DOS/WINDOWS 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 a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

012 = DOS/WINDOWS 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 a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

014 = DOS/WINDOWS 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 a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

015 = DOS/WINDOWS 80900115 = 4690 OS

Explanation: An underflow occurred. The PAYMENT TRANSACTION TOTAL is less than the minimum allowed value. The request is not processed.

User Response: Issue a transaccion subtotal/total (D4 cmd.) and end fiscal voucher (06 cmd.) to end the voucher.

016 = DOS/WINDOWS 80900116 = 4690 OS

Explanation: An overflow occurred. The DAILY TOTAL exceeded the maximum allowed value. The request is not processed.

User Response: Take action to make the total lower than or equal to the maximum allowed, then end the fiscal voucher (06 cmd.) and then issue a close sale period (13 cmd.).

017 = DOS/WINDOWS 80900117 = 4690 OS

Explanation: An overflow occurred. The RETURN DAILY TOTAL exceeded the maximum allowed value. The request is not processed.

User Response: Take action to make the total lower than or equal to the maximum allowed, then end the fiscal voucher (06 cmd.) and then issue a close sale period (13 cmd.).

018 = DOS/WINDOWS 80900118 = 4690 OS

Explanation: An overflow occurred. The VOIDS DAILY TOTAL exceeded the maximum allowed value. The request is not processed.

User Response: Take action to make the total lower than or equal to the maximum allowed, then end the fiscal voucher (06 cmd.) and then issue a close sale period (13 cmd.).

020 = DOS/WINDOWS 80900120 = 4690 OS

Explanation: An overflow occurred. The DISCOUNT DAILY TOTAL exceeded the maximum allowed value. The request is not processed.

User Response: Take action to make the total lower than or equal to the maximum allowed, then end the fiscal voucher (06 cmd.) and then issue a close sale period (13 cmd.).

022 = DOS/WINDOWS 80900122 = 4690 OS

Explanation: An overflow occurred. The UPLIFT DAILY TOTAL exceeded the maximum allowed value. The request is not processed.

User Response: Take action to make the total lower than or equal to the maximum allowed, then end the fiscal voucher (06 cmd.) and then issue a close sale period (13 cmd.).

024 = DOS/WINDOWS 80900124 = 4690 OS

Explanation: The user TOTAL is not equal to the fiscal TOTAL. The value associated with the TOTAL request does not reflect the total stored in the FM. The request is not processed.

User Response: Correct the computation procedure of the total and then end the fiscal voucher (06 cmd.).

026 = DOS/WINDOWS 80900126 = 4690 OS

Explanation: The transaction total is not greater than zero. The request is not processed.

User Response: Make the transaction total greater than zero.

027 = DOS/WINDOWS 8090061B = 4690 OS

Explanation: The maximum number of payments allowed in a FV was exceeded. The request is not processed.

User Response: Correct the application program.

029 = DOS/WINDOWS 80900129 = 4690 OS

Explanation: The PAYMENT total was less than the amount to be cashed. The request is not processed.

User Response: Correct the computation procedure of PAYMENT or issue a payment (D5 cmd.) to complete processing.

030 = DOS/WINDOWS 80900130 = 4690 OS

Explanation: An overflow occurred. The request is not processed.

User Response: Correct the application program and issue the request again or service the printer.

031 = DOS/WINDOWS 8090061F = 4690 OS

Explanation: An underflow occurred. The request is not processed.

User Response: Correct the application program and issue the request again or service the printer.

039 = DOS/WINDOWS 80900627 = 4690 OS

Explanation: Not allowed items sale (D2 cmd.) or negative/uplift item sale (D3 cmd.) after to issued uplift or discount on subtotal (D9 cmd.). The request is not processed.

User Response: Correct the application program.

051 = DOS/WINDOWS 80900633 = 4690 OS

Explanation: After 26 hours of opened a SP will be not allowed to start a FV (01 cmd.). The request is not processed.

User Response: Issue a close sale period (13 cmd.), start sale period (12 cmd.) and then start a FV (01 cmd.).

052 = DOS/WINDOWS 80900634 = 4690 OS

Explanation: Daylight saving time already set for requested season. The request is not processed.

User Response: Check the application program.

053 = DOS/WINDOWS 80900635 = 4690 OS

Explanation: The date requested is more than +/- 5 minutes of the current date or the date requested is not later to the date and time stamp of the last closure stored in FM. The request is not processed.

User Response: Check the date sent by the application program.

Note: Only authorized service personnel can set the date and time when outside the limits allowed.

054 = DOS/WINDOWS 80900636 = 4690 OS

Explanation: The date can be changed only one time between SPs. The request is not processed.

User Response: Check the application program.

055 = DOS/WINDOWS 80900203 = 4690 OS

Explanation: The fiscal request message length is less than the minimum required. The request is not processed.

User Response: Check the application program.

056 = DOS/WINDOWS 80900150 = 4690 OS

Explanation: An underflow occurred. The PAYMENT 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, then end the fiscal voucher (06 cmd.) and issue a close sale period (13 cmd.).

057 = DOS/WINDOWS 80900151 = 4690 OS

Explanation: An overflow occurred. The PAYMENT DAILY TOTAL exceeds the maximum allowed value. The request is not processed.

User Response: Make the total lower than or equal to the maximum allowed value, then end the fiscal voucher (06 cmd.) and issue a close sale period (13 cmd.).

058 = DOS/WINDOWS 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 request again.

059 = DOS/WINDOWS 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 request again.

063 = DOS/WINDOWS 8090063F = 4690 OS

Explanation: Store/POS Id Information not set. The request is not processed.

User Response: Correct the application program. Issue set store/pos id information (1E cmd.).

064 = DOS/WINDOWS 80900127 = 4690 OS

Explanation: The specified value-received amount from the application program exceeds the maximum amount allowed. The request is not processed.

User Response: Retry the operation with a correct value.

065 = DOS/WINDOWS 80900201 = 4690 OS

Explanation: A request has been sent to the FU and the fiscal command byte cannot be recognized. The request is not processed.

User Response: Check the application program.

066 = DOS/WINDOWS 80900202 = 4690 OS

Explanation: A request has been sent to the FU and the fiscal command byte extension cannot be recognized. The request is not processed.

User Response: Check the application program.

067 = DOS/WINDOWS 80900643 = 4690 OS

Explanation: The command was processed successfully.

User Response: None

068 = DOS/WINDOWS 80900204 = 4690 OS

Explanation: An attempt was made to print a line on the customer receipt outside a sales transaction. The request is not processed.

User Response: Check the application program.

069 = DOS/WINDOWS 80900205 = 4690 OS

Explanation: Comment lines inside the FV or CR non-fiscal report exceed the limit allowed. The request is not processed.

User Response: Issue end fiscal voucher (06 cmd.) or end non-fiscal report (DE cmd.).

071 = DOS/WINDOWS 80900302 = 4690 OS

Explanation: An error occurred while printing on a customer receipt. The request is not processed.

User Response: Service the printer.

073 = DOS/WINDOWS 80900303 = 4690 OS

Explanation: An error occurred while printing on an inserted document. The request is not processed.

User Response: Service the printer.

074 = DOS/WINDOWS 80900208 = 4690 OS

Explanation: Close SP not allowed until the current date is later than the last daily entry stored in FM. The request is not processed.

User Response: Wait the required amount of time and issue the command again. If the problem persists, service the printer.

075 = DOS/WINDOWS 80900209 = 4690 OS

Explanation:

- Printing in DI station is not allowed during a FV or CR non-fiscal report.
- Printing in CR station is not allowed during a DI non-fiscal report.

The request is not processed.

User Response: Check the application program.

076 = DOS/WINDOWS 80900210 = 4690 OS

Explanation: An attempt was made to print a line on a nonexistent print station. The request is not processed.

User Response: Check the application program.

081 = DOS/WINDOWS 80900651 = 4690 OS

Explanation: An invalid print mode was specified. The request is not processed.

User Response: Specify a valid print mode.

082 = DOS/WINDOWS 80900306 = 4690 OS

Explanation:

- A request was issued to print normal printing lines in DI station without the correct orientation selected.

The request is not processed.

User Response: Check the application program sequence.

083 = DOS/WINDOWS 80900307 = 4690 OS

Explanation: An unrecoverable error occurred reading the FM identification/status area.

User Response: Service the printer.

084 = DOS/WINDOWS 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 the Get Extended EJ Error (63 cmd.) to get the specific EJ return code. Refer to "Electronic Journal Return Codes" on page 21.

085 = DOS/WINDOWS 80900309 = 4690 OS

Explanation: Normal printing lines in CR station are not allowed. The request is not processed.

User Response: Issue a sale transaction until the payment phase is finished or a start CR non-fiscal report and then issue the command again.

086 = DOS/WINDOWS 80900401 = 4690 OS

Explanation: An invalid password was entered. The request is not processed.

User Response: Re-enter using the correct password.

Note: Only authorized service personnel can perform functions that require a password.

087 = DOS/WINDOWS 80900657 = 4690 OS

Explanation: FV not allowed. Exceed the maximum number of FV's allowed during a SP. The request is not processed.

User Response: Close the sale period (13 cmd.) and open a new sale period (12 cmd.) for continue issuing FV's.

089 = DOS/WINDOWS 80900312 = 4690 OS

Explanation: Daily entry table in FM is full. All fiscal requests are rejected except the Historic Daily Closure Report (15 cmd.) and Electronic Read Fiscal Memory Tables (DA cmd.).

User Response: Service the printer.

090 = DOS/WINDOWS 8090065A = 4690 OS

Explanation: The requested closure was not found in the FM. The request is not processed.

User Response: Specify a valid closure number or valid dates for the Historic Daily Closure Report (15 cmd.) or Electronic Read Fiscal Memory Tables (DA cmd.).

091 = DOS/WINDOWS 80900314 = 4690 OS

Explanation: An error occurred while printing the end of a start-up message.

User Response: Service the printer.

092 = DOS/WINDOWS 80900315 = 4690 OS

Explanation: Amount of discount exceed the maximum allowed. The request is not processed.

User Response: Correct the application program.

093 = DOS/WINDOWS 80900316 = 4690 OS

Explanation: Only is allowed one (1) discount item by item sale. The request is not processed.

User Response: Correct the application program.

094 = DOS/WINDOWS 80900317 = 4690 OS

Explanation: There are not item to apply void, discount or uplift. The request is not processed.

User Response: Correct the application program.

095 = DOS/WINDOWS 80900425 = 4690 OS

Explanation: Invalid data. The requested address range is invalid or wrong in the engineering dump RAM and FM (FF cmd.). The request is not processed.

User Response: Correct the input data.

096 = DOS/WINDOWS 80900140 = 4690 OS

Explanation: A numeric field contains invalid characters. The request is not processed.

User Response: Correct the value and reissue the request.

098 = DOS/WINDOWS 80900411 = 4690 OS

Explanation: Fiscal RAM restored.

User Response: Put the J4/CE jumper in STORED (OFF) position and reinitialize the printer.

Note: Only authorized service personnel can move the J4/CE jumper.

099 = DOS/WINDOWS 80900318 = 4690 OS

Explanation: The maximum repairing actions number has been reached. The request is not processed.

User Response: Exchange the printer at the next failure occurrence.

100 = DOS/WINDOWS 80900329 = 4690 OS

Explanation: An error occurred while reading from the FM. The request is not processed.

User Response: Service the printer.

101 = DOS/WINDOWS 80900326 = 4690 OS

Explanation: An unrecoverable error occurred when writing to FM. The request is not processed.

User Response: Service the printer.

102 = DOS/WINDOWS 80900327 = 4690 OS

Explanation: Invalid sequence.

- For Credit Card Voucher (Design 2) The cmd. extension 01 and 02 must be issued before of the cmd. extension 04.
- For Debit Card Voucher The cmd. extension 01 must be issued before of the cmd. extension 02.

The request is not processed.

User Response: Correct the application program and issue the request again.

103 = DOS/WINDOWS 80900421 = 4690 OS

Explanation: Invalid data. The requested data or number is out of range. The request is not processed.

User Response: Correct the input data.

104 = DOS/WINDOWS 80900360 = 4690 OS

Explanation: The barcode data must be null terminated. The request is not processed.

User Response: Correct the barcode data and issue the command again.

105 = DOS/WINDOWS 80900361 = 4690 OS

Explanation: The barcode or graphic size is invalid. The request is not processed.

User Response: Correct the barcode or graphic size and issue the command again.

107 = DOS/WINDOWS 8090066B = 4690 OS

Explanation: The Microcode EC Level table is full. The request is not processed.

User Response: Exchange the microcode EC level by the last microcode EC level stored in the microcode EC level table or exchange the FM.

108 = DOS/WINDOWS 80900328 = 4690 OS

Explanation: Store/POS Id Information table full. The request is not processed.

User Response: Change the FM.

109 = DOS/WINDOWS 80900324 = 4690 OS

Explanation: FM is not connected. The FU cannot restart processing.

User Response: Service the printer.

When servicing, first check to ensure the cable connections on the fiscal processor card are correct.

112 = DOS/WINDOWS 80900670 = 4690 OS

Explanation: The printer was reset.

User Response: No action required.

113 = DOS/WINDOWS 80900341 = 4690 OS

Explanation: An unrecoverable printer error occurred after two power-on resets.

User Response: Switch **POWER OFF** and then ON again.

If the problem persists, service the printer.

114 = DOS/WINDOWS 80900363 = 4690 OS

Explanation: A printer communication error occurred.

User Response: Service the printer.

115 = DOS/WINDOWS 80900701 = 4690 OS

Explanation: Invalid value in the daily entry table pointer. The request is not processed.

User Response: Put the J4/CE jumper in ACTIVE (ON) position and reinitialize the printer.

Note: Only authorized service personnel can move the J4/CE jumper.

116 = DOS/WINDOWS 80900702 = 4690 OS

Explanation: The download graphic is corrupted. The request is not processed.

User Response: The graphics must be initialized. Erase all graphics from printer flash using CA cmd. (cmd. extension 10) and the issued CA cmd. (cmd. extension 02) again.

117 = DOS/WINDOWS 80900703 = 4690 OS

Explanation: Graphic with same number already in printer flash. The request is not processed.

User Response: The user attempted to download a graphic using a number already in printer flash. Correct the graphic number or erase all graphics from printer flash using the CA cmd. (10 cmd. extension) and then issue the CA cmd. (02 cmd. extension) again.

118 = DOS/WINDOWS 80900704 = 4690 OS

Explanation: Invalid sequence. This command can only be sent inside a download graphics command set.

User Response: Issue the Reset Fiscal Printer (FA cmd. - cmd. extension 01) and then restart the print or download sequence.

119 = DOS/WINDOWS 80900677 = 4690 OS

Explanation: Graphic not download. The request is not processed.

User Response: Download graphic with CA cmd. (cmd. extension 02) before printing.

120 = DOS/WINDOWS 80900678 = 4690 OS

Explanation: The printer card timed-out while executing a command.

User Response: Switch **POWER OFF** and then ON again.

If the problem persists, service the printer.

123 = DOS/WINDOWS 8090067B = 4690 OS

Explanation: Operation not valid.

Possible reasons are:

- Error reading MICR data.
- Error doing flipper function.
- MICR function not present in the printer.
- Flip function not present in the printer.

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

125 = DOS/WINDOWS 8090067D = 4690 OS

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

User Response: Service the printer.

128 = DOS/WINDOWS 80900320 = 4690 OS

Explanation: FM is not yet serialized. The requested command cannot be executed.

User Response: Service the printer.

129 = DOS/WINDOWS 80900321 = 4690 OS

Explanation: Unit is not yet in fiscal mode. The requested command cannot be executed.

User Response: Set fiscal mode.

If the problem persists, service the printer.

Note: Only authorized service personnel can do this procedure.

134 = DOS/WINDOWS 80900325 = 4690 OS

Explanation: The FU detected an internal hardware error. The requested command cannot be executed.

User Response: Run the printer test to determine the cause of the problem.

135 = DOS/WINDOWS 80900220 = 4690 OS

Explanation: The command is not valid outside of a SP. The request is not processed.

User Response: Correct the application program sequence.

136 = DOS/WINDOWS 80900221 = 4690 OS

Explanation: FV related command is issued while a FV is not in progress. The request is not processed.

User Response: Correct the application program sequence.

137 = DOS/WINDOWS 80900222 = 4690 OS

Explanation: The public and private keys not set. The request is not processed.

User Response: Correct the application program sequence.

138 = DOS/WINDOWS 80900223 = 4690 OS

Explanation: Payment phase not finished. The request is not processed.

User Response: Correct the application program sequence.

140 = DOS/WINDOWS 80900225 = 4690 OS

Explanation: A voucher related command was issued before printing of the voucher header. The requested command cannot be executed.

User Response: Correct the application program sequence.

141 = DOS/WINDOWS 80900226 = 4690 OS

Explanation: A discount/uplif on subtotal (D9 cmd.) or payment (D5 cmd.) was issued before a total (D4 cmd.). The requested command cannot be executed.

User Response: Correct the application program sequence.

142 = DOS 80900227 = 4690 OS

Explanation: The payment phase is not in progress. The request is not processed.

User Response: Correct the application program sequence.

144 = DOS/WINDOWS 80900229 = 4690 OS

Explanation: Store header not set. The request is not processed.

User Response: Correct the application program sequence.

145 = DOS/WINDOWS 80900229 = 4690 OS

Explanation: Command not accepted if the J4/CE jumper is not in ACTIVE (ON) position. The request is not processed.

User Response: Put the J4/CE jumper in ACTIVE (ON) position.

146 = DOS/WINDOWS 80900692 = 4690 OS

Explanation: Fiscal memory is in error. Serialization mismatch between RAM and EPROM.

User Response: Service the printer.

147 = DOS/WINDOWS 80900693 = 4690 OS

Explanation: Fiscal memory is in error. Fiscalization mismatch between RAM and EPROM.

User Response: Service the printer.

156 = DOS/WINDOWS 8090069C = 4690 OS

Explanation: Check printing lines would exceed the limit allowed. The request is not processed.

User Response: Correct the application program sequence.

157 = DOS/WINDOWS 8090069D = 4690 OS

Explanation: Check printing not in progress. The request is not processed.

User Response: Correct the application program sequence.

158 = DOS/WINDOWS 8090069E = 4690 OS

Explanation: Date not yet set by the application program. The request is not processed.

User Response: Issue a set date and time (16 cmd).

160 = DOS/WINDOWS 80900330 = 4690 OS

Explanation: FM already serialized. The requested command cannot be executed.

User Response: No action required.

161 = DOS/WINDOWS 80900331 = 4690 OS

Explanation: The unit is already in fiscal mode. The requested command cannot be executed.

User Response: No action required.

163 => DOS/WINDOWS 809006A3 => 4690 OS

Explanation: Invalid command after a printer error or PLD or invalid command after that an unrecoverable error occurred when writing to FM. The request is not processed.

User Response: After a printer error or PLD, the same command that was in progress during a printer error or PLD to be issued again. Query commands like DA, DB, F8, F9 are accepted too. After that an unrecoverable error occurred when writing to FM, service the printer.

164 = DOS/WINDOWS 80900350 = 4690 OS

Explanation: The IPL is in process.

User Response: No action required.

165 = DOS/WINDOWS 809006A5 = 4690 OS

Explanation: The send interrupted (08 cmd.) was issued without a printer error or PLD previous. The request is not processed.

User Response: Correct the application program sequence.

167 = DOS/WINDOWS 80900230 = 4690 OS

Explanation: The requested command cannot be issued while a SP is in progress. A closure request must be performed first. The request is not processed.

User Response: Issue the command again when the SP is not in progress.

168 = DOS/WINDOWS 80900231 = 4690 OS

Explanation: A command not related to a FV was issued while a FV is in progress. The request is not processed.

User Response: Issue the command again when the FV is completed.

169 = DOS/WINDOWS 80900232 = 4690 OS

Explanation: The public and private keys already set. The request is not processed.

User Response: Correct the application program sequence.

170 = DOS/WINDOWS 80900233 = 4690 OS

Explanation: Payment phase already finished. The request is not processed.

User Response: Correct the application program sequence.

172 = DOS/WINDOWS 80900235 = 4690 OS

Explanation: Only a voucher related command can be accepted after a voucher header is printed. The request is not processed.

User Response: Check the application program.

173 = DOS/WINDOWS 80900236 = 4690 OS

Explanation: Only discount/uplift on subtotal (D9 cmd.), payment (D5 cmd.) or end payment (D6 cmd.) can follow a total request. The request is not processed.

User Response: Check the application program.

174 = DOS/WINDOWS 80900237 = 4690 OS

Explanation: A PAYMENT was in progress. The command that was issued cannot be executed.

User Response: Complete the PAYMENT processing.

178 = DOS/WINDOWS 809006B2 = 4690 OS

Explanation: Fiscal memory is in error. FM serialized but pattern not found.

User Response: Service the printer.

179 = DOS/WINDOWS 809006B3 = 4690 OS

Explanation: RAM memory is in error.

User Response: Service the printer.

180 = DOS/WINDOWS 809006B4 = 4690 OS

Explanation: A invalid command sequence occurred. A command not related to a credit note was issued while a credit note is in progress. The request is not processed.

User Response: Check the application program sequence.

181 = DOS/WINDOWS 809006B5 = 4690 OS

Explanation: A invalid command sequence occurred. A command not related to a deposit money was issued while a deposit money is in progress. The request is not processed.

User Response: Check the application program sequence.

182 = DOS/WINDOWS 809006B6 = 4690 OS

Explanation: A invalid command sequence occurred. A command not related to a internal voucher was issued while a internal voucher is in progress. The request is not processed.

User Response: Check the application program sequence.

183 = DOS/WINDOWS 809006B7 = 4690 OS

Explanation: A invalid command sequence occurred. A command not related to a fee payment was issued while a fee payment is in progress. The request is not processed.

User Response: Check the application program sequence.

184 = DOS/WINDOWS 809006B8 = 4690 OS

Explanation: An invalid command sequence occurred. A command not related to a non-fiscal report was issued while a non-fiscal report is in progress. The request is not processed.

User Response: Check the application program sequence.

185 = DOS/WINDOWS 809006B9 = 4690 OS

Explanation: Administrative transaction related command was issued while a administrative transaction is not in progress. The request is not processed.

User Response: Check the application program sequence.

189 = DOS/WINDOWS 809006BD = 4690 OS

Explanation: Check printing in progress. The request is not processed.

User Response: Check the application program sequence.

192 = DOS/WINDOWS 80900524 = 4690 OS

Explanation: Command reject from printer logic card.

User Response: Service the printer.

194 = DOS/WINDOWS 80900521 = 4690 OS

Explanation: A print head home error occurred. The request is not processed. (On 4690 OS 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/WINDOWS 8090070D = 4690 OS

Explanation: A customer paper error occurred. The request is not processed.

User Response: Ensure the paper is installed correctly. If the problem persists, service the printer.

202 = DOS/WINDOWS 80900527 = 4690 OS

FOR 4610 SureMark - MODEL KC4 (with DI station)

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.

FOR 4610 SureMark - MODEL KC5 (without DI station)

Explanation: Invalid command. The request is not processed.

User Response: Correct the application program.

203 = DOS/WINDOWS 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/WINDOWS 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.

208 = DOS/WINDOWS 809006D0 = 4690 OS

Explanation: The logo or set characters is corrupted. The request is not processed.

User Response: Service the printer.

214 = DOS/WINDOWS 80900527 = 4690 OS

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

User Response: Ensure that the document is inserted correctly.

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 cmd.) to get the following EJ return codes.

EJ Return Code Descriptions

001

Explanation: CF not present. The request is not processed.

User Response: Insert the CF and issue the command again.

002

Explanation: Not enough free space in 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

Explanation: Flash Transfer Error. The request is not processed.

User Response: Retry the command. If the error persists, replace the CF, put the J4/CE jumper in ACTIVE (ON) position and reinitialize the printer.

004

Explanation: The CF 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: Internal Error. The request is not processed.

User Response: Service the printer.

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 Set Public and Private Key (66 cmd.) 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 Set Public and Private Key (66 cmd.) again.

017 (hex 11)

Explanation: The length specified is invalid. The request is not processed.

User Response: Correct the input data and issue the Set Public and Private Key (66 cmd.) again.

018 (hex 12)

Explanation: Invalid sequence during set public and private key command. The request is not processed.

User Response: Correct the input data and issue the Set Public and Private Key (66 cmd.) 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 Set Public and Private Key (66 cmd.) again.

020 (hex 14)

Explanation: The key base is invalid. The request is not processed.

User Response: Correct the input data and issue the Set Public and Private Key (66 cmd.) again.

021 (hex 15)

Explanation: The public and private key doesn't form a valid pair. The request is not processed.

User Response: Correct the input data and issue the Set Public and Private Key (66 cmd.) again.

022 (hex 16)

Explanation: The key prime and subprime doesn't form a valid pair. The request is not processed.

User Response: Correct the input data and issue the Set Public and Private Key (66 cmd.) again.

023 (hex 17)

Explanation: Key Table full. The request is not processed.

User Response: Change FM.

024 (hex 18)

Explanation: Key not set. The request is not processed.

User Response: Issue the Set Public and Private Key (66 cmd.).

025 (hex 19)

Explanation: Key corrupt. The request is not processed.

User Response: Change the FM.

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 doesn't have any (open EJ 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: EJ file already open. There is one EJ file currently open. The request is not processed.

User Response: Correct the application program.

030 (hex 1E)

Explanation: EJ file not open. There is no one EJ 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 EJ file attributes. The EJ 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 EJ 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: CF hardware error. It didn't pass the diagnostic test.

User Response: Insert a new CF.

040 (hex 28)

Explanation: CF hardware error.

User Response: Issue the command again. If the problem persist, 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: CF not ready.

User Response: Issue the command again.

066 (hex 42)

Explanation: Internal error. The request is not processed.

User Response: Change the CF or service the printer.

Return Code Conversion Table (4690 OS TO DOS/WINDOWS)

The following table is for converting 4690 OS return codes into DOS/WINDOWS return codes. Find the DOS/WINDOWS return code under "Fiscal Unit Return Codes" on page 3.

4690 OS	DOS/WINDOWS	4690 OS	DOS/WINDOWS	4690 OS	DOS/WINDOWS
80900006	N/A	80900235	172	8090067B	123
80900007	N/A	80900236	173	8090067D	125
80900008	N/A	80900237	174	80900692	146
80900009	N/A	80900302	071	80900693	147
80900100	000	80900303	073	8090069C	156
80900101	001	80900306	082	8090069D	157
80900102	002	80900307	083	8090069E	158
80900103	003	80900308	084	809006A3	163
80900104	004	80900309	085	809006A5	165
80900105	005	80900312	089	809006B2	178
80900106	006	80900314	091	809006B3	179
80900107	007	80900318	099	809006B8	184
80900108	008	80900320	128	809006BD	189
80900109	009	80900321	129	809006D0	208
80900110	010	80900324	109	80900701	115
80900111	011	80900325	134	80900702	116
80900112	012	80900326	101	80900703	117
80900113	013	80900328	108	80900704	118
80900114	014	80900329	100	8090070D	200
80900115	015	80900330	160		
80900116	016	80900331	161		
80900117	017	80900341	113		
80900118	018	80900350	164		
80900119	019	80900360	104		
80900120	020	80900361	105		
80900121	021	80900363	114		
80900122	022	80900401	086		
80900124	024	80900411	098		
80900126	026	80900421	103		
80900127	064	80900425	095		
80900129	029	80900521	194		
80900130	030	80900522	203		
80900140	096	80900524	192		
80900150	056	80900526	205		
80900151	057	80900527	202		
80900201	065	80900527	214		
80900202	066	8090061B	027		
80900203	055	8090061F	031		
80900204	068	80900627	039		
80900205	069	80900633	051		
80900208	074	80900634	052		
80900209	075	80900635	053		
80900210	076	80900636	054		
80900220	135	8090063A	058		
80900221	136	8090063B	059		
80900222	137	8090063F	063		
80900223	138	80900643	067		
80900225	140	80900651	081		
80900226	141	80900657	087		
80900227	142	8090065A	090		
80900229	144	8090066B	107		
80900230	167	80900670	112		
80900231	168	80900677	119		
80900232	169	80900678	120		

Table 1. 4690 OS to
DOS/WINDOWS

Printouts

Power-On Reports

A report is printed in CR station to inform the operator of FU status.
The FU status reports are:

- (FSS0001) Serialized, Fiscalized and Working
- (FSS0002) Serialized, Fiscalized and Not Working
- (FSS0003) Not Serialized, Not Fiscalized and Working
- (FSS0004) Serialized, Not Fiscalized and Working
- (FSS0005) Not Serialized, Not Fiscalized and No Working
- (FSS0006) Serialized, Not Fiscalized and Not Working

Serialized, Fiscalized and Working

The format report is shown in Figure 1.

```
                Print Position
MSG           1         2         3         4
NUM 12345678901234567890123456789012345678901234
-----
M27|                NO FISCAL                | "NON FISCAL"
I01| FSS0001          ssssssssss                Vxx |
I10|                IMPRESORA FISCAL OPERATIVA    | "FISCAL PRINTER OPERATIONAL"
I14| B.F. AUTOFINAL ANTE PLD: ACTIVADO            | I15 "ACTIVED"
OR
I14| B.F. AUTOFINAL ANTE PLD: DESACTIVADO        | I16 "DEACTIVED"
    | dd/mm/yy hh:mm:ss                          |
M27|                NO FISCAL                | "NON FISCAL"
-----

s..s    = manufacturer id, ibm manufacturing id and serial number
xx      = microcode EC level
dd/mm/yy = current date
hh:mm:ss = current time
```

Figure 1. Power-On Report (serialized, fiscalized and working)

Serialized, Fiscalized and Not Working

The format report is shown in Figure 2.

```
                Print Position
MSG           1         2         3         4
NUM 12345678901234567890123456789012345678901234
-----
M27|                NO FISCAL                | "NON FISCAL"
I01| FSS0002          ssssssssss                Vxx |
I11|                IMPRESORA FISCAL NO OPERATIVA  | "FISCAL PRINTER NOT OPERATIONAL"
I14| B.F. AUTOFINAL ANTE PLD: ACTIVADO            | I15 "ACTIVED"
OR
I14| B.F. AUTOFINAL ANTE PLD: DESACTIVADO        | I16 "DEACTIVED"
    | dd/mm/yy hh:mm:ss                          |
M27|                NO FISCAL                | "NON FISCAL"
-----

s..s    = manufacturer id, ibm manufacturing id and serial number
xx      = microcode EC level
dd/mm/yy = current date
hh:mm:ss = current time
```

Figure 2. Power-On Report (serialized, fiscalized and not working)

Not Serialized, Not Fiscalized and Active

The format report is shown in Figure 3.

```
                Print Position
MSG           1       2       3       4
NUM 12345678901234567890123456789012345678901234
-----
M27|                NO FISCAL                | "NON FISCAL"
I01|FSS0003                Vxx|
I10|                IMPRESORA FISCAL OPERATIVA | "FISCAL PRINTER OPERATIONAL"
I12|                NO SERIALIZADA            | "NOT SERIALIZED"
I13|                NO FISCALIZADA           | "NOT FISCALIZED"
I14|B.F. AUTOFINAL ANTE PLD: ACTIVADO       | I15 "ACTIVED"
OR
I14|B.F. AUTOFINAL ANTE PLD: DESACTIVADO    | I16 "DEACTIVED"
    |dd/mm/yy hh:mm:ss                    |
M27|                NO FISCAL                | "NON FISCAL"
-----

xx          = microcode EC level
dd/mm/yy    = current date
hh:mm:ss    = current time
```

Figure 3. Power-On Report (not serialized, not fiscalized and working)

Serialized, Not Fiscalized and Active

The format report is shown in Figure 4.

```
                Print Position
MSG           1       2       3       4
NUM 12345678901234567890123456789012345678901234
-----
M27|                NO FISCAL                | "NON FISCAL"
I01|FSS0004      ssssssssss                Vxx|
I10|                IMPRESORA FISCAL OPERATIVA | "FISCAL PRINTER OPERATIONAL"
I13|                NO FISCALIZADA           | "NOT FISCALIZED"
I14|B.F. AUTOFINAL ANTE PLD: ACTIVADO       | I15 "ACTIVED"
OR
I14|B.F. AUTOFINAL ANTE PLD: DESACTIVADO    | I16 "DEACTIVED"
    |dd/mm/yy hh:mm:ss                    |
M27|                NO FISCAL                | "NON FISCAL"
-----

s..s       = manufacturer id, ibm manufacturing id and serial number
xx         = microcode EC level
dd/mm/yy   = current date
hh:mm:ss   = current time
```

Figure 4. Power-On Report (serialized, not fiscalized and working)

Not Serialized, Not Fiscalized and Not Working

The format report is shown in Figure 5.

```
                Print Position
MSG           1         2         3         4
NUM 12345678901234567890123456789012345678901234
-----
M27|                NO FISCAL                | "NON FISCAL"
I01| FSS0005                Vxx                |
I11|      IMPRESORA FISCAL NO OPERATIVA      | "FISCAL PRINTER NOT OPERATIONAL"
I12|                NO SERIALIZADA            | "NOT SERIALIZED"
I13|                NO FISCALIZADA            | "NOT FISCALIZED"
I14| B.F. AUTOFINAL ANTE PLD: ACTIVADO        | I15 "ACTIVED"
OR
I14| B.F. AUTOFINAL ANTE PLD: DESACTIVADO    | I16 "DEACTIVED"
    | dd/mm/yy hh:mm:ss                    |
M27|                NO FISCAL                | "NON FISCAL"
-----

xx          = microcode EC level
dd/mm/yy   = current date
hh:mm:ss   = current time
```

Figure 5. Power-On Report (not serialized, not fiscalized and not working)

Serialized, Not Fiscalized and Not Working

The format report is shown in Figure 6.

```
                Print Position
MSG           1         2         3         4
NUM 12345678901234567890123456789012345678901234
-----
M27|                NO FISCAL                | "NON FISCAL"
I01| FSS0006      ssssssssss                Vxx                |
I11|      IMPRESORA FISCAL NO OPERATIVA      | "FISCAL PRINTER NOT OPERATIONAL"
I13|                NO FISCALIZADA            | "NOT FISCALIZED"
I14| B.F. AUTOFINAL ANTE PLD: ACTIVADO        | I15 "ACTIVED"
OR
I14| B.F. AUTOFINAL ANTE PLD: DESACTIVADO    | I16 "DEACTIVED"
    | dd/mm/yy hh:mm:ss                    |
M27|                NO FISCAL                | "NON FISCAL"
-----

s..s       = manufacturer id, ibm manufacturing id and serial number
xx         = microcode EC level
dd/mm/yy   = current date
hh:mm:ss   = current time
```

Figure 6. Power-On Report (serialized, not fiscalized and not working)