



Warning!

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pictogram legend:



The following notes only provides information. In most no error has occurred.



Customer and Hotline may be able to solve the problem without a technical visit.



Technician repair or service required. Check whether on-site visit or use of bring-in service is required for the product in question.



To continue assessment Hotline or Second-Level-Support require transmission of remote-diagnostics-data.

Note about the transmission of remote-diagnostic-data:

Whenever possible, the customer always should transmit machine remote-diagnostics-data a technician visit occurs. Whenever the Remote-diagnostics symbol appears in the following pages, transmission of the data is required for further analysis of the error message.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00030000		Software error (init failed)		internal information: >> PCALC_ERROR << / >> INIT_FAILED << >> Initialization of the product calculation failed. <<
00030001		Postage rate table error		internal information: >> PCALC_ERROR << / >> LOAD_PROD_TABLES_FAILED << >> Loading the XML file containing the product tables failed. <<
00030002		Product calculation failed		internal information: >> PCALC_ERROR << / >> SET_ENVIRONMENT_FAILED << >> Initialization of the FM environment in the product calculation failed. <<
00030003		Product calculation could not be started.		internal information: >> PCALC_ERROR << / >> CALCULATE_PRODUCT_START_FAILED << >> Start of the product calculation failed. <<
00030004		Product calculation failed		internal information: >> PCALC_ERROR << / >> CALCULATE_PRODUCT_FAILED << >> The real product calculation failed. <<
00030005		Product calculation failed		internal information: >> PCALC_ERROR << / >> RESTORE_PROD_DESC_FAILED << >> Restore product description failed. <<
00030006		Product calculation failed		internal information: >> PCALC_ERROR << / >> HANDLE_MENU_SELECTION_FAILED << >> Performing next product calculation step after menu selection failed. <<
00030007		Product calculation failed		internal information: >> PCALC_ERROR << / >> HANDLE_ACTION_SHOW_MENU_FAILED << >> Update product calculation menu failed. <<
00030008		Product calculation failed		internal information: >> PCALC_ERROR << / >> PCALC_WEIGHT_CHANGED_FAILED << >> Product calculation with changed weight failed. <<





diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00030009		Product calculation failed		internal information: >> PCALC_ERROR << / >> RM_UPDATE_PCALC_ITEMS_FAILED << >> Update of the product calculation related ready mode itmes failed. <<
0003000A		Product calculation failed		internal information: >> PCALC_ERROR << / >> HANDLE_ACTION_REQUEST_VALUE_FAILED << >> Handle request value and performing next step of product calculation failed. <<
0003000B		Product calculation failed		internal information: >> PCALC_ERROR << / >> CALCULATE_PRODUCT_BACK_FAILED << >> To go one calculation step back. <<
0003000C		Product calculation failed		internal information: >> PCALC_ERROR << / >> HANDLE_NEXT_ACTION_FAILED << >> Handling the next action requested from the Pawn script failed. <<
0003000D		Product calculation failed		internal information: >> PCALC_ERROR << / >> HANDLE_ACTION_SELECT_INDEX_FAILED << >> Handle request value and performing next step of product calculation failed. <<
0003000E		Product calculation failed		internal information: >> PCALC_ERROR << / >> HANDLE_ACTION_SELECT_VALUE_FAILED << >> Handle request value and performing next step of product calculation failed. <<
0003000F		Product calculation failed		internal information: >> PCALC_ERROR << / >> WRONG_RESULT_TYPE << >> Invalid type of the action result <<
00030010		Product calculation failed		internal information: >> PCALC_ERROR << / >> WRONG_DISPLAY_TYPE << >> Invalid type of the display object, neither text nor bitmap. <<
00030011		Product calculation failed		internal information: >> PCALC_ERROR << / >> WRONG_SELECTED_INDEX << >> Selected index is out of range <<










diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00030012		Product calculation failed		internal information: >> PCALC_ERROR << / >> MEMKEY_INIT_FAILED << >> Initialization of the memory keys failed. <<
00030013		Product calculation failed		internal information: >> PCALC_ERROR << / >> PCALC_WITH_SELECTED_MEMORY_KEY_FAILED << >> Product calculation with the selected memory key failed. <<
00030014		Product calculation failed		internal information: >> PCALC_ERROR << / >> GET_ENVIRONMENT_FAILED << >> Get information of the FM environment to initialize the product calculation failed. <<
00030015		Product calculation failed		internal information: >> PCALC_ERROR << / >> NO_PRODUCT_AVAILABLE << >> LetterInfo has no product assigned. <<
00030016		Product calculation failed (wrong country)		internal information: >> PCALC_ERROR << / >> INVALID_COUNTRY_ISO_CODE << >> Occured if producttable-country-code and country-variant-code not the same <<
00030017		Product calculation failed (wrong Zip-Code)		internal information: >> PCALC_ERROR << / >> WRONG_ZIP_CODE << >> The zip code stored in uPSD is to short or not present <<
00030018		Product calculation failed		internal information: >> PCALC_ERROR << / >> SET_PROPERTIES_FAILED << >> The environment properties could not be set <<
00030019		Product calculation failed (wrong Zip-Code)		internal information: >> PCALC_ERROR << / >> INVALID_SOURCE_LOCATION << >> The source zip code does not match the psd zip code <<
0003001A		Product calculation failed (wrong Zip-Code)		internal information: >> PCALC_ERROR << / >> WRONG_DESTINATION_ZIPCODE << >> The destination zip code is invalid. Zone calculation is impossible. <<




diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0003001B		Product calculation failed (wrong Zip-Code)		internal information: >> PCALC_ERROR << / >> ZIP2ZONE_FAILED << >> Zone calculation failed. <<
0003001C		Product calculation failed (wrong Zip-Code)		internal information: >> PCALC_ERROR << / >> INVALID_ZIP2ZONE_DATA << >> The zip2zone database is invalid <<
0003001D		Product calculation failed		internal information: >> PCALC_ERROR << / >> RM_UPDATE_MEM_KEYS_FAILED << >> Memory keys could not be updated. <<
0003001E		Product calculation failed (Product table missing)		internal information: >> PCALC_ERROR << / >> NO_PRODUCT_TABLE_FILE << >> File with product table data (*.bin) does not exist. <<
0003001F		Product calculation failed		internal information: >> PCALC_ERROR << / >> NO_PAWN_FILE << >> File with pawn scripts (*.amx) does not exist. <<
00030020		Product calculation failed		internal information: >> PCALC_ERROR << / >> TOO_MUCH_MEMORY_KEYS << >> The number of memory keys received from the extern controller exceeds the size of the persistent storage. <<
00030021		Product calculation failed		internal information: >> PCALC_ERROR << / >> DUPLICATE_MEMORY_KEY_INDICES << >> There are duplicate indices of the memory keys. <<
00030022		Product calculation failed		internal information: >> PCALC_ERROR << / >> WRONG_MEMORY_KEY_RATE_VERSION << >> The rate version of the memory key received from the extern controller is wrong. <<
00030023		Product calculation failed		internal information: >> PCALC_ERROR << / >> INVALID_MEMORY_KEY_INDEX << >> Memory key index does not match any memory key. <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00030024		Product calculation failed		internal information: >> PCALC_ERROR << / >> INVALID_MEMORY_KEY_PRODUCT_DESC << >> The product description of the selected memoy key is invalid. <<
00030025		Product calculation failed		internal information: >> PCALC_ERROR << / >> INVALID_PRODUCT_OF_MEMORY_KEY << >> The calculated product of the selected memoy key is invalid. <<
00030026		Product calculation failed		internal information: >> PCALC_ERROR << / >> SELECT_MEMORY_KEY_FAILED << >> Selection of a memory key failed. <<
00030027		Product calculation failed		internal information: >> PCALC_ERROR << / >> NO_MEMORY_KEY_AVAILABLE << >> No memory keys are available. <<
00030028		Product calculation failed		internal information: >> PCALC_ERROR << / >> VALIDATE_MEMORY_KEYS_FAILED << >> validation of the memory keys failed <<
00040000		>> OPERATION_ERROR <<		internal information: >> OPERATION_ERROR << / >> READ_FAILED_MESSAGE_EMPTY << >> Parsing of a message requested more bytes than received <<
00040002		>> OPERATION_ERROR <<		internal information: >> OPERATION_ERROR << / >> WRITE_FAILED_ALLOC_EXCEPTION << >> An allocation exception occured during message creation <<
00040003		>> OPERATION_ERROR <<		internal information: >> OPERATION_ERROR << / >> MAX_MESSAGE_SIZE_EXCEEDED << >> Message size is larger than the processable maximum. <<
00040004		Invalid message from external program received.		internal information: >> OPERATION_ERROR << / >> INVALID_MESSAGE_CONTENT << >> An error occured while parsing the message content. <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00060000		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> IODEVICE_READ_ERROR << >> The call of IODevice read function returns an error <<
00060001		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> IODEVICE_WRITE_ERROR << >> The call of IODevice write function returns an error <<
00060002		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> SET_RX_MODE_ERROR << >> The request to set the serial receive mode has failed <<
00060003		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> SET_TX_MODE_ERROR << >> The request to set the serial transmit mode has failed <<
00060004		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> CREATE_SIGNAL_ERROR << >> This error indicates that the creation of a signal object has failed <<
00060005		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> CREATE_MUTEX_ERROR << >> This error indicates that the creation of a mutex object has failed <<
00060006		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> START_TASK_ERROR << >> The start up of the serialDevice task has failed <<
00060007		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> REQUEST_RESOURCE_ERROR << >> The request of the IODevice object has failed <<
00060008		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> IODEVICE_READ_TIMEOUT_ERROR << >> The timeout of the read request has expired <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00060009		>> SERIAL_DEVICE_ERROR <<		internal information: >> SERIAL_DEVICE_ERROR << / >> IODEVICE_WRITE_TIMEOUT_ERROR << >> The timeout of the write request has expired <<
00070000		Feeder: Sensor adjustment failed		Sensor calibration failed. (Automatic Feeder = AF) Please make sure that letter path is cleared and sensors are clean. remarks to subcode 1: AF software version < 21012.32.5 not used in AF software version => 21012.32.5 used to point to the faulty sensor adjustment 0x00332211 : Status LS3 LS2 LS1 ('01' means failure) e.g. 00010100 = 00 = not used / 01 = LS3 error / 01 = LS2 error / 00 = LS1 = ok LS3 and LS2 show an error and can not be adjusted. Please check sensors.
00070001		Feeder: Endcoder test failed		No feedback from Encoder during encoder test of separation motor.
00070002		Feeder: Endcoder test failed		The result returned from the encoder test of the separation motor is incorrect.
00070003		Feeder: Endcoder test failed		The result returned from the encoder test of the transport motor is incorrect.
00070004		Feeder: Endcoder test failed		No feedback from Encoder during encoder test of transport motor.
00070005		Feeder: Endcoder test failed		No feedback from Encoder during transport motor speed control..
00070006		Feeder: Endcoder test failed		internal information: >> FEEDER_ERROR << / >> TRANSPORT_ENCODER_FEEDBACK_MISSING << >> During transport motor speed control there is no encoder feedback. <<
00070007		Feeder: Letter jam! Please clear the transport path.		internal information: >> FEEDER_ERROR << / >> PAPER_JAM << >> Paper jam detected by letter transport <<
00070009		Feeder: Sensor adjustment failed		The sensor calibration can not be performed. Please make sure that the drive letter is free, and no scraps of paper blocking the sensors.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0007000D		Feeder: Sensor adjustmen failed		Normal feeding not possible because of blocked sensors. Please clear paper path and restart machine.
0007000E		Feeder: The hood of the automatic feeder is open. Please close.		The hood of the automatic feeder is open. Please close.
0007000F		Feeder: Unacceptable letter size		Unacceptable letter size. Letter is shorter than allowed (140mm). This is not allowed.
00070010		Feeder: Envelope seal flap not found		The letter flap could not be found in SEAL mode.
00070011		Feeder: Could not feed the letters		Could not feed the required number of letters.
00070012		Feeder: Mode change not allowed		It is not allowed to change the seal mode during mail processing
00070013		Feeder: Ccommunication error		CAN bus communication error has occurred. Please verify that the connection (cable) is done right. (Screwed cable)
00070014		Feeder: Could not feed the letters		A start command received while no letters were available. Please insert letters correctly in the feeder.
00070015		Feeder: Encoder test failed		A letter covers the area of the transport motor; Encoder test is not allowed. Please clear letter path.
00070016		Feeder: Encoder test failed		A letter covers the area of the separation motor; Encoder test is not allowed. Please clean the area of the separation motor.
0007001B		Feeder: Encoder test failed		No feedback from encoder during test of separation motor.
0007001C		Feeder: Endcoder test failed		No feedback from encoder during test of separation motor.
0007001D		Feeder: Encoder test failed		No feedback from encoder during test of separation motor.
0007001E		Feeder: Encoder test failed		No feedback from encoder during test of separation motor.


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0007001F		Feeder: Ccommunication error		The velocity set-up by PostBase franking machine does not match with the required velocity of the PostBase feeder.
00070020		Feeder: Unacceptable letter size		Letter length more than allowed by the current processing(postcards, normal letters, thick letters) mode. Please take care of the letter specification printed in owner manual.
00070021		Feeder: Error		internal information: >> FEEDER_ERROR << / >> LOW_LEVEL_STORAGE_PARAMETER_ERROR << >> INTERNAL ERROR: Format of data does not match requirement (Usually a programming error: The data to be written are too long.) <<
00070022		Feeder: Error		internal information: >> FEEDER_ERROR << / >> LOW_LEVEL_STORAGE_SLOT_NOT_WRITABLE << >> INTERNAL ERROR: Attempt to write into a slot that is not setup to be written. (Usually a programming error: The slot to write to is not defined for holding data.) <<
00070023		Feeder: Error		internal information: >> FEEDER_ERROR << / >> LOW_LEVEL_STORAGE_SLOT_NO_VALID_CRC << >> Slot has not been written with a valid crc. (Usual reason: An attempt was made to read data from a slot that hjas never been written something to.) <<
00070024		Feeder: Error		internal information: >> FEEDER_ERROR << / >> LOW_LEVEL_STORAGE_DATA_SIZE_ERROR << >> INTERNAL ERROR: Required amount of data too much. (Usually a programming error: The number of bytes to be read from a slot is larger than the number of bytes a slot can contain.) <<
00070025		Feeder: Error		internal information: >> FEEDER_ERROR << / >> LOW_LEVEL_STORAGE_SLOT_NUMBER_OUT_OF_RANGE << << >> INTERNAL ERROR: Requested slot number is out of valid range.(Usually a programming error: The slot to write or read does not even exist.) <<
00070026		communication error feeder		Communication to feeder was interrupted. Please restart the system.
00070027		Communication Error		Internal error of the FM (CAN Protocol)

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00070028		>> FEEDER_ERROR <<		internal information: >> FEEDER_ERROR << / >> NOT_ENOUGH_MEMORY_FOR_UPDATE << >> Internal error of the FM <<
00070029		Flap Sensor		The flap sensor is blocked. Please clear flap sensor.
0007002A		Flap Sensor		The flap sensor could not be adjusted (possibly blocked) Please clean the flap sensor.
0007002B		Feeder: Error		internal information: >> FEEDER_ERROR << / >> CAN_CMD_ERROR << >> Internal error of the FM (CAN Command) (Nothing to do for a customer) <<
0007002C		Feeder: Error		internal information: >> FEEDER_ERROR << / >> SENSOR_DATA_FORMAT_ERROR << >> Format of data does not match requirement (internal error) <<
00080000		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> IOPROXY_INIT_FAILED << >> The MicroPSD IO Proxy could not initialized <<
00080001		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> READ_SYSTEMTIME_FAILED << >> Error during read system time from micro psd <<
00080002		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> SECURITYDEVICE_INIT_ERROR << >> The security device could not initialized <<
00080003		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> CLOSE_SERVICE_ERROR << >> Error during closing micro psd service <<
00080004		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> WALLCLOCK_SET_ERROR << >> System time could not be set <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00080005		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> DATE_PARSE_ERROR << >> Micro psd time could not parsed to system time <<
00080006		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> LOGOFF_ERROR << >> Error during log off from micro psd <<
00080007		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> INVALID_STATUS_ITEM_COUNT << >> MicroPSD returns invalid count of status items <<
00080008		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> NO_PROXY << >> Get micro psd proxy failed <<
00080009		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> SOFTWARE_TYPE_SET_ERROR << >> software type set error <<
0008000A		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> UPDATE_SECURITYDEVICE_INFO_ERROR << >> Error during update security device info structure <<
0008000B		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> SOFTWARE_VERSION_SET_ERROR << >> software version set error <<
0008000C		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> PSD_REGISTER_SET_ERROR << >> <<
0008000D		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> INVALID_POSTAL_REGISTER << >> <<



diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0008000E		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> INVALID_RATE_VERSION << >> The rate version is greater than 256. <<
0008000F		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> NO_VALID_PRODUCT_AVAILABLE << >> The current Productdescription is not in complete state <<
00080010		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> CREATION_ERROR << >> Error during creation process occurred. <<
00080011		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> INVALID_SOFTWARE_ID << >> Invalid size of the software id. <<
00080012		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> INVALID_REPLY_DATE << >> Mailing date is not allowed for reply <<
00080013		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> INVALID_MAX_DATE_AHEAD << >> Validity date is invalid. <<
00080014		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> PSD_POSTMORTEM_WRITE_ERROR << >> Postmortem data could not be written to SD card <<
00080015		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> PSD_POSTMORTEM_GET_ERROR << >> Postmortem data could not read from uPSD <<
00080016		PSD: Internal error		internal information: >> MICRO_PSD_ACTION_ERROR << / >> INVALID_STATUS_ITEM_CONTENT << >> Status item content could not parsed <<



diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00090000		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> I2C_COMMUNICATION << >> No I2C bus communication <<
00090001		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> SCALE_MEMORY_CRC << >> Error crc calculation after reading scale memory section <<
00090002		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> SCALE_MEMORY_WRITE << >> Error writing scale memory section <<
00090003		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> SCALE_MEMORY_READ << >> Error reading scale memory section <<
00090004		Error during calibration.		internal information: >> INTERNAL_SCALE_ERROR << / >> CALIBRATION_FAILED << >> The calibration failed <<
00090005		Too heavy! Load outside the permissible range of the scale. Please remove the load.		internal information: >> INTERNAL_SCALE_ERROR << / >> WEIGHT_OUT_OF_RANGE << >> Weight is out of range (normal mode: 3100g, service mode: 5100g <<
00090006		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> SCALE_NOT_EXPECTED << >> Scale not expected <<
00090007		Zeroing of scale failed.		internal information: >> INTERNAL_SCALE_ERROR << / >> TARE_FAILED << >> The calibration failed <<
00090008		Calibration values outside the limits.		internal information: >> INTERNAL_SCALE_ERROR << / >> CALIBRATION_VALUES_INVALID << >> invalid calibration values <<


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00090009		Scale, gravitation not available		internal information: >> INTERNAL_SCALE_ERROR << / >> LOCAL_GRAVITATION_NOT_SET << >> local gravitation not set <<
0009000A		Scale not available		internal information: >> INTERNAL_SCALE_ERROR << / >> SCALE_NOT_AVAILABLE << >> scale not available <<
0009000B		Communications error with the scale.		INTERNAL_SCALE_ERROR - MEASUREMENT_TIMEOUT
0009000C		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> SCALE_ADC_CONFIG << >> scale ADC configuration failed <<
0009000D		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> SCALE_NOT_TARED << >> scale not tared <<
0009000E		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> SCALE_ITEM_ID_UNKNOWN << >> scale info item ID unknown <<
0009000F		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> SET_WEIGHING_MODE_FAILED << >> Set weighing mode to the IO device scale failed. <<
00090010		Scale, gravitation not available		Gravity setting can not be done. Please try again by performing 'REMOTE Service '. If error continous, please contact your local service organisation to verify repository setting The machine uses the default value. Update via 'Teleset' or 'Remote Service' value can be done by customer later.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00090011		Communications error with the scale.		There can be no communication established to internal scale.. The following may cause this: 1) cable for the internal balance is not correctly plugged a) on the main board b.) on the scale module 2) cable between scale and main board is broken 3) load cell (- module) failed
00090012		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> DISABLE_WEIGHING_FAILED << >> Disable weighing of the IO device scale failed. <<
00090013		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> SCALE_NOT_READY << >> Internal scale was not detected. <<
00090014		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> TARE_INITIAL_FAILED << >> Initial scale taring was not successfully. Taring is required before weighing can be enabled. <<
00090015		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> GET_GRAVITY_FAILED << >> Get gravity from the register of the IO device scale failed. <<
00090016		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> GET_TARE_STATE_FAILED << >> Get resulting taring state from the register of the IO device scale failed. <<
00090017		Communications error with the scale.		INTERNAL_SCALE_ERROR - GET_WEIGHING_MODE_FAILED
00090018		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> GET_ITEM_FAILED << >> Get scale item information failed. <<


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00090019		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> FIRST_INIT_STEP_FAILED << >> First initialization step, wait for scale being ready, failed. <<
0009001A		Communications error with the scale.		internal information: >> INTERNAL_SCALE_ERROR << / >> WRITE_FAILED << >> Write register and wait failed. <<
000A0000		Letter Feed Error		No transport encoder feedback detected.
000A0001		Letter Feed Error		The sensors in the letter path could not be adjusted. Please clean letter path and start the transport again.
000A0006		Unacceptable letter size/weight.		The length of the current letter was too large. This suggests a jam. Please check letter path.
000A0007		Letter jam! Please clear the transport path.		A letter jam has been detected by the meter or the periphery. Please clear the transport and restart.
000A0009		Letter Feed Error		Invalid letter sensor sequence (unexpected gap open or close etc) Possible cause, incorrect letter transport eg crooked letter. Please clean letter path. Restart the letter transport. If error persists, call service.
000A000C		Letter separation too small.		The gap between two letters was too small.
000A000D		Letter Feed Error		FM sensors (letter path) are blocked after a transportation error or a paper jam. Please restart the letter transport. If error persists, call service.
000A0016		Letter Feed Error		The transport was stopped due to a timeout (typically the periphery did not respond in time).
000A001B		Drawer is open		A function cannot be successful executed because the drawer is (still) open. Please close the drawer.
000A001C		Print Image Error		At the intended print start position, printing could not be started because the print image was not ready yet.


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
000A001D		Print Image Error		At the intended print start position, the printing task is still busy with the former imprint.
000A001E		Print Image Error		The print start has been rejected because the imprint would start behind the printable area
000A001F		Feeder: Could not feed the letters		Separation of envelopes is not possible. Please verify the batch you want to perform.
000A0020		Encoder test failed		No feedback from Encoder during encoder test. Please check the encoder and the associated cabling.
000A0021		Encoder Test failed LT_ERROR # Incorrect feedback from encoder during encoder test. # ENCODER_TEST_NO_FEEDBACK #		The result returned from the encoder is incorrect. (Pulse number, - length)
000A0022		Encoder test failed		During the encoder test the measured motor current is 0. This indicates that the motor is not working
000A0023		Encoder test failed		The encoder test was skipped. The letter sensors were not free or the safety switch was open. Please clear letter path and verify that drawer is mounted correct.
000A0024		Encoder Test failed	 	Timeout while waiting for the encoder feedback during the sampling part of the test
000B0000		>> PEN_ERROR <<		internal information: >> PEN_ERROR << / >> PE_ILLEGAL_OPERATION << >> internal error: wrong call to get temperature <<
000B0005		>> PEN_ERROR <<		internal information: >> PEN_ERROR << / >> PE_PEN_COMMUNICATION_FAILED << >> pen data transfer from host to hp-board failed <<
000B0006		>> PEN_ERROR <<		internal information: >> PEN_ERROR << / >> PE_PDB_RESET_FAILED << >> pen driver reset failed <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
000b0007		PBD-PCB voltage is faulty	 	<p>PEN-PCB voltage cannot be turned on.</p> <p>Customer remedies: Turn machine OFF/ON. Check whether error recurs.</p> <p>Technician remedies: 1.) Clean cartridge contacts and start the function " Change Cartridges" 2.) Check main board-PEN-PCB cable whether damaged. Replace if necessary. 3.) Replace PEN-PCB.</p>
000B0008		>> PEN_ERROR <<		<p>internal information: >> PEN_ERROR << / >> PE_POLY_SWITCH_VBB_DOWN << >> hardware failure pendriver on power on print voltage <<</p>
000B0009		Cartridge temperarture exceeds limits for calibration. Please wait until ink reaches room temperature.		<p>internal information: >> PEN_ERROR << / >> PE_PEN0_CALIBRATION_ERROR << >> pen 0 needs calibration <<</p>
000B000A		Cartridge temperarture exceeds limits for calibration. Please wait until ink reaches room temperature.		<p>internal information: >> PEN_ERROR << / >> PE_PEN1_CALIBRATION_ERROR << >> pen 1 needs calibration <<</p>
000B000B		>> PEN_ERROR <<		<p>internal information: >> PEN_ERROR << / >> PE_GET_AMBIENT_TEMP_FAILED << >> ambient temperature sensor failed <<</p>
000B000C		>> PEN_ERROR <<		<p>internal information: >> PEN_ERROR << / >> PE_ILLEGAL_SPIT_PARAMS << >> pen driver splashing parameters are illegal (frequency wrong) <<</p>
000B000D		>> PEN_ERROR <<		<p>internal information: >> PEN_ERROR << / >> PE_ILLEGAL_WARMING_PARAMS << >> pen driver pulse warming parameters are illegal (frequency wrong) <<</p>

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
000B0010		Pulse-warming temperature was not attained		<p>The required calibration temperature was not reached.</p> <p>Customer can attempt following:</p> <ol style="list-style-type: none"> 1.) Repeat procedure. 2.) Repeat procedure with new cartridges. <p>Technician remedies:</p> <ol style="list-style-type: none"> 3.) Check main board-PEN-PCB cable. 4.) Replace PEN-PCB.
000B003B		Error during calibration.		<p>internal information:</p> <pre>>> PEN_ERROR << / >> PE_CALIBRATION_FAILED << >> Calibration of Pen failed <<</pre>
000B0043		>> PEN_ERROR <<		<p>internal information:</p> <pre>>> PEN_ERROR << / >> POWER_ON_FAILED_DUE_TO_OPEN_FLAP << >> the power could not be applied due to an open flap <<</pre>
000B0045		Left-hand printhead has a contact failure!		<p>internal information:</p> <pre>>> PEN_ERROR << / >> PEN1_NOZZLE_TEST_CARTRIDGE_FAILED << >> Pen1 has failed its nozzle test <<</pre>
000B0046		Right-hand printhead has a contact failure!		<p>internal information:</p> <pre>>> PEN_ERROR << / >> PEN0_NOZZLE_TEST_CARTRIDGE_FAILED << >> Pen0 has failed its nozzle test <<</pre>
000B004E		Error in temperature measurement of right-hand printhead. Please calibrate at room temperature.		<p>internal information:</p> <pre>>> PEN_ERROR << / >> PE_TEMPERATURE_DRIFT_ERROR_PEN0 << >> reading Temperature from Pen0 has a to biggest temperature drift <<</pre>
000B004F		Error in temperature measurement of left-hand printhead. Please calibrate at room temperature.		<p>internal information:</p> <pre>>> PEN_ERROR << / >> PE_TEMPERATURE_DRIFT_ERROR_PEN1 << >> reading Temperature from Pen0 has a to biggest temperature drift <<</pre>
000B0050		Error in temperature measurement. Please calibrate at room temperature.		<p>internal information:</p> <pre>>> PEN_ERROR << / >> PE_TEMPERATURE_AMBIENT_ERROR << >> Ambient temperature is different between 2 measurements <<</pre>


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
000B0053		Faulty contact on both printheads!		internal information: >> PEN_ERROR << / >> NOZZLE_TEST_BOTH_CARTRIDGES_FAILED << >> both Pen failed their nozzle test <<
000B0054		The printhead temperature is very high. Please check the printing quality. Clean the printheads if necessary.		internal information: >> PEN_ERROR << / >> PEN_TEMPERATURE_TOO_HIGH << >> the temperature of one pen is too high (>60°C) and thus imprint quality may be poor <<
000B0055		Please check the temperature sensor /connector X5.		internal information: >> PEN_ERROR << / >> PE_AMBIENT_SENSOR_FAILURE << >> probably defect PT100 sensor or missing X5 connector <<
000B0057		PEN_ERROR - PEN0_NOT_AVAILABLE		PEN_ERROR - PEN0_NOT_AVAILABLE
000B0058		>> PEN_ERROR <<		internal information: >> PEN_ERROR << / >> PEN1_NOT_AVAILABLE << >> pen 1 is missing <<
000B0059		pen 0 and pen1 is missing		Please insert both cartridges.
000B005A		>> PEN_ERROR <<		internal information: >> PEN_ERROR << / >> PE_PEN_STATUS_ERROR << >> unspecified error during pen status test <<
000C0000		Software error		internal information: >> FORMAT_ADAPTER_EXCEPTION << / >> FORMAT_MISSING_WIDTH << >> <<
000C0001		Software error		internal information: >> FORMAT_ADAPTER_EXCEPTION << / >> FORMAT_UNKNOWN_TYPE << >> <<
000C0002		Software error		internal information: >> FORMAT_ADAPTER_EXCEPTION << / >> FORMAT_INCOMPLETE_PRECISION << >> <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
000D0001		>> LABEL_ERROR <<		internal information: >> LABEL_ERROR << / >> ERROR_LABEL_DISPENSER_JAM_PACKED << >> Too many labels inserted <<
000D0002		There is no label available		Please check the lable despensor for Lables.
000D0003		>> LABEL_ERROR <<		internal information: >> LABEL_ERROR << / >> ERROR_LABEL_JAMMED_WHILE_FEEDING << >> Leading edge of a label detected but not the trailing edge. <<
000D0004		>> LABEL_ERROR <<		internal information: >> LABEL_ERROR << / >> ERROR_LABEL_DID_NOT_REACH_FEEDING_BELT << >> Even there are labels, no label could not be detected on the belt <<
000D0005		>> LABEL_ERROR <<		internal information: >> LABEL_ERROR << / >> ERROR_LABEL_PARAMETER_FAIL << >> Parameter exceeds boundaries <<
000E0001		>> SLIDE_ERROR <<		internal information: >> SLIDE_ERROR << / >> ERROR_SLIDE_PARAMETER_FAIL << >> Parameter exceeds boundaries <<
000E0002		Moving of the capping unit is denied. Referencing is required.		insert the stylist and manually remove the ink cartridges. then re-insert the ink cartridge.
000E0003		The flap is open therefore no movement is possible. The flap over the printheads is open. Please close.		Please close the flap over the printheads if it is open. If the flap is closed, and this error is displayed, then the flap switch could be defective. replace the switch.
000E0004		>> SLIDE_ERROR <<		internal information: >> SLIDE_ERROR << / >> ERROR_SLIDE_NOT_IN_TARGET_POS << >> Capping unit did not reach its target position. <<
000E0005		Slide error (print system)		Referencing was not possible. Please check sensors of cartridge assembly.. (small PCB board)

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
000E0006		SLIDE_ERROR - ERROR_DRAWER_IS_OPEN -		internal information: >> SLIDE_ERROR << / >> ERROR_DRAWER_IS_OPEN << >> The drawer is open therefore no movement is possible. <<
000E0008		>> SLIDE_ERROR <<		internal information: >> SLIDE_ERROR << / >> ERROR_SLIDER_SENSORS_DISCONNECTED << >> Slider sensor board not connected. Check X5 <<
000F0000		cartridge error		Unable to communicate with printheads. CP is not readable. Please take care that cartridge is inserted right. Sometimes cartridge "hang" when you push it during inserting. Please remove the cartridge and insert it again. Please contact FP representative.
000F0001		cartridge error		Unable to communicate with printheads. Please contact FP representative.
000F0002		cartridge error		Unable to communicate with printheads (CP - CRC- error). Please contact FP representative.
000F0003		cartridge error		Unable to communicate with printheads. Please contact FP representative.
000F0004		cartridge error		Unable to communicate with printheads. Please contact FP representative.
000F0005		cartridge error		Unable to communicate with printheads. Please contact FP representative.
000F0007		cartridge error		Unable to communicate with printheads. Please contact FP representative.
000F0008		cartridge error		Unable to communicate with printheads. Please contact FP representative.
000F000B		cartridge error		Printheads are not recognized! Please contact FP representative.
000F000E		cartridge error		Please use CALIBRATE to proceed.
000F000F		cartridge error		Incompatible ink cartridges installed. Please contact FP representative.


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
000F0013		>> CONPROT_ERROR <<		internal information: >> CONPROT_ERROR << / >> CP_PROTECTION_ERROR << >> Protection bytes are set but the filling level is not zero. <<
000F0017		>> CONPROT_ERROR <<		internal information: >> CONPROT_ERROR << / >> CP_ERROR_TRY_RESTORE << >> Restoring data from backup failed <<
00100001		print system error		The ink system is not available while the cover is open. Please close cover.
00100002		print system error		Error in printing system. Please check cartridges.
00100005		print system error		Incompatible ink cartridges installed. Please contact FP representative.
00100006		print system error		Drawer is open. Please close the drawer and restart the cartridge change.
0010000A		>> INK_SYSTEM_ERROR <<		internal information: >> INK_SYSTEM_ERROR << / >> PU_CMD_INVALID << >> Base got an invalid print unit command <<
0010000B		>> INK_SYSTEM_ERROR <<		internal information: >> INK_SYSTEM_ERROR << / >> PU_CMD_INVALID_PARAMETER << >> Base got a print unit command with illegal parameter <<
0010000C		print system error		Flap did not open. Please remove the blockage and restart the cartridge change.
0010000D		print system error		Flap did not open. Cartridges run dry. Please remove the blockage and restart the cartridge change.
0010000E		print system error		internal information: >> INK_SYSTEM_ERROR << / >> FLAP_UNLOCKED << >> The slider moved into change position, but the cartridge flap has not opened completely. <<
00110000		>> MICRO_PSD_COMM_ERROR <<		internal information: >> MICRO_PSD_COMM_ERROR << / >> ERR_TIMEOUT << >> operation timed out <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00110001		>> MICRO_PSD_COMM_ERROR <<		internal information: >> MICRO_PSD_COMM_ERROR << / >> ERR_NO_CONNECTION << >> Connecting to the micro PSD on the data link level has failed. <<
00110002		>> MICRO_PSD_COMM_ERROR <<		internal information: >> MICRO_PSD_COMM_ERROR << / >> ERR_LOST_CONNECTION << >> The micro psd has disconnected the data link layer connection during a send or receive operation. <<
00110003		>> MICRO_PSD_COMM_ERROR <<		internal information: >> MICRO_PSD_COMM_ERROR << / >> ERR_WRONG_CRC << >> A received packet had a wrong CRC (severe error.) <<
00110004		>> MICRO_PSD_COMM_ERROR <<		internal information: >> MICRO_PSD_COMM_ERROR << / >> ERR_INCOMPLETE_FRAME << >> An incomplete frame has been received (severe error) <<
00110005		>> MICRO_PSD_COMM_ERROR <<		internal information: >> MICRO_PSD_COMM_ERROR << / >> ERR_NO_PSD_PLUGGED << >> There is no Micro PSD detected in the system (hardware signal). <<
00110006		>> MICRO_PSD_COMM_ERROR <<		internal information: >> MICRO_PSD_COMM_ERROR << / >> ERR_PSD_NOT_READY << >> The PSD signalled that it is not ready for communication (either it is still booting or it is unable to boot at all) <<
00110007		>> MICRO_PSD_COMM_ERROR <<		internal information: >> MICRO_PSD_COMM_ERROR << / >> ERR_IODEVICE << >> Error placing an INTEGRITY IODevice request. <<
00110008		>> MICRO_PSD_COMM_ERROR <<		internal information: >> MICRO_PSD_COMM_ERROR << / >> ERR_INVALID_FRAME << >> Data werer received at low-level that do not build a valid COBS FRAME <<
00120003		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> HIGHPOSTAGE_ERROR << >> a call to load or save the system parameter HighPostage failed <<






diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00120004		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> LOWPOSTAGE_ERROR << >> a call to load or save the system parameter LowPostage failed <<
00120005		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> PRINTTRANSPORTSTORE_ERROR << >> a call to load or store system parameters in PrintAndTransportStorage failed <<
00120006		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> IPSETTINGS_ERROR << >> a call to load or store system parameters in IpSettings failed <<
00120007		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> INFRASTRUCTSETTINGS_ERROR << >> a call to load or store system parameters in InfrastructureSettings failed <<
00120008		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> CONNECTIVITYSETTINGS_ERROR << >> a call to load or store connectivity settings failed <<
00120009		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> MODEMPARAMETER_ERROR << >> a call to load or store modem parameter failed <<
0012000A		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> KERNEL_SETTINGS_ERROR << >> While Accessing kernel settings an error occurred. <<
0012000B		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> TIMEZONE_SETTINGS_ERROR << >> Incorrect posix timezone string received from infrastructure <<
0012000C		Mainboard serial number not available.		Please exchange the mainboard.
0012000D		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> DATETIME_ERROR << >> Datetime is invalid <<


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0012000E		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> EMPTY_TIMEZONE_STRING << >> Posix time zone string is empty. <<
0012000F		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> INVALID_TIME_ZONE_OFFSET << >> Posix time zone string contains invalid offset. <<
00120010		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> INVALID_TIME_ZONE_ADJUSTMENT << >> Posix time zone string contains invalid adjustment. <<
00120011		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> INVALID_TIME_ZONE_DATE << >> Posix time zone string contains invalid date. <<
00120012		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> INVALID_TIME_ZONE << >> Posix time zone string contains invalid parts. <<
00120013		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> TIME_ZONE_TOO_SMALL << >> Time zone is too small (limit -12 hours). <<
00120014		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> TIME_ZONE_TOO_LARGE << >> Time zone is too large (limit +12 hours). <<
00120015		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> INVALID_AUTOOFF_TIME << >> Auto Off time isn't valid <<
00120016		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> INVALID_STANDBY_TIME << >> Standby time isn't valid <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00120017		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> DATE_WRONG_FORMAT << >> Wrong format of date. <<
00120018		Invalid Date		internal information: >> SETTINGS_ERROR << / >> DATE_TIME_WRONG << >> Invalid date or time. <<
00120019		Unallowable back-dating		internal information: >> SETTINGS_ERROR << / >> DATE_BEFORE_MIN_DATE_BACK << >> Date is before minimum date back. <<
0012001A		Unallowable date selected		internal information: >> SETTINGS_ERROR << / >> DATE_AFTER_MAX_DATE_AHEAD << >> Date is after maximum date ahead. <<
0012001B		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> DATE_DAY_OFF_CHECK_FAILED << >> Day off check failed. <<
0012001C		BZL is not allowed.		internal information: >> SETTINGS_ERROR << / >> BZL_NOT_ALLOWED << >> is not allowed to switch on bzl, because feature is disabled <<
0012001D		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> WITHDRAW_NOT_ALLOWED_RESET_DESCENDING_REGISTER_REQUIRED << >> error occurred if user is trying to withdraw sd, but descending register is > 0, this error occurs only in SAD-variants <<
0012001E		>> SETTINGS_ERROR <<		internal information: >> SETTINGS_ERROR << / >> WITHDRAW_NOT_ALLOWED_PIECECREDIT_RESET_REQUIRED << >> error occurred if user is trying to withdraw sd, but piececredit does not match as specified. (0 or given piececredit in subcode 2 is needed) <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00130000		No BZL-Numbers available!		internal information: >> TELEPORTO_NECESSARY_ERROR << / >> NO_BZL_NUMBERS_AVAILABLE << >> no BZL/VAS-numbers are available. Teleporto/PVD for Teleporto+-Customers will help. <<
00140000		connectivity error		Error while retrieving DHCP settings. Please check connectivity settings and reboot.
00140001		connectivity error		No network connection available. Please check network cable.
00140002		There is no modem connect at the USB interface		internal information: >> CONNECTIVITY_ERROR << / >> NO_MODEM_CONNECTED << >> There is no modem connect at the USB interface <<
00140003		connectivity error		internal information: >> CONNECTIVITY_ERROR << / >> PPP_COULD_NOT_OPEN_SOCKET << >> The socket for configuring the PPP interface could not be opened. <<
00140004		connectivity error		internal information: >> CONNECTIVITY_ERROR << / >> SIOCOPENIF_FOR_PPP_INTERFACE_FAILED << >> The ioctl() call for opening the PPP interface failed. <<
00140005		connectivity error		internal information: >> CONNECTIVITY_ERROR << / >> SIOCSPPPCONF_FOR_PPP_INTERFACE_FAILED << >> The ioctl() call for configuring the PPP interface failed. <<
00140006		connectivity error		internal information: >> CONNECTIVITY_ERROR << / >> PPP_COULD_NOT_CLOSE_SOCKET << >> The socket for configuring the PPP interface could not be closed. <<
00140007		connectivity error		internal information: >> CONNECTIVITY_ERROR << / >> SIOCCLOSEIF_FOR_PPP_INTERFACE_FAILED << >> The ioctl() call for closing the PPP interface failed. <<
00140008		ERROR_DIAL_NO_ANSWER Dialer timeout (during establishing the modem connection)		Please check your modem settings and telephone numbers.


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00140009		>> CONNECTIVITY_ERROR <<		internal information: >> CONNECTIVITY_ERROR << / >> PPP_DIALUP_TIMEOUT << >> PPP timeout at connection establishment <<
0014000A		>> CONNECTIVITY_ERROR <<		internal information: >> CONNECTIVITY_ERROR << / >> HANG_UP_TIMEOUT << >> Timeout at connection termination <<
00150000		Incorrect cliché data		internal information: >> FRANKING_ERROR << / >> IMPRINT_NOT_VALID << >> Initializing of imprint was failed and empty(notValid) image is selected.(image-Id selected by Prod.calc failed or imagePart could'nt updated by initialization of imprint). <<
00150001		Decimal Mode		tried to print decimals but decimalmode is disabled.
00150002		Franking is stopped for stamp change on day change over.		internal information: >> FRANKING_ERROR << / >> STOP_FOR_STAMP_CHANGE << >> Franking is stopped for stamp change on day change over. <<
00150003		Automatic Feeder not possible		FRANKING_ERROR - AF_FEEDING_NOT_ALLOWED
00150004		Letter too short		internal information: >> FRANKING_ERROR << / >> LETTER_TOO_SHORT << >> occurs if Imprint is finished but no Critical Column was printed <<
00150005		Postage is low. Please load postage soon.		internal information: >> FRANKING_ERROR << / >> LOW_POSTAGE_WARNING << >> Descending Register reach the user-settable LowPostage Warning <<
00150006		No valid postage amount was set.		internal information: >> FRANKING_ERROR << / >> NO_VALID_POSTAGE << >> No valid postage available to start franking <<
00150007		No postage remaining. The remaining letters can not be franked. Please run Teleset.		internal information: >> FRANKING_ERROR << / >> SD_HAS_NO_MONEY << >> no money on sd for selected postage <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00150009		Max monthly accounting		Maximum monthly consumption of current user achieved.
0015000A		Please load postage soon		Please load postage soon. This message occurs if low postage warning reached but current logged in user has no access to run teleset . Teleset has to be performed by a user who is allowed to do it.
0015000B		Seal Mode		Seal Mode is not activated. Please activate seal mode on feeder.
0015000C		Transport Mode		Feeder in Seal Mode. Transport only not possible. Select Seal Only to seal.
0015000D		Counter Error		Verify entry of counter. Please enter a valid value.
0015000E		No Advert / SMS selected		Mode: only advert or SMS text. No advert and sms was selected.only imprint
0015000F		Printing not possible		printing mode in communication with PC-software is invalid (or some params are invalid).
00150010		Maximum user postage amount achieved		Maximum postage amount of registered user achieved. Administrator of franking machine can change limits (settings). No technician on site required. Can be done by customer (admin) .
00150011		Changing date isn't possible.		Changing date isn't possible. To continue, print and delete existing delivery list!
00150012		Printing is not possible		Printing is not possible. To continue, print and delete existing delivery list!


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00150013		>> FRANKING_ERROR <<		internal information: >> FRANKING_ERROR << / >> DATA_FOR_BARCODE_OUT_OF_SPECIFICATION << >> <<
00150014		Time Synchronization Error		Time Synchronization Error: Please restart the machine.
00160000		>> PRINT_SYSTEM_EXCEPTION <<		internal information: >> PRINT_SYSTEM_EXCEPTION << / >> GET_CARTRIDGE_FLAP_STATE_FAILED << >> Reading the state of the cartridge flap from the safety switch device failed. <<
00160001		>> PRINT_SYSTEM_EXCEPTION <<		internal information: >> PRINT_SYSTEM_EXCEPTION << / >> GET_DRAWER_STATE_FAILED << >> Reading the state of the drawer from the safety switch device failed. <<
00160002		>> PRINT_SYSTEM_EXCEPTION <<		internal information: >> PRINT_SYSTEM_EXCEPTION << / >> SAFETY_SWITCH_INITIALIZATION_FAILED << >> Initialization of the safety switch failed. <<
00180000		Cost account read error		internal information: >> COST_ACCOUNT_SETTINGS_ERROR << / >> PERS_READ_ERROR << >> Reading Persistent object failed <<
00180001		Cost account write error		internal information: >> COST_ACCOUNT_SETTINGS_ERROR << / >> PERS_WRITE_ERROR << >> Writing persistent object failed <<
00180002		>> COST_ACCOUNT_SETTINGS_ERROR <<		internal information: >> COST_ACCOUNT_SETTINGS_ERROR << / >> COST_ACCOUNTS_NUMBER_ZERO << >> Number of Cost Accounts set to zero <<
00180003		>> COST_ACCOUNT_SETTINGS_ERROR <<		internal information: >> COST_ACCOUNT_SETTINGS_ERROR << / >> INVALID_COST_ACCOUNT << >> Invalid Cost Account number <<
00180004		>> COST_ACCOUNT_SETTINGS_ERROR <<		internal information: >> COST_ACCOUNT_SETTINGS_ERROR << / >> COST_ACCOUNTS_DISABLED << >> Cost Accounts disabled <<


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00190000		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_OPENING_FAILED << >> An error occured when opening a file <<
00190001		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_READING_FAILED << >> An error occured when reading a file <<
00190002		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_WRITING_FAILED << >> An error occured when writing a file <<
00190003		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_FLUSHING_FAILED << >> An error occured when flushing a file <<
00190004		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_CLOSING_FAILED << >> An error occured when closing a file <<
00190005		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_SAVING_FAILED << >> An error occured when saving a file <<
00190006		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_RENAME_FAILED << >> An error occured when renaming a file <<
00190007		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_COPYING_FAILED << >> <<
00190008		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_REMOVING_FAILED << >> An error occured when removing a file <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00190009		Software error		internal information: >> FILEHANDLING_ERROR << / >> FILE_NOT_OPENED << >> A file that was expected to be opened was not <<
0019000A		Software error		internal information: >> FILEHANDLING_ERROR << / >> ALLOWED_BLOCKSIZE_EXCEEDED << >> The used blocksize is bigger than allowed <<
0019000B		Software error		internal information: >> FILEHANDLING_ERROR << / >> DIRECTORY_CREATING_FAILED << >> An error occurred when creating a directory <<
0019000D		>> FILEHANDLING_ERROR <<		internal information: >> FILEHANDLING_ERROR << / >> FILE_MISSING << >> A file that should exist does not. <<
00190011		>> FILEHANDLING_ERROR <<		internal information: >> FILEHANDLING_ERROR << / >> HASHGENERATOR_FAILED << >> hash generator operation failed. <<
00190012		>> FILEHANDLING_ERROR <<		internal information: >> FILEHANDLING_ERROR << / >> SIGNATURE_VERIFY_FAILED << >> A verification of signed data failed. <<
001A0000		>> FMAPI_ERROR <<		internal information: >> FMAPI_ERROR << / >> FEATURE_NOT_AVAILABLE << >> An expected feature is not available. <<
001A0001		>> FMAPI_ERROR <<		internal information: >> FMAPI_ERROR << / >> STATUS_ITEM_NOT_AVAILABLE << >> An expected status item is not available. <<
001A0002		>> FMAPI_ERROR <<		internal information: >> FMAPI_ERROR << / >> MAX_SMS_FEATURE_ERROR << >> The Max SMS Objects value from the repository is higher than the internal allowed Max SMS value <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001A0003		>> FMAPI_ERROR <<		internal information: >> FMAPI_ERROR << / >> MAX_SCALE_CAPACITY_FEATURE_ERROR << >> The Max Scale Capacity value form the repository is higher than the internal allowed Max Scale Capacity value <<
001A0004		>> FMAPI_ERROR <<		internal information: >> FMAPI_ERROR << / >> MAX_COSTACCOUNTS_FEATURE_ERROR << >> The Max CostAccounts value form the repository is higher than the internal allowed Max CostAccounts value <<
001A0005		>> FMAPI_ERROR <<		internal information: >> FMAPI_ERROR << / >> NAVIGATOR_MODE_SETTINGS_ERROR << >> Error while trying to read or write Navigator Mode Settings to/from Persistence <<
001A0006		>> FMAPI_ERROR <<		internal information: >> FMAPI_ERROR << / >> NAVIGATOR_MODE_SETTINGS_SIZE_ERROR << >> Size of data sent from server incorrect <<
001A0007		>> FMAPI_ERROR <<		internal information: >> FMAPI_ERROR << / >> THROUGHPUT_FEATURE_ERROR << >> The allowed Throughput speed value form the repository is higher or lower, than the internal maximal or minimal allowed value <<
001A0008		infrastructur error (remote feature)		The number of items in a feature exceeded the maximum value. SubCode1: The id of the feature. SubCode2: The number of items allowed.
001A0009		infrastructur error (remote feature)		The length of a string a feature exceeded the maximum value. SubCode1: The id of the feature. SubCode2: The max string length value No technician is required. Please contact FP Service (Helpdesk) Settings of infrstructure have to be checked.
001B0000		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> XML_PARSING_FAILED << >> Parsing of an XML document failed. <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001B0001		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> SD_FILESYSTEM_ERROR << >> A file system operation failed. <<
001B0002		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> FILE_NOT_FOUND_ERROR << >> A given file did not exist. <<
001B0003		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> PACKAGE_META_INCOMPLETE << >> A package meta file did not contain mandatory information <<
001B0004		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> ZIP_ARCHIVE_PARSE_ERROR << >> The content of a ZIP archive could not be parsed. <<
001B0005		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> SD_FILE_IO_ERROR << >> An error occurred during a file I/O operation (open, read, write) <<
001B0006		Software Pack Error A Zip decompress operation failed.		Postprocessing Error. Please repeat the process. If the problem persists, please contact FP representative.
001B0007		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> ZIP_ARCHIVE_INCONSISTENCE_ERROR << >> The meta data of an ZIP archive is inconsistent. <<
001B0008		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> ZIP_CRC_CHECK_FAILED << >> The CRC check of within an Zip archive failed. <<
001B0009		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> ZIP_INVALID_FILE_NAME << >> A Zip archive contained an file with an invalid filename. <<


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001B000A		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> PACKAGE_NO_META << >> The meta file of an FM package is missing. <<
001B000B		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> PACKAGE_META_INCONSISTENT << >> A package meta file is not consistent with the content of the package. <<
001B000C		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> METAFILE_TYPE_UNEXPECTED << >> Meta file found with unexpected type (in wrong directory). <<
001B000D		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> CLICHE_ALREADY_ACTIVE << >> occured if cliché will be load by manager but there is already an existing one <<
001B000E		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> NO_VALID_SOFTWARE_SET_TABLE_AVAILABLE << >> there is no valid table available to select a valid software set <<
001B000F		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> REBOOT_ERROR << >> user wants to use a software set which required a reboot. but reboot is not allowed for the used function <<
001B0010		May be there is a very old installer SW in use which do not accept compressed archives		Please use the latest version of installer SW on the MMC cards only!
001B0011		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> ZIP_COMPRESSION_METHOD_NOT_SUPPORTED << >> The compression method of the current file is not supported <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001B0012		Software Pack Error		<p>indicates that previous software is activated.</p> <p>Subcode 1 shows the software version in (hex).. Use calculator to convert from hex to decimal e.g. 77EDDBC B (hex) = 2012077003 (dec)</p>
001B0013		Software Pack Error		<p>internal information:</p> <p>>> PACKMANAGEMENT_ERROR << / >> ERROR_INVALID_SW_SET << >> Software set is invalid, because the valid-to-date is elapsed. <<</p>
001B0014		Software Pack Error		<p>internal information:</p> <p>>> PACKMANAGEMENT_ERROR << / >> INVALID_DOWNLOAD_FILE_NAME << >> The name of the downloaded file does not match to the archive informations. <<</p>
001B0015		Software Pack Error		<p>internal information:</p> <p>>> PACKMANAGEMENT_ERROR << / >> INVALID_PRODUCT_TABLE_ARCHIVE << >> The archive informations does not match to the meta informations of the product table package. <<</p>
001B0016		Software Pack Error		<p>internal information:</p> <p>>> PACKMANAGEMENT_ERROR << / >> INVALID_CLICHE_ARCHIVE << >> The archive informations does not match to the meta informations of the cliché package. <<</p>
001B0017		Software Pack Error		<p>internal information:</p> <p>>> PACKMANAGEMENT_ERROR << / >> INVALID_TEXT_ARCHIVE << >> The archive informations does not match to the meta informations of the text package. <<</p>
001B0018		Software Pack Error		<p>internal information:</p> <p>>> PACKMANAGEMENT_ERROR << / >> INVALID_FIRMWARE_ARCHIVE << >> The archive informations does not match to the meta informations of the firmware package. <<</p>
001B0019		Software Pack Error		<p>internal information:</p> <p>>> PACKMANAGEMENT_ERROR << / >> META_FILE_INVALID_DATE_GENERATED << >> The string containing the generation date and time of the cliché package meta file is invalid. <<</p>

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001B001A		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> PACKAGE_SIGNING_SUCCEED << >> This is no error: Just notifies about successfully signed package. <<
001B001B		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> PACKAGE_SIGNING_FAILED << >> Signing the package <<
001B001C		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> SIGNATURE_VERIFY_ERROR << >> Verification of signature failed. <<
001B001F		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> REMOVING_PACKAGE_FAILED << >> A package could not get removed. <<
001B0020		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> INVALID_SD_FIRMWARE_ARCHIVE << >> The sd firmware file could not be opened <<
001B0021		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> SD_FIRMWARE_INSTALLATION_ERROR << >> Error during SD Firmware installation. <<
001B0022		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> UNEXPECTED_SD_STATE << >> The PSD state is unexpected. Firmware update is not possible. <<
001B0023		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> CURRENT_SD_FIRMWARE_VERSION_IS_NEWER << >> The supplied PSD firmware is older than the installed PSD firmware <<
001B0024		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> INVALID_SD_FIRMWARE_PACKAGE_VARIANT << << >> The delivered sd firmware package does not match the machine variant <<


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001B0025		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> NO_AF_CONNECTED << >> No AutoFeeder is Connected during the installation Process <<
001B0026		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> CURRENT_AF_FIRMWARE_VERSION_IS_NEWER << >> The supplied AF firmware is older than the installed AF firmware <<
001B0027		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> AF_FIRMWARE_PACKAGE_NOT_FOUND << >> The Firmware Package is not found <<
001B0028		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> TEXT_PACKAGE_READ_BINARY_FILE_FAILED << << >> failed to read binary-text package file <<
001B0029		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> TEXT_PACKAGE_LANGUAGE_NAME_MISSING << << >> language name in the given textpackage was missing <<
001B002A		Software Pack Error		internal information: >> PACKMANAGEMENT_ERROR << / >> TEXT_PACKAGE_MAGIC_NO_FAILED << >> magic number in textpackage-binary file was incompatible. the file is wrong <<
001C0000		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> BOOT_CONFIG_SD_FILESYSTEM_ERROR << >> A file system operation failed. <<
001C0001		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> BOOT_CONFIG_WRONG_BUFFER_STRUCTURE << >> Retrieving the boot configuration from the boot.ini failed. Wrong structure. <<



diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001C0002		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> BOOT_CONFIG_INVALID_RETRY_COUNTER << >> Retrieving the retry counter from the boot.ini failed. <<
001C0003		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> BOOT_CONFIG_NO_SOURCE_FILE << >> No source file exist to be copied. <<
001C0004		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> BOOT_CONFIG_READ_FILE_ERROR << >> Reading the file failed. <<
001C0005		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> BOOT_CONFIG_FILE_NOT_VALID << >> Validation of current buffer with written file content failed. <<
001C0006		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> BOOT_CONFIG_EMPTY_PATH << >> Neither file name nor path is specified. <<
001C0007		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> BOOT_CONFIG_FILE_NOT_FOUND << >> No boot configuration file found. <<
001C0008		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> BOOT_CONFIG_INVALID_APPLICATION_PATH << >> Application path and filename are empty. <<
001C0009		Please run Teleset soon. (0-PVD)		< see diagnostic message >
001C000B		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> RESTORE_PERSISTENCE_FAILED << >> error occured if try to restore persistence(MAGIC_NO changed) and file to restore couldnt load successfully <<


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001C000C		>> APPLICATION_ERROR <<		internal information: >> APPLICATION_ERROR << / >> NVRAM_BLOCK_RESTORED << >> not an error, just to log an event to store that some of the nvramblocks was restored <<
001C000D		invalid Security piece credit		Please contact FP service (Helpdesk)
001C000E		invalid Security piece credit		Please contact FP service (Helpdesk)
001C000F		security device locked		Please contact FP service (Helpdesk)
001C0010		security device not valid		Please contact FP service (Helpdesk)
001D0000		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_MUTEX_INIT_ERROR << >> Can't create a Mutex for CoM. <<
001D0001		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_NVRAM_INIT_ERROR << >> Can't initialize NvRam interface for CoM. <<
001D0002		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_NOT_INITIALIZED << >> CoM interface is not initialized properly. <<
001D0003		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_NOT_ENOUGH_MEMORY_ERROR << >> CoM Kernel signals not enough memory. <<
001D0004		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_OVERFLOW_ERROR << >> CoM Kernel signals overflow. <<
001D0005		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_RESET_ERROR << >> CoM Kernel signals memory reset condition. <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001D0006		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_STRING_TOO_LONG_ERROR << >> CoM Kernel signals string too long error. <<
001D0007		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_FILTER_TOO_LONG_ERROR << >> CoM Kernel signals filter too long error. <<
001D0008		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_CORRUPTED_ERROR << >> CoM Kernel signals memory corrupted error. <<
001D0009		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_INTERNAL_ERROR << >> CoM Kernel signals internal error. <<
001D000A		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_STD_EXCEPTION << >> Got a std::exception.. <<
001D000B		>> COM_ERROR <<		internal information: >> COM_ERROR << / >> COM_ERROR_UNKNOWN << >> Got an unknown error code from the CoM library <<
001E0001		The order management number is too long.		< see diagnostic message >
001E0002		The premium address id is too long.		< see diagnostic message >
001E0003		The order management is not enabled.		< see diagnostic message >
001E0004		The order management number is invalid.		< see diagnostic message >
001E0005		Switching off the order management is impossible, because premium address is switched on.		< see diagnostic message >


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
001E0006		Premium address is not enabled.		< see diagnostic message >
001E0007		The premium address mode is invalid.		< see diagnostic message >
001E0008		The premium address id is invalid.		< see diagnostic message >
001E0009		Premium Address not in product table.		< see diagnostic message >
001E000A		BZL not in product table.		< see diagnostic message >
001F0000		>> VIDEO_CONTROL_ERROR <<		internal information: >> VIDEO_CONTROL_ERROR << / >> ERROR_GETTING_VIDEO_CONTROL_DEVICE << >> Error while requesting resource. <<
001F0001		>> VIDEO_CONTROL_ERROR <<		internal information: >> VIDEO_CONTROL_ERROR << / >> ERROR_WRITING_VIDEO_DEVICE_REGISTER << >> Error while writing Device registe. <<
001F0002		>> VIDEO_CONTROL_ERROR <<		internal information: >> VIDEO_CONTROL_ERROR << / >> ERROR_READING_VIDEO_DEVICE_REGISTER << >> Error while reading Device registe. <<
001F0003		>> VIDEO_CONTROL_ERROR <<		internal information: >> VIDEO_CONTROL_ERROR << / >> ERROR_VIDEO_DEVICE_NOT_INITIALIZED << >> Device handle is invalid. <<
00200000		>> FEEDER_STATUS_ERROR <<		internal information: >> FEEDER_STATUS_ERROR << / >> FEEDER_INVALID_ID_LENGTH << >> Length of id invalid (too long). <<
00200001		>> FEEDER_STATUS_ERROR <<		internal information: >> FEEDER_STATUS_ERROR << / >> FEEDER_IO_DEVICE_ERROR << >> Error while calling a function on AutoFeederStatusIODevice. <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00200002		>> FEEDER_STATUS_ERROR <<		internal information: >> FEEDER_STATUS_ERROR << / >> FEEDER_INITIALIZATION_ERROR << >> Error while initialization. <<
00200003		Feeder not connected.		The automatic feeding is not connected. Check the connection to the meter (CAN) and the power cord to feeder.
00200004		>> FEEDER_STATUS_ERROR <<		internal information: >> FEEDER_STATUS_ERROR << / >> FEEDER_OPERATION_TIMEOUT << >> Timed out while waiting for status completed. <<
00210000		OMI Error		Online meters Initialisation (= OMI) failed. OMI2 received invalid ack message Is there an incorrect TDC-ID entered in the TDC? (e.g. 3150003 instead of 6150003) TDC-ID is = psn (postal serial #)
00210001		OMI Error		Online meters Initialisation (= OMI) failed. OMI2 received an invalid initialization message.
00210002		OMI Error		Online meters Initialisation (= OMI) failed. OMI2 received an invalid finish message.
00210003		Error during Load Postage.		Please try again.
00210004		COM - Error		Error during transferring COM data.
00210005		OMI Error		Online meters Initialisation failed The PSD was unable to provide new PAN
00310000		Print System Error		internal information: >> PRINT_SYSTEM_ERROR << / >> PU_INITIALIZATION_FAILED << >> Initialization of the print unit failed. <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00310001		Print System Error		internal information: >> PRINT_SYSTEM_ERROR << / >> INVALID_PEN_NUMBER << >> An invalid pen number has passed. <<
00310002		Print System Error		Reading the state of the temperature calibration of the ink cartridges failed.
00310003		Print System Error		Reading the calibration of the cartridge failed.
00310004		CP-Error		Error during writing on CP chip of cartridge.
00310005		Printsystem Error		Malfunction of by one of the safety switches.
00310006		>> PRINT_SYSTEM_ERROR <<		internal information: >> PRINT_SYSTEM_ERROR << / >> GET_INK_FLEECE_FILLING_LEVEL_FAILED << >> Reading the filling level of the ink fleece failed. <<
00310007		Right Cartridge		Log entry, generated during cartridge exchange subcode 1: AABBCDD AA indicator of cartridge type 42 = 42 ml [== PIC40] 20 = 20 ml [== PIC20] 10 = 10 ml [== PIC10] 00 = Starter [== PICS] BB = Ink colour 43 = red fluor. DD = remaining ink in % (in hex) e.g. 64 = 100%

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00310008		Left Cartridge		<p>Log entry, generated during cartridge exchange</p> <p>subcode 1: AABCCDD AA indicator of cartridge type 42 = 42 ml [== PIC40] 20 = 20 ml [== PIC20] 10 = 10 ml [== PIC10] 00 = Starter [== PICS]</p> <p>BB = Ink colour 43 = red fluor.</p> <p>DD = remaining ink in % (in hex) e.g. 64 = 100%</p>
00310009		Cartridge nearly empty		<p>Remaing ink capacity of print heads is less than 10%. Change Cartridge in menu => setup print system.</p>
0031000A		Cartridge nearly empty		<p>Remaing ink capacity of print heads is less than 5%. Change Cartridge in menu => setup print system.</p>
0031000B		Left Cartridge empty		<p>Left cartridge empty Franking not possible. Please change cartridges.</p>
0031000C		Right Cartridge empty		<p>Right cartridge empty Franking not possible. Please change cartridges.</p>
0031000D		Ink Empty		<p>No ink available in the print heads. Franking not possible. Please change cartridges.</p>
0031000E		Cartridge Adjustment		<p>Error occurred during horizontal adjustment ! Please repeat adjustment.</p>
0031000F		Cartridge Adjustment		<p>Error occurred during vertical adjustment ! Please repeat adjustment.</p>

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00310010		Cartridge Adjustment		Error occurred during adjustment ! Please repeat adjustment.
00310011		Temperature calibration		Temperature calibration of printheads is running. Please wait until calibration is done.
00310012		Invalid Print Offset		The range for print offset is invalid. Please select a valid value.
00310013		Invaield Cartridge		Please insert cartridge with ink color assigned to your country.
00320000		>> PAWNLOADER_ERROR <<		internal information: >> PAWNLOADER_ERROR << / >> PAWN_STATUS_FAILED << >> status about pawn loader is undefined <<
00320001		>> PAWNLOADER_ERROR <<		internal information: >> PAWNLOADER_ERROR << / >> RECEIVE_PAWN_FILE_FAILED << >> used in PawnService if receicve message was failed <<
00320002		>> PAWNLOADER_ERROR <<		internal information: >> PAWNLOADER_ERROR << / >> FILE_NAME_ERROR << >> Occurs if filename is invalid <<
00320003		>> PAWNLOADER_ERROR <<		internal information: >> PAWNLOADER_ERROR << / >> DIRECTORY_ERROR << >> occurs if Pawn cant open/create the directory <<
00320004		>> PAWNLOADER_ERROR <<		internal information: >> PAWNLOADER_ERROR << / >> PAWN_SCRIPT_IN_PROGRESS << >> user try to start a new script, but there is already a script running <<
00320005		>> PAWNLOADER_ERROR <<		internal information: >> PAWNLOADER_ERROR << / >> PAWN_SCRIPT_HOST_NOT_AVAILABLE << >> The scrpiting host is not configured (e.g. with Release-Kernel) <<
00F00001		LOG-data		only for internal usage

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
00F00002		LOG-data		only for internal usage
00F00003		LOG-data		only for internal usage
00F00004		LOG-data		only for internal usage
00F00005		LOG-data		only for internal usage
00F00008		LOG-data		only for internal usage
00F00009		LOG-data		only for internal usageonly for internal usage
00F0000A		LOG-data		only for internal usage
00F0000B		>> FORENSIC_LOG <<		internal information: >> FORENSIC_LOG << / >> KREP_RESET << >> <<
00F0000C		>> FORENSIC_LOG <<		internal information: >> FORENSIC_LOG << / >> SD_CHANGED << >> <<
03000000		Defective image data		internal information: >> CLICHE_EXCEPTION << / >> DUPLICATE_CHARACTER_FOUND << >> duplicate of character found <<
03000001		Defective image data		internal information: >> CLICHE_EXCEPTION << / >> MAC_VERIFICATON_FAILED << >> mac verification has failed <<
03000002		Defective image data		internal information: >> CLICHE_EXCEPTION << / >> MAC_VERIFIER_NOT_AVAILABLE << >> mac verifier is not available <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
03000003		Defective image data		internal information: >> CLICHE_EXCEPTION << / >> BAD_CLICHE_DATA << >> bad cliché data <<
03000004		Defective image data		internal information: >> CLICHE_EXCEPTION << / >> BAD_CHIPCARD_HEADER_DATA << >> bad cliché header data on chipcard <<
03000005		Defective image data		internal information: >> CLICHE_EXCEPTION << / >> BAD_FLASH_VERIFICATION << >> bad verification of data after flash write <<
03000006		Defective image data		internal information: >> CLICHE_EXCEPTION << / >> BAD_FLASH_OP << >> bad flash operation occurred <<
03000007		No cliché image found in memory		< see diagnostic message >
03000008		cliché error		Selected zip method is NOT available.
03000009		cliché error		Selected zip method is NOT available.
0300000A		cliché error		Selected zip method is NOT available.
0300000B		cliché error		Selected zip method is NOT available.
0300000C		cliché error		Selected zip method is NOT available.
0300000D		cliché error		Selected zip method is NOT available.
0300000E		cliché error		Selected zip method is NOT available.
0300000F		cliché error		internal information: >> CLICHE_EXCEPTION << / >> NO_CHIPCARD_SEGMENT_DATA_AVAILABLE << >> no data of a chipcard segment available <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
03000010		cliche error		internal information: >> CLICHE_EXCEPTION << / >> BAD_CHIPCARD_SEGMENT_DATA << >> data of chipcard segment is corrupted <<
03000011		Cliche error		internal information: >> CLICHE_EXCEPTION << / >> MAC_VERIFICATION_ACCESS_VIOLATION << >> data out of scope shall be evaluated <<
03000012		Adverts not supported		internal information: >> CLICHE_EXCEPTION << / >> ADVERT_NOT_SUPPORTED << >> adverts are not supported <<
03000013		Endorsements not supported		internal information: >> CLICHE_EXCEPTION << / >> ENDORS_NOT_SUPPORTED << >> endorsements are not supported <<
03000014		Town circle is not supported.		internal information: >> CLICHE_EXCEPTION << / >> TOWNDIE_NOT_SUPPORTED << >> town dies are not supported <<
03000015		Cliche error		internal information: >> CLICHE_EXCEPTION << / >> BAD_INPUT_DATA << >> bad input data (parameters) <<
03000016		Cliche error		< see diagnostic message >
03000017		Cliche error		internal information: >> CLICHE_EXCEPTION << / >> UNKNOWN_MODIFICATION_SOURCE << >> source of modification is unknown <<
03000018		Unknown access authorization		internal information: >> CLICHE_EXCEPTION << / >> UNKNOWN_ACCESS_LEVEL << >> unknown access level from access controller <<
03000019		Changing the imprint memory not allowed. Please insert appropriate access card.		internal information: >> CLICHE_EXCEPTION << / >> NO_PERMISSION_TO_CHANGE << >> no permission to change cliche or cliche parts <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
030001A		Attempt to load a new advert, when advert memory is already full.		internal information: >> CLICHE_EXCEPTION << / >> TOO_MANY_ADVERTISEMENTS << >> too many adverts to load <<
030001B		Cliche error		internal information: >> CLICHE_EXCEPTION << / >> CLICHE_CORRUPTED << >> cliche seems to be corrupted <<
030001C		Cliche error		internal information: >> CLICHE_EXCEPTION << / >> BAD_CLICHE_VARIANT << >> cliche has bad variant id <<
030001D		Too many endorsements. Maximum allowed number exceeded.		internal information: >> CLICHE_EXCEPTION << / >> TOO_MANY_ENDORSEMENTS << >> too many endorsements to load <<
030001E		Cliche error		internal information: >> CLICHE_EXCEPTION << / >> UNKNOWN << >> unknown error (mostly system exception) <<
030001F		Cliche error		internal information: >> CLICHE_EXCEPTION << / >> ASSERT << >> assert failed <<
0300020		Customer-specific post entry imprint not supported.		internal information: >> CLICHE_EXCEPTION << / >> PEST_NOT_SUPPORTED << >> individual post entry not supported <<
0300021		Cliche error (3rd Carrier)		internal information: >> CLICHE_EXCEPTION << / >> THIRD_CARRIER_NOT_SUPPORTED << >> 3rd Carrier is not supported <<
0300022		Cliche error (3rd Carrier)		internal information: >> CLICHE_EXCEPTION << / >> TOO_MANY_3RD_CARRIERS << >> Too many 3rd Carriers to load <<











diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0300023		Carrier already installed!		internal information: >> CLICHE_EXCEPTION << / >> DUPLICATED_THIRD_CARRIER << >> <<
0300024		Cliche error		internal information: >> CLICHE_EXCEPTION << / >> FILESYSTEM_ERROR << >> A directory or file could not be accessed. <<
0500001		Cost account read error		internal information: >> COSTACCOUNT_EXCEPTION << / >> READ_ERROR << >> Failed to load persistent object <<
0500002		Cost account write error		internal information: >> COSTACCOUNT_EXCEPTION << / >> WRITE_ERROR << >> Failed to save persistent object <<
0700000		Software error (LOGGING)		internal information: >> LOGGING_ERROR << / >> CREATION_ERROR << >> Creation of log file failed <<
0700001		Software error (LOGGING)		internal information: >> LOGGING_ERROR << / >> LOG_ERASE_FAILURE << >> Erasing of log file failed <<
0700002		Software error (LOGGING)		internal information: >> LOGGING_ERROR << / >> INITIALIZATION_ERROR << >> Error during initilaization <<
0700003		Software error (LOGGING)		internal information: >> LOGGING_ERROR << / >> WRITE_ERROR << >> Write to file failed <<
0700004		Software error (LOGGING)		internal information: >> LOGGING_ERROR << / >> PERSISTENCE_ERROR << >> Error while performing persistence operation <<

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0C000000		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> NO_FONT_ASSIGNED << >> While drawing a part of a franking image it was detected that there is no font assigned to the part <<
0C000001		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> EMPTY_FONT << >> While drawing a part of a franking image it was detected that the assigned font is empty. <<
0C000002		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> CHAR_CODE_NOT_IN_FONT << >> While drawing a part of a franking image it was detected that a required character is not part of the assigned font <<
0C000003		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> CONTENT_EXCEEDS_MAX_LENGTH << >> While updating a part of a franking image it was detected that the new content exceeds the max. length that is allowed for that part. <<
0C000004		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> CONTENT_DOES_NOT_MEET_REQUIRED_LENGTH << >> While updating a part of a franking image it was detected that the new content does not meet the required length. <<
0C000005		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> FAILED_TO_CREATE_PART << >> During creation of the franking image structures the creation of a part has failed (probably because the semantic is not supported). <<
0C000006		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> NO_FRANKING_IMAGES_CREATED << >> During creation of the franking image structures the creation of a part has failed (probably because the semantic is not supported). <<















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0C000007		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> CLICHEE_HAS_DUPLICATE_IMAGE_IDS << >> During creation of the franking image structures it was detected that there are more than one (sub-)images having the same ID. <<
0C000008		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> CONSTANT_PARTS_FONT_IS_NOT_SINGLE_CHARACTER << >> During creation of a constant part it was detected that the font does not contain a single character (either the font is empty or contains more than one character). <<
0C000009		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> IMAGE_SELECTION_NO_SUCH_IMAGE << >> An attempt to select a certain franking image failed because none with the given ID was found. <<
0C00000A		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> UPDATE_NO_SUCH_IMAGE_PART << >> An 'update content' operation for an franking image failed because there was no part with the given semantics. <<
0C00000B		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> METER_CLASSIFICATION_NOT_AVAILABLE << << >> a meter classification is currently not available; probably psd is down. <<
0C00000C		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> BAD_METER_CLASSIFICATION << >> a meter classification was delivered, which is unknown to the program. <<
0C00000D		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> UNSUPPORTED_PICPART_ATTRIBUTE << >> a picture part in the cliché has an attribute that is not supported by the current meter SW. <<
0C00000E		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> WRONG_PICPART_DIMENSIONS << >> the client dimensions of a picture part in the cliché do not match with the bitmap dimensions. <<

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0C00000F		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> STRING_DOES_NOT_MATCH_PICPART_DIMENSIONS << >> the client dimensions of a picture part in the cliché do not match with the string length. <<
0C000010		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> IMAGE_PART_POSITION_IS_OUTSIDE_IMAGE << >> The given picture part does not fit into the franking image. <<
0C000011		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> DATA_FOR_IMAGE_PART_IS_MISSING << >> The data that is required to fill an image part is missing or couldn't be allocated <<
0C000012		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> DATA_FOR_IMAGE_PART_OUT_OF_SPECIFICATION << >> The data that is required to fill an image part is not conform with the specification <<
0C000013		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> ENDORSEMENT_NOT_IN_FONT << >> While drawing a part of a franking image it was detected that a required endorsement is not part of the assigned font. <<
0C000014		Incorrect cliché data		internal information: >> FRANKING_IMPRINT_EXCEPTION << / >> FONT_CACHE_MEMORY_EXHAUSTED << >> The memory to cache characters (and endorsements and adverts) is exhausted. <<
0C100000		Incorrect cliché data		< see diagnostic message >
0C100001		Incorrect cliché data		internal information: >> PRINT_EXCEPTION << / >> BITMAP_UNKNOWN_RL_CONTROL_CODE << >> During run-length decoding an unknown run-length control code was detected. <<

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0C100002		Incorrect cliché data		internal information: >> PRINT_EXCEPTION << / >> THING_DOES_NOT_FIT_INTO_PARENT << >> During an Add operation it was detected that a printable <thing>'s client area does not fit into the parents client area. <<
0C100003		Cartridge defect		internal information: >> PRINT_EXCEPTION << / >> CARTRIDGE_PARMS_CORRUPTED << >> The cartridge parameters could not be read from the persistent memory. <<
0C100004		Cartridge defect		internal information: >> PRINT_EXCEPTION << / >> CARTRIDGE_PARMS_INVALID << >> The cartridge parameters contain invalid values (out of range). <<
0C200000		SMS invalid		internal information: >> PRINTING_ERROR << / >> SMS_VALIDATION_ERROR << >> Adding a SMS failed because it did not conform to the rules. <<
0C200001		Advert with given ID could not be found.		internal information: >> PRINTING_ERROR << / >> ADVERT_ID_NOT_FOUND << >> An advert with given id does not exist. <<
0C200002		SMS with given ID could not be found.		internal information: >> PRINTING_ERROR << / >> SMS_ID_NOT_FOUND << >> A SMS with given id does not exist. <<
0C200003		>> PRINTING_ERROR <<		internal information: >> PRINTING_ERROR << / >> CANNOT_PRINT_ADVERT << >> Selected Advert isn't printable <<
0C200004		Advert not available		Lastest used advertising is not longer available.
0C200005		SMS not available		Lastest used short message is not longer available.
0D020000		Failure in communication with data center. Please contact FP-Service.		internal information: >> REMOTESERVICE_ERROR << / >> NAK_SENT_TO_FPI << >> A FPI request was answered with a NAK message. <<

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001		Failure in communication with data center. Please contact FP-Service.		< see diagnostic message >
0D020001	00000117 00000001	low date credit problem		Perform 0-PVD to update your date credit.
0D020001	00000141 00000021	Tele Data Center currently not available.		Please try later again.
0D020001	00000142 00000041	Customer account disabled.		Please contact your local service.
0D020001	00000142 00000042	PVD exceeds customer credit.		Please chose a lower download postage value.
0D020001	00000143 00000044	Meter is locked out (temporarily)		Please call FP. Meter has to be unlocked at TDC.
0D020001	00000143 00000202	Meter not yet assigned to customer (Authorization)		Please call FP. Verify meter / customer assignment in TDC.
0D020001	00000112 00000114	FrankIt dyn. credit.		The dynamic credit of the machine is less than the requested PVD amount. (Only Germany)
0D020001	00000112 00000115	FrankIt dyn credit		The dynamic credit of the machine is less than the requested PVD amount. (only Germany)
0D020001	00000112 00000116	Frankit Error Data Base		Error in Frankit Accounting Module. The machine is locked (temporarily) (only Germany)
0D020001	00000101 00000009	TDC Error		The requested service is not registered to the system.
0D020001	00000112 00000117	Frankit Error: Security Device doesn't exist		Security Device ID doesn't exist on FRANKIT Server. Please call second level support.
0D020001	00000112 0000011C	Frankit Error (Germany)		The machine is not released by the DPAG.

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000113 00000139	Locking Error in Frankit database		Database is locked by the ppi process. Please call second level support (only Germany)
0D020001	00000102 0000000B	Communication error		error in session control. The execution of a service handler failed.
0D020001	00000117 00000001	Repository Message		Message not defined!
0D020001	00000117 00000002	Repository Message		Sequence errors!
0D020001	00000117 0000000A	Repository Message		Exception: {0}
0D020001	00000117 000003E9	Repository Message		Franking machine without serial no. {1} PSN: {2} or SD-ID: {3} specified!
0D020001	00000117 000003EC	Repository Message		Franking Machine Serial Number: {0}., PSN: {1} and SD-ID: {2} does not exist!
0D020001	00000117 000003ED	Repository Message		Session (id: {0}) for Machine Serial no. {1} PSN: {2}, SD ID: {3} started
0D020001	00000117 000003F3	Repository Message		Security Device incorrectly filled ({ 0} is not specified or impermissible) !
0D020001	00000117 000003F4	Repository Message		Security Device incorrectly filled ({ 0} is less than { 1} not allowed) !
0D020001	00000117 000003F5	Repository Message		Security Device incorrectly filled ({ 0} larger than {1} not allowed) !
0D020001	00000117 000003F6	Repository Message		Security Device { 0} already exists, and can no longer be created !
0D020001	00000117 000003F7	Repository Message		Activate installer for Security Device { 0} is not allowed!
0D020001	00000117 000003F8	Repository Message		Withdraw for Security Device { 0} is not allowed!
0D020001	00000117 000003F9	Repository Message		Security - Device-ID is not specified or inadmissible !
0D020001	00000117 000003FA	Repository Message		Security Device ID { 0} unknown !


















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 000003FB	Repository Message		Security Device ID { 0 } is not unique !
0D020001	00000117 000003FC	Repository Message		Production data (SDPROD) for Security Device ID { 0 } unknown !
0D020001	00000117 0000044C	Repository Message		Assignment of Franking Machine to Security Device (SD- ID : { 0 } PSN : { 1 }) does not exist!
0D020001	00000117 0000044D	Repository Message		Assignment of Franking Machine (ID: { 0 }) to Security Device (ID: { 1 }) does not exist!
0D020001	00000117 0000044E	Repository Message		Assignment of Franking Machine to Security Device (FMMAIN ID : { 0 } , SD ID : { 1 } PSN : { 2 }) is not enabled !
0D020001	00000117 0000044F	Repository Message		Assignment of Franking Machine to Security Device (Mail Handler ID : { 0 } , SD ID : { 1 } PSN : { 2 }) does not exist !
0D020001	00000117 00000450	Repository Message		Security Device: { 0 } or Postal Serial Number: { 1 } is not specified !
0D020001	00000117 00000451	Repository Message		Assignment of Franking Machine (Mail Handler ID { 0 }) to Security Device (SD- ID : { 1 }) does not exist!
0D020001	00000117 00000452	Repository Message		Postal Serial Number on Security Device (SD- ID : { 0 }) is not defined !
0D020001	00000117 00000453	Repository Message		Assignment of Franking Machine (ID: { 0 }) to Security Device (ID: { 1 }) is locked!
0D020001	00000117 00000454	Repository Message		For mail handler ID { 0 } is not or not a valid POSTAL_CARRIER (PROP_NO { 1 } Value { 2 }) set !
0D020001	00000117 00000455	Repository Message		Country allocation for Franking Machine (Mail Handler ID: { 0 } - { 1 }) and Security Device (SD- ID : { 2 } - { 3 }) is not unique !
0D020001	00000117 00000456	Repository Message		Software - landing variant for Franking Machine (Mail Handler ID: { 0 } - { 1 }) is not valid for the country of { 2 } !
0D020001	00000117 00000457	Repository Message		Postal Serial Number { 0 } is not in Security Device (SD- ID : { 0 }) defined!


















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
OD020001	00000117 00000458	Repository Message		Initial Postal Serial Number is for the country { 0} and the SD -type {1 } is not defined!
OD020001	00000117 00000460	Repository Message		Assignment Franking Machine (ID: { 0}) to Franking Machine -Type (Machine Group : { 1} , Machine Variant: {2 }) is not defined or wrong!
OD020001	00000117 000004B0	Repository Message		Franking Machine -Type (MDFMTYPE ID : { 0}) is not defined!
OD020001	00000117 000004B1	Repository Message		Machine Group : {0 } or Machine - Variant: { 1} is not specified !
OD020001	00000117 000004B2	Repository Message		Franking Machine -Type (Machine Group : { 0} , Machine Variant: { 1}) is not defined!
OD020001	00000117 000004B3	Repository Message		Franking Machine -Type (Machine Group : { 0} , Machine Variant: { 1}) is not unique !
OD020001	00000117 000004BA	Repository Message		Country (MDCOUNTRY ID : { 0}) is not defined!
OD020001	00000117 000004BB	Repository Message		Country (MDCOUNTRY) with land { 0} is not defined!
OD020001	00000117 000004BC	Repository Message		Language (MDLANG ID : { 0}) is not defined!
OD020001	00000117 000004C4	Repository Message		Security Device (SDMAIN ID : { 0}) is not defined!
OD020001	00000117 000004C5	Repository Message		Security Device (SDMAIN) with SD ID {0 } is not defined!
OD020001	00000117 000004C6	Repository Message		SD ID for Security Device not filled !
OD020001	00000117 000004CE	Repository Message		Franking Machine (FMMAIN ID : { 0}) is not defined!
OD020001	00000117 000004CF	Repository Message		Franking Machine (FMMAIN) with mail handler ID { 0} is not defined!
OD020001	00000117 000004D0	Repository Message		Franking Machine (FMMAIN) with mail handler ID { 0} is not unique !
OD020001	00000117 000004D1	Repository Message		Franking machine specified with no mail handler ID !















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 000004D2	Repository Message		Franking machine with mail handler id: {0 } does not exist !
0D020001	00000117 000004D3	Repository Message		Franking machine with mail handler id: { 0} already exists, and can no longer be created !
0D020001	00000117 000004D4	Repository Message		Franking machine with mail handler id: {0 } created (SD- ID { 1}) !
0D020001	00000117 000004D5	Repository Message		Franking machine with mail handler id: { 0} parameter changed (SD- ID { 1}) !
0D020001	00000117 000004D8	Repository Message		Accessories (ACCEMAIN ID : { 0}) is not defined!
0D020001	00000117 000004D9	Repository Message		Accessories (ACCEMAIN) for Franking Machine (ID: { 0}) is not defined!
0D020001	00000117 000004DA	Repository Message		Accessories (ACCEMAIN) Accessory -SN : { 0} is not defined!
0D020001	00000117 000004DB	Repository Message		Accessories (ACCEMAIN) with accessory SN: { 1} already exists, and can no longer be created !
0D020001	00000117 000004DC	Repository Message		Accessories (ACCEMAIN) Accessory -SN : { 0} is not unique !
0D020001	00000117 000004DD	Repository Message		Accessories without accessory SN specified!
0D020001	00000117 000004E2	Repository Message		Customer base (MDCUST ID : { 0}) is not defined!
0D020001	00000117 000004E3	Repository Message		Customer base (MDCUST erp_id : { 0} CUST_NO : { 1}) is not defined!
0D020001	00000117 000004EC	Repository Message		Accessories -Type (MDACCETYPE ID : { 0}) is not defined!
0D020001	00000117 000004ED	Repository Message		Accessories -Type (MDACCETYPE { 0}) is not defined!
0D020001	00000117 0000051E	Repository Message		Part Number for Franking Machine not filled !
0D020001	00000117 0000051F	Repository Message		Part Number { 0} is not defined in MDFMYPEMAT !

















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 00000520	Repository Message		MailhandlerID and IsapState.MailhandlerID must be identical!
0D020001	00000117 00000521	Repository Message		Accessory - Id and IsapStateAccessory.AccessoryId must be identical!
0D020001	00000117 00000522	Repository Message		Part Number for Accessory not filled !
0D020001	00000117 00000523	Repository Message		Part Number { 0} is not defined in MDACCETYPEMAT !
0D020001	00000117 00000524	Repository Message		GPID not defined!
0D020001	00000117 00000546	Repository Message		Material (MDREPMAT ID : { 0}) is not defined!
0D020001	00000117 00000547	Repository Message		Material no. { 0} is not defined (MDREPMAT) !
0D020001	00000117 00000578	Repository Message		Unknown Service { 0} for Franking Machine -Type (MDFMTYPE ID : { 1}) requested by the Franking Machine !
0D020001	00000117 00000579	Repository Message		Service ({ 0}) in Repository.Service.RSG not available !
0D020001	00000117 00000640	Repository Message		Material number ({ 0}) is not available !
0D020001	00000117 00000641	Repository Message		Status Item ({ 0}) is not available in the table MDPROP !
0D020001	00000117 00000642	Repository Message		Status Item ({ 0}) is for mail handler ID { 1} not available !
0D020001	00000117 00000643	Repository Message		Status Item (ID: { 0}) is not available in the table MDPROP !
0D020001	00000117 00000672	Repository Message		Variant name { 0} does not exist in table MDVARIANTNAME !
0D020001	00000117 00000673	Repository Message		Short name { 0} does not exist in table MDRELEASEGROUP !
0D020001	00000117 00000674	Repository Message		Table MDRELEASEGROUP contains no data !


















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 000006A4	Repository Message		Software assignment to SwArchiveType { 0 } { 1 } Country Variant version { 2 } does not exist !
0D020001	00000117 000006A5	Repository Message		Complete cliché assignment to Country Variant { 0 } version { 1 } does not exist !
0D020001	00000117 000006A6	Repository Message		Product table assignment to Carrier { 0 } Country Variant { 1 } version { 2 } does not exist !
0D020001	00000117 000006A8	Repository Message		Software component kits to Machinery Type { 0 } - { 1 } and { 2 } states variant is not available!
0D020001	00000117 000006A9	Repository Message		Software set to component set for machine type { 0 } - { 1 } and { 2 } states variant is not available!
0D020001	00000117 000006AA	Repository Message		Product Table Set to component set for machine type { 0 } - { 1 } and { 2 } states variant is not available!
0D020001	00000117 000006AB	Repository Message		Complete cliché set to set of components for machine type { 0 } - { 1 } and { 2 } states variant is not available!
0D020001	00000117 000006AC	Repository Message		Text file set to set of components for machine type { 0 } - { 1 } and { 2 } states variant is not available!
0D020001	00000117 000006AD	Repository Message		There could be found no software component set for the mail handler ID { 0 } !
0D020001	00000117 000006AE	Repository Message		Software archives -Type { 0 } inadmissible !
0D020001	00000117 000006AF	Repository Message		Software-> SwArchiveType : { 0 } Variant Name: { 1 } version { 2 } !
0D020001	00000117 000006B0	Repository Message		Product Table -> Carriers : { 0 } - { 1 } Variant Name: { 2 } Version: { 3 } !
0D020001	00000117 000006B1	Repository Message		CompleteCliche -> Variant Name: { 0 } version { 1 } Date Generated: { 2 } !
0D020001	00000117 000006B2	Repository Message		Text File-> Variant Name: { 0 } CultureInfo : { 1 } version { 2 } !
0D020001	00000117 000006B3	Repository Message		Complete Cliche without Date generated specified!
0D020001	00000117 000006B4	Repository Message		Text file is specified without Culture Info!
















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
OD020001	00000117 000006B8	Repository Message		Carrier with Carrier_Id { 0 } and { 1 } Carrier_Detail in Table MDPOCA does not exist !
OD020001	00000117 000006B9	Repository Message		Software specified without version!
OD020001	00000117 000006BA	Repository Message		Software specified without or with incorrect length (size) !
OD020001	00000117 000006BB	Repository Message		ProductTableAdapter specified without version!
OD020001	00000117 000006BC	Repository Message		Specified ProductTableAdapter without or with incorrect length (size) !
OD020001	00000117 000006BD	Repository Message		Complete Cliche specified without version!
OD020001	00000117 000006BE	Repository Message		Complete Cliche without or with incorrect length (size) specified!
OD020001	00000117 000006BF	Repository Message		Text file version specified!
OD020001	00000117 000006C0	Repository Message		Text file is specified without or with incorrect length (size) !
OD020001	00000117 000006C1	Repository Message		Complete Cliche indicated without or with wrong Date Generated !
OD020001	00000117 000006C2	Repository Message		Software with id {0 } does not exist in the library { 1 } !
OD020001	00000117 000006C3	Repository Message		Product Table with id {0 } does not exist in the library { 1 } !
OD020001	00000117 000006C4	Repository Message		Complete Cliche with id {0 } does not exist in the library { 1 } !
OD020001	00000117 000006C5	Repository Message		Text file with id {0 } does not exist in the library { 1 } !
OD020001	00000117 000006C6	Repository Message		The Object Valid software sets must contain at least one set !
OD020001	00000117 000006C7	Repository Message		Error while uploading the file { 0 } to SharePoint !
OD020001	00000117 000006C8	Repository Message		VSS -Head not exist, action is not possible!


















diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 000006C9	Repository Message		Save successful. Attention is no active VSS Head for the release group { 0} !
0D020001	00000117 000006D5	Repository Message		PIN was { 0} times eingegben wrong! Validation no longer possible PIN must be re-assigned
0D020001	00000117 000006D6	Repository Message		PIN entered { 0} does not match the on SDMAIN (SD- ID : { 1}) stored PIN !
0D020001	00000117 000006D7	Repository Message		PIN to SDMAIN (SD- ID : { 0}) is not stored !
0D020001	00000117 000006D8	Repository Message		For Security Device (SD- ID : { 0}) is not set country code !
0D020001	00000117 000006D9	Repository Message		For mail handler ID { 0} is not set SW_COUNTRY_VARIANT_NAME (item ID { 1}) !
0D020001	00000117 000006DA	Repository Message		The R -pin { 0} for (CONFACTION) Record -Id: { 1} has more than 6 characters.
0D020001	00000117 000006DB	Repository Message		For the mail handler with the MH - ID {0 } No properties were assigned .
0D020001	00000117 000006DC	Repository Message		Invalid R -pin { 0} for (CONFACTION) Record -Id: { 1}.
0D020001	00000117 000006DD	Repository Message		No Contract position for the job { 0} and type { 1} were found.
0D020001	00000117 000006DE	Repository Message		The PP -pin { 0} for (CONFACTION) Record -Id: { 1} has more than 6 characters.
0D020001	00000117 000006DF	Repository Message		Invalid PP -pin { 0} for (CONFACTION) Record -Id: { 1}.
0D020001	00000117 00000708	Repository Message		Failed to download the software SW- ID : { 0} from SharePoint !
0D020001	00000117 00000709	Repository Message		Failed to download the Product Table PT- ID : { 0} from SharePoint !
0D020001	00000117 0000070A	Repository Message		Failed to download the Complete - Cliche CC- ID : { 0} from SharePoint !
0D020001	00000117 0000070B	Repository Message		Error downloading of text files TXT ID : { 0} from SharePoint !
0D020001	00000117 0000070C	Repository Message		Error in SharePoint ! Library directory {0 } does not exist .





diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 0000070D	Repository Message		Failed to download the software SW- ID : { 0} from the database !
0D020001	00000117 0000070E	Repository Message		Failed to download the Product Table PT- ID : { 0} from the database !
0D020001	00000117 0000070F	Repository Message		Failed to download the Complete - Cliche CC- ID : { 0} from the database !
0D020001	00000117 00000710	Repository Message		Error downloading of text files TXT ID : { 0} from the database !
0D020001	00000117 00000712	Repository Message		Failed to generate the Complete - Cliche archive via a web service (message : { 0} Error Number: { 1} , ErrorContent : {2 }) !
0D020001	00000117 0000071C	Repository Message		For Franking Machine (Mail Handler ID : { 0} , SD ID : { 1} PSN : {2 }) is not a valid carrier defined!
0D020001	00000117 00000726	Repository Message		IdentNumber Range - > Start Value : { 0} endValue : { 1} Validity : { 2} !
0D020001	00000117 00000727	Repository Message		Ident Number Range for Franking Machine (Mail Handler ID : { 0}) could not be generated !
0D020001	00000117 00000728	Repository Message		IdentNumber Range (MDIDENTNUMBER) for Postal Carrier { 0} is not defined!
0D020001	00000117 00000729	Repository Message		Overflow IdentNumber Range (MDIDENTNUMBER) for Postal Carrier { 0} , generation not possible!
0D020001	00000117 00000730	Repository Message		For the country (MDCOUNTRY.ID : { 0}) could not MDZIP - entry with zip code { 1} to be found !
0D020001	00000117 00000731	Repository Message		For Franking Machine (Mail Handler ID : { 0}) was found not Towndie with ZIP code { 1} and {2} Post Town !
0D020001	00000117 0000073A	Repository Message		Allocation of Machine -Type (ID: { 0}) to Security - Device -Type (ID: { 1}) does not exist!
0D020001	00000117 00004E20	Repository Message		Error while parsing the PPC data ! PPCDIAGBIN.ID : { 0} , PPCDIAGBIN.RSI_BLOB_ID : { 1} , Exception : { 2}







diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 00004E21	Repository Message		Error while parsing the PPC data ! PPCDIAGBIN.ID : { 0 } , PPCDIAGBIN.RSI_BLOB_ID : { 1 }
0D020001	00000117 00004E22	Repository Message		RSI_BLOB_ID { 0 } already exists in PPCDIAGBIN !
0D020001	00000117 00004E2A	Repository Message		Parsing the PPC data successfully ! PPCDIAGBIN.ID : { 0 } , PPCDIAGBIN.RSI_BLOB_ID : { 1 }
0D020001	00000117 00004E2B	Repository Message		No PPC data for parsing available!
0D020001	00000117 00004E2C	Repository Message		Parsing the PPC data is not performed, contain no data ! PPCDIAGBIN.ID : { 0 } , PPCDIAGBIN.RSI_BLOB_ID : { 1 }
0D020001	00000117 00004E84	Repository Message		Byte for PPC data for short ! PPCDIAGBIN.ID : { 0 } , PPCDIAGBIN.RSI_BLOB_ID : { 1 }
0D020001	00000117 00004E86	Repository Message		Byte for PPC data is shorter than the specified { 0 } { 1 } ! PPCDIAGBIN.ID : { 2 } , PPCDIAGBIN.RSI_BLOB_ID : { 3 }
0D020001	00000117 00004E85	Repository Message		Wrong Item number { 0 } for PPC data { 1 } ! PPCDIAGBIN.ID : { 2 } , PPCDIAGBIN.RSI_BLOB_ID : { 3 }
0D020001	00000117 00004E98	Repository Message		No PPC data handed over ! (RemoteDiagnosticData.RddFM is zero)
0D020001	00000117 00005014	Repository Message		No FmDiagBin data for parsing available!
0D020001	00000117 00005015	Repository Message		Error parsing FmDiagBin data ! FMDIAGBIN.ID : { 0 } , Exception : { 1 }
0D020001	00000117 00005016	Repository Message		Error parsing FmDiagBin data ! FMDIAGBIN.ID : { 0 }
0D020001	00000117 00005017	Repository Message		Failed to serialize the status items for FM ! Exception : { 0 }
0D020001	00000117 00005018	Repository Message		Failed to serialize the status items for SD ! Exception : { 0 }
0D020001	00000117 000006A7	Repository Message		Text File allocation for Country Variant { 0 } CultureInfo { 1 } version { 2 } does not exist !
0D020001	00000117 00005019	Repository Message		Error while writing the status items for FM ! Exception : { 0 }

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 0000501A	Repository Message		Error while writing the status items for SD ! Exception : { 0}
0D020001	00000117 0000501B	Repository Message		Error parsing FmDiagBin data ! FMDIAGBIN.ID : { 0} , Exception : { 1} Key : { 2} bytes: { 3}
0D020001	00000117 0000501E	Repository Message		Parsing the data FmDiagBin successfully ! FMDIAGBIN.ID : { 0}
0D020001	00000117 0000501F	Repository Message		Parsing the data FmDiagBin not performed, contain no data ! FMDIAGBIN.ID : { 0}
0D020001	00000117 00005020	Repository Message		Parsing the FmDiagBin data with errors , not all data were determined ! FMDIAGBIN.ID : { 0}
0D020001	00000117 00005078	Repository Message		No SdDiagBin data for parsing available!
0D020001	00000117 00005079	Repository Message		Error parsing SdDiagBin data ! SDDIAGBIN.ID : { 0} , Exception : { 1}
0D020001	00000117 0000507A	Repository Message		Error parsing SdDiagBin data ! SDDIAGBIN.ID : { 0}
0D020001	00000117 0000507B	Repository Message		Error parsing SdDiagBin data ! SDDIAGBIN.ID : { 0} , Exception : { 1} Key : { 2} bytes: { 3}
0D020001	00000117 00005082	Repository Message		Parsing the data SdDiagBin successfully ! SDDIAGBIN.ID : { 0}
0D020001	00000117 00005083	Repository Message		Parsing the data SdDiagBin not performed, contain no data ! SDDIAGBIN.ID : { 0}
0D020001	00000117 00005084	Repository Message		Parsing the SdDiagBin data with errors , not all data were determined ! SDDIAGBIN.ID : { 0}
0D020001	00000117 000050DC	Repository Message		No EventLogBin data for parsing available!
0D020001	00000117 000050DD	Repository Message		Error parsing EventLogBin data ! EVENTLOGBIN.ID : { 0} , Exception : { 1}
0D020001	00000117 000050DE	Repository Message		Error parsing EventLogBin data ! EVENTLOGBIN.ID : { 0}
0D020001	00000117 000050E6	Repository Message		Parsing the data EventLogBin successfully ! EVENTLOGBIN.ID : { 0}
0D020001	00000117 000050E7	Repository Message		Parsing the data EventLogBin not performed, contain no data ! EVENTLOGBIN.ID : { 0}

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
OD020001	00000117 00007531	Repository Message		With id { 0} not found ERP
OD020001	00000117 00007532	Repository Message		Sales order with the Ord_DocID {0 } could not be taken
OD020001	00000117 00007533	Repository Message		No positions or the sales order number available to sales order header with the Ord_DocID { 0} .
OD020001	00000117 00007534	Repository Message		The sales order with the Ord_DocID { 0} could not be inserted
OD020001	00000117 00007535	Repository Message		The sales order with the Ord_DocID {0 } could not be changed
OD020001	00000117 00007536	Repository Message		The sales order with the Ord_DocID { 0} can not contain any new customer order to change positions
OD020001	00000117 00007537	Repository Message		The sales order with the Ord_DocID { 0} contains positions which owns no items
OD020001	00000117 00007538	Repository Message		The material number { 0} in the ERP {1} could not be found in the Material Reference.
OD020001	00000117 00007539	Repository Message		The sales order with the Ord_DocID { 0} contains properties which were not found in the repository
OD020001	00000117 0000753A	Repository Message		The SD with the SDID { 0} was not found in the repository
OD020001	00000117 0000753B	Repository Message		The mail handler with the SN { 0} was not found in the repository
OD020001	00000117 0000753C	Repository Message		The accessories with the SN { 0} was not found in the repository
OD020001	00000117 0000753D	Repository Message		The mail handler (ID: { 0} and Sd (ID: . { 1}) - assignment existert several times this state is not valid .
OD020001	00000117 0000753E	Repository Message		The sales order with the Ord_DocID { 0} does not contain any false or serial numbers (Table IREF)
OD020001	00000117 00007919	Repository Message		The sales order with the order number { 0} could not be processed in this state.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 0000791A	Repository Message		R- Pin binding successfully : R- PIN: { 0} SD - ID : { 1}
0D020001	00000117 0000791B	Repository Message		Binding of the devices with the serial number { 0} and { 1} successfully
0D020001	00000117 0000791C	Repository Message		PSN successfully bond : SD - ID : { 0} PSN : { 1}
0D020001	00000117 0000791D	Repository Message		Mail Handler exchange successfully : MH- ID : { 0}
0D020001	00000117 0000791E	Repository Message		Action code { 0} is either not defined or implemented
0D020001	00000117 0000791F	Repository Message		The TDC - status { 0} of Sd - module {1} has been set successfully
0D020001	00000117 00007920	Repository Message		The default properties for MH (SN) : { 0} was successfully created
0D020001	00000117 00007921	Repository Message		The property {0} to the MH (SN) : { 1} has been successfully applied
0D020001	00000117 00007922	Repository Message		The sales order with the order number { 0} contains in this state, no MH or SD.
0D020001	00000117 00007923	Repository Message		The properties of the machine { 0} has been reset to send all to the status .
0D020001	00000117 00007924	Repository Message		PP -pin binding successfully : PP- PIN: { 0} SD - ID : { 1}
0D020001	00000117 0000792C	Repository Message		Error (CONFACTION) in record with id: { 0}
0D020001	00000117 0000792D	Repository Message		Default language to the country mdCountry_Id {0 } was not found
0D020001	00000117 0000792E	Repository Message		Default Carrier for land mdCountry_Id {0 } was not found
0D020001	00000117 000003E8	Repository Message		Function {0} for Franking Machine (Serial: {1} PSN: {2}, SD ID: {3}) is called.
0D020001	00000117 000003EB	Repository Message		Function {0} is called.
0D020001	00000117 000003EE	Repository Message		Function {0} for Franking Machine (Mail Handler ID: {1}) is called.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D020001	00000117 000003EF	Repository Message		Called: function {0} for Accessories ({1} Accessory-SN).
0D020001	00000117 000003F2	Repository Message		Function {0} for Security Device (SD- ID : { 1 }) is called.
0D020002		Failure in communication with data center. Please contact FP-Service.		internal information: >> REMOTESERVICE_ERROR << / >> NOT_CONNECTED << >> <<
0D020005		Failure in communication with data center. (cliche timeout)		Please Retry.
0D020006		Failure in communication with data center.		The connection test failed. Please check the settings of the connection parameters. If the problem can not be resolved, contacted the customer service center.
0D020006	08000015 500001F4	Remote Service Error - No HTTP response	 	This error represent a webpage error HTTP 500 which becomes displayed in the PostBase. The FM send a request via the Gateway server to the TDC/FPI and wait for an answer. There is no response and the TDC/FPI close down the communication for any reason (e.g. incorrect TDC/FPI parameters). At this time the Gateway server send an "Internal Server Error - No HTTP Response" to the FM. - Check the connectivity settings again - Check the TDC settings and TDC parameter availability - Please get in contact with your TDC/FPI administrator.
0D020007		Failure in communication with data center. Please Retry.		internal information: >> REMOTESERVICE_ERROR << / >> SENDING_FPIMESSAGE_TIMED_OUT << >> Timeout on send. <<
0D020008		Failure in communication with data center. Please contact FP-Service.		internal information: >> REMOTESERVICE_ERROR << / >> SENDING_FPIMESSAGE_FAILED << >> Sending failed <<
0D020009		Failure in communication with data center. Please contact FP-Service.		internal information: >> REMOTESERVICE_ERROR << / >> PARAMETER_INVALID << >> A given parameter is invalid. <<



diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0D02000A		Connection test failed. Please check your connectivity settings.		internal information: >> REMOTESERVICE_ERROR << / >> VERIFY_CONNECTION_FAILED << >> <<
0D02000B		Failure in communication with data center. Please contact FP-Service.		internal information: >> REMOTESERVICE_ERROR << / >> PROTOCOL_ERROR << >> While processing protocol an error occured. <<
0D02000F		Connection Failed.		Connection Failed. Please check your Connectivity Settings. If this error occurs more often by different systems, infrastructure (router, gateway, RSG, repository) has to be checked.
0D020010		Communication Error REMOTESERVICE_ERROR - CONNECTING_HTTPPTUNNEL_FAILED		Connection Failed. Please check your Connectivity Settings. In case of: Sub1: 01300005 Sub2: 0000003D Firewall settings incorrect
0D020011		Connection Failed. Please check your Connectivity Settings.		internal information: >> REMOTESERVICE_ERROR << / >> CONNECTING_SSL_FAILED << >> Connecting to FPI at SSL level failed. <<
0D020012		Communication failure		REMOTESERVICE_ERROR - CONNECTING_HTTPSESSION_FAILED Connection Failed. Please check your Connectivity Settings. Was the USB modem disconnected from the PostBase during an established data connection? => Re-start the FM (often in combination with 01300002= Timeout on receive)
0D020012	08000046	This error code in combination with Sub1: 08000046 appears after a withdrawn. When the power up starts first time.	 	Normally after a withdrawn the location changed (e.g. Customer place to workshop). A new setup of the communication setup is required. Maybe a new R_PIN is required too.
0D020012	08000015 000001F4	The route setup for the country is not correct.		Please get in contact with the Server/TDC admin. The route for the specific country is not correct setup in the gateway server.


diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0e00001		PSD: Internal error, the received message was not expected in the given context		Please try to perform: - run a zero rest - re -boot system Please check the value of the pieces credit in the TDC. This value could be zero!
0E000202		PSD_ERROR - PSD_MONEY_EXCEEDED		Please check remaining money in PSD.
0E000209		PSD: Internal error		<< the access to the requested service was denied >>
0E000223		Perform Teleporto operation. (0-PVD)		>> watchdog timer expired <<
0E000224		Perform Teleporto operation. (0-PVD) pieces credit overflow		>> piece credit overflow <<
0E000227		PSD: Internal error		<< service is not allowed in the current state >>
0E00022C		Unallowable date selected		>> ProcessStartAccount postage date exceeds Date Ahead Maximum <<
0E00022D		Unallowable back-dating		>> ProcessStartAccount postage date exceeds Date Back Maximum <<
0E000236		Amount too low		>> reset value less than minimum during pvd <<
0E000237		Amount too high		>> reset value greater than maximum during pvd <<
0E000242		Invalid ZIP Code for sender		>> the received ZIP code is not in its valid range (US: 0..99999) <<
0E00025A		Original requested postage download value has to be repeated. Value can not be changed		setting the amount is not allowed, with a valid pending ticket Please perform <Download Postage> with the original amount.
0E008002		PSD (no connection)		>> no connection <<
0E008003		PSD (no connection)		>> lost connection <<




diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0E010000		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_OK << >> success <<
0E010001		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_FAILED << >> generic error, further information may be available from other sources <<
0E010002		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_NO_CONNECTION_TO_PSD << >> not connected to the PSD <<
0E010003		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_PSD_COMMUNICATION_ERROR << >> error during communication with psd (e.g. error from datalink layer <<
0E010004		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_NAK_RECEIVED << >> received NAK from PSD service <<
0E010005		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_BUFFER_OVERFLOW << >> the buffer for the requested service is too small <<
0E010006		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_FPI_SEND_FAILED << >> a send to the FPI failed during a remote service <<
0E010007		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_FPI_RECEIVE_FAILED << >> a receive from the FPI failed during a remote service <<
0E010008		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_EXCEPTION_CAUGHT << >> an exception was raised and caught in the PSD <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0E010009		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_UNEXPECTED_MESSAGE << >> an unexpected message was received <<
0E01000A		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_MESSAGE_CORRUPTED << >> if the message is shorter than expected <<
0E01000B		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_UNAUTHORIZED_USER << >> a user must be logged in <<
0E01000C		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_FPI_PROXY_ERROR << >> a general FPI Error occured <<
0E01000D		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_NO_PSD_PLUGGED << >> there is no uPSD plugged (Phoenix hardware only) <<
0E01000E		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_PSD_NOT_READY << >> there is no uPSD <Ready For Communication> signal (Phoenix hardware only) <<
0E01000F		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_PSD_TIMEOUT << >> communication timeout <<
0E010010		>> PSD_PROXY_ERROR <<		internal information: >> PSD_PROXY_ERROR << / >> PSD_PROXY_POSTAL_SERIAL_NO_TOO_LONG << >> The postal serial number is longer then allowed. <<
0E020000		>> SECURITYDEVICE_ERROR <<		internal information: >> SECURITYDEVICE_ERROR << / >> PSD_IOPROXY_INIT_ERROR << >> psd io proxy initialization error <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0E020001		>> SECURITYDEVICE_ERROR <<		internal information: >> SECURITYDEVICE_ERROR << / >> FACTORY_CREATION_ERROR << >> Variant specific factory could not created <<
0E020002		external battery		Main battery is low, please replace soon!
0E020004		The maximum power on cycles of the Security Device is reached.		internal information: >> SECURITYDEVICE_ERROR << / >> SD_POWERON_CYCLES_WARNING << >> Number of power on cycles reached warning level. <<
0E020005		>> SECURITYDEVICE_ERROR <<		internal information: >> SECURITYDEVICE_ERROR << / >> HEALTH_MONITOR_INIT_ERROR << >> occurs if there is no psd plugged if healthmonitor is started <<
0E020006		>> SECURITYDEVICE_ERROR <<		internal information: >> SECURITYDEVICE_ERROR << / >> BZL_INVALID_COMBINATION_REPLY_AND_BZL << >> impossible combination <Rückantwort> and BZL <<
0E020007		>> SECURITYDEVICE_ERROR <<		internal information: >> SECURITYDEVICE_ERROR << / >> BZL_INVALID_COMBINATION_REPLY_AND_PREMADRESS << >> imposible combination <Rückantwort> AND Premium-Adress <<
0E020008		>> SECURITYDEVICE_ERROR <<		internal information: >> SECURITYDEVICE_ERROR << / >> BZL_INVALID_COMBINATION_PREMADRESS_AND_NO_ORDERMAN << >> imposible combination Premium-Adress BUT NOT order management <<
0E020009		>> SECURITYDEVICE_ERROR <<		internal information: >> SECURITYDEVICE_ERROR << / >> BZL_INVALID_UPU_LENGTH << >> invalid UPU Length <<
0E02000A		>> SECURITYDEVICE_ERROR <<		internal information: >> SECURITYDEVICE_ERROR << / >> BZL_INVALID_COUNTRY_CODE_LENGTH << >> invalid country code <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0E02000B		>> SECURITYDEVICE_ERROR <<		internal information: >> SECURITYDEVICE_ERROR << / >> BZL_INVALID_MATRIXCODE_POSTAL_DATA_ELEMENT_LENGTH << >> invalid length of postal data element <<
0E030000		Repository error (SDID)		internal information: >> REPOSITORY_ERROR << / >> SDID_UNKNOWN << >> SecuritydeviceId is unknown in Repository. <<
0E030001		Repository error (MHID)		internal information: >> REPOSITORY_ERROR << / >> MHID_UNKNOWN << >> Mailhandler Id is unknown in Repository. <<
0E030002		Repository error (MHID-SDID)		internal information: >> REPOSITORY_ERROR << / >> MHID_NOT_ASSIGNT_TO_SDID << >> Mailhandler is not assigned to SecurityDevice. <<
0E030003		Repository error (R-PIN)		The R-Pin (Repository-Pin) was entered wrong. If this happend more often, the repository has to be assigned to a new R-PIN in the repository.
0E030005		Repository error (SDID)		internal information: >> REPOSITORY_ERROR << / >> PSN_NOT_AVAILABLE << >> Postal Serialnumber not available in Repository. <<
0E030006		Repository error (Withdrawal not allowed) There is still money left in the machine R1 > 0		internal information: >> REPOSITORY_ERROR << / >> WITHDRAW_NOT_ALLOWED << >> Withdraw currently not allowed. <<
0E030007		Repository error		internal information: >> REPOSITORY_ERROR << / >> ACTIVATE_INSTALLER_NOT_ALLOWED << >> Activation of Installer is not allowed. <<
0E030008	00000002 0000000B	wrong RPIN		During withdrawal of PostBase, wrong RPIN was entered. Please contact your FP-service to get a new RPIN. New RPIN can be generated by Navision.

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0E030008	00000000 0000000B	wrong RPIN		During installation of the PostBase, wrong RPIN was entered. Please contact your FP-service to get a new RPIN. New RPIN can be generated by Navision.
0E030009		Repository error		internal information: >> REPOSITORY_ERROR << / >> COUNTRY_CODE_MISMATCH << >> The country code given by repository do not match the local one. <<
0E03000A		Repository error		internal information: >> REPOSITORY_ERROR << / >> COUNTRY_VARIANT_MISMATCH << >> The country variant given by repository do not match the local one. <<
0E03000B		Repository error		internal information: >> REPOSITORY_ERROR << / >> NO_PAIRING_RESULT_AVAILABLE << >> There is no pairing result available <<
0E03000C		Repository error		internal information: >> REPOSITORY_ERROR << / >> SDCOUNTRYCODE_NOT_AVAILABLE << >> SdCountryCode not available in Repository. <<
0E03000D		Repository error		internal information: >> REPOSITORY_ERROR << / >> SWVARIANTNAME_NOT_AVAILABLE << >> SwVariantName not available in Repository. <<
0E03000E		>> REPOSITORY_ERROR <<		internal information: >> REPOSITORY_ERROR << / >> INVALID_RPIN_SECOND << >> entered rpin was invalid second time <<
0E03000F		the r-pin was entered wrong more than three times .		the R-PIN is entered incorrectly three times. the R-Pin must be reset, Please contact an FP representative.
0E040000		>> FP_NET_PPP_ERROR <<		internal information: >> FP_NET_PPP_ERROR << / >> PPP_LINK_LAYER_OPEN_FAILED << >> Opening of the PPP link layer failed (LCP) <<

diagnostic code	subcode1 subcode2	diagnostic message	information	remedy
0E040002		>> FP_NET_PPP_ERROR <<		internal information: >> FP_NET_PPP_ERROR << / >> PPP_LINK_LAYER_IP4_OPEN_FAILED << >> Opening of the IPCP IPv4 protocol failed (IPCP) <<
0E040003		>> FP_NET_PPP_ERROR <<		internal information: >> FP_NET_PPP_ERROR << / >> PPP_LINK_LAYER_IP6_OPEN_FAILED << >> Opening of the IPCP IPv6 protocol failed (IPV6CP) <<
0E040004		Error while establishing PPP connection		Error during establishing PPP connection with external modem. AUTHENTICATION_FAILED Check cable PostBase => USB-modem => Phone Line Please restart PostBase and try again.
0E040005		FP_NET_PPP_ERROR - MODEM_DIALUP_FAILED -		FP_NET_PPP_ERROR - MODEM_DIALUP_FAILED -
0E040006		>> FP_NET_PPP_ERROR <<		internal information: >> FP_NET_PPP_ERROR << / >> MODEM_LINE_BUSY << >> Line busy <<
0E040007		ERROR_MODEM_LINE_NO_CARRIER		No carrier signal detected. Please check the rmodem settings. and telephone numbers. Make sure USB Modem is selected.
0E040008		>> FP_NET_PPP_ERROR <<		internal information: >> FP_NET_PPP_ERROR << / >> MODEM_LINE_NO_DIALTONE << >> No dialtone <<
0E040009		>> FP_NET_PPP_ERROR <<		internal information: >> FP_NET_PPP_ERROR << / >> MODEM_LINE_NO_ANSWER << >> No Answer <<
E-104		File can not be opened.	 	File can not be opened from SD card. Please retry or contact FP service (helpdesk).
E-105		FILE LOAD ERROR		File can not be loaded from SD card. Please exchange SD card and insert a new SD card