

## Point Device Codes

The following table includes a complete listing of results that originate from POS.

### Note

With a few exceptions, RESULT\_CODE -1 normally has TERMINATION\_STATUS field as SUCCESS. For rest of all the result codes TERMINATION\_STATUS field will be FAILURE.

RESULT_CODE	RESULT	RESPONSE_TEXT	
-1	OK	(specific to each operation)	[successful operation]. The operation compl
2	OK	TRANSACTION IN FLIGHT	
5	OK	CARD ENTRY SCREEN	
6	ERROR	CARD READ ERROR (for TAP, INSERT and SWIPE)	
7	ERROR	USE CHIP READER	
8	ERROR	CHIP ERROR, SWIPE CARD (Insert Card - Error Retry Exceeded)	
9	OK	REMOVE CARD	
10	ERROR	REDO WITHOUT CTLS	
11	ERROR	REDO WITH CTLS	
12	ERROR	PRESENT ONE CARD	
13	ERROR	APPLICATION NOT AVAILABLE	
14	ERROR	APPLICATION NOT AVAILABLE, SWIPE CARD (Empty Candidate List)	
19	FIELD_ERROR	MAC_LABEL does not exist	
40001	ERROR	Base 64 Encode ERROR	
40002	ERROR	Resp Encryption ERROR	
40006	ERROR	Decryption ERROR	
40007		MAC/MAC_LABEL not found or MAC_LABEL missing	

RESULT_CODE	RESULT	RESPONSE_TEXT	
40009		Entry code mismatch for REGISTER	
56023	INVOICE MISMATCH	Invoice mismatched when Overriding the duplicate transaction.	
56783	DUPLICATE TRANSACTION	PINPad detected the duplicate transaction and locally declined the transaction.	
59001	CANCELLED Transaction Cancelled (Engage)	Cancelled by [text] or due to [text] (59001)	Cancelled by [TIMEOUT   CUSTOMER]. T
59002	BUSY	DEVICE IS BUSY (59002)	The device is currently processing another r
59003	BUSY	SESSION in progress (59003)	The device has a current SESSION open and
59004	ERROR	No SESSION (59004)	Command requires a SESSION to be in prog
59005	ERROR	Unsupported operation: [operation being performed] (59005)	Operation is not supported.
59006	ERROR	[COMMAND] not supported by [DEVICE   [processor]] (59006)	Command listed is not supported by the dev
59007	ERROR	Bad Card Read (example, card swipe max exceeded) (59007) or Card Data Not Valid (example, swiping a 'debit only' card for a credit card return transaction)(59007)	MSR or Contactless reader on the device wa
59008	ERROR	CARD NOT VALID FOR MERCHANT	
59009	ERROR	INVALID CARD DATA	
59010	ERROR	MANUAL ENTRY NOT ALLOWED FOR THIS CARD or Invalid Card Length	
59011	ERROR	Swipe Only	
59013		Card has expired	<b>NOTE:</b> Applies to Vantiv Direct.
59014			<b>NOTE:</b> Applies to Vantiv Direct.
59020	INTERNAL_ERROR	[System error] (59020)	The device has encountered a system error.
59021	INTERNAL_ERROR	[VSP library error] (59021)	The device has encountered an error with th
59022	INTERNAL_ERROR	[device application error FA/XPI/CommSvr] (59022)	The device has encountered an error with th
59023	COMM_ERROR	Unable to connect to [URL]: [reason] (59023)	The device is unable to connect to the URL.
59024	COMM_ERROR	Connection timeout with [URL] (59024)	The connection timed out with the URL.
59025	COMM_ERROR	Connection disrupted with [URL] : [reason] (59025)	The connection was disrupted during comm

RESULT_CODE	RESULT	RESPONSE_TEXT	
59026	COMM_ERROR	Response timeout with [URL] (59026)	The host did not respond before the device's
59027	ERROR	XML Error: [error] (59027)	Incoming request from POS is not valid XM
59028	ERROR	Configuration Error: [error] (59028)	Device has a configuration error. A common
59029	ERROR	OUT OF MEMORY	Device does not have enough available RAM
59030	ERROR	DLL NOT LOADED	A service plug-in DLL did not initialize pro
59040	ERROR	MAC mismatch or PIN mismatch (59040)	Device compared the field with an expected
59041	FIELD_ERROR	Invalid combination: [field1], [field2] (59041)	This error occurs when the intent of the POS the command should be an offline transaction
59042	FIELD_ERROR	[field] is required (59042)	The field listed is required for the request.
59043	ERROR	May specify error with SAF REMOVE.	May specify error with SAF REMOVE.
59044	FIELD_ERROR	[field] already exists (59044)	The field's value should be unique but is no
59045	FIELD_ERROR	[field] does not exist (59045)	The field's unique value does not have a cor
59046	FIELD_ERROR	[value] not a valid value for [field] (59046)	The field has an invalid value. If the value is
59047	FIELD_ERROR	[numeric field] cannot be negative (59047)	The field's value cannot be a negative numb
59048	FIELD_ERROR	[numeric field] must be greater than 0 (59048)	The field's value must be greater than 0.
59049	CANCELLED	Cancelled by POS	
59050	REBOOTED	POS Initiated Reboot	
59051	FAILURE	Maximum POS connections reached (when POS sends REGISTER command)	POS Registration Exceeded the Allowed M
59052	ERR_NO_UPDATES	No updates to apply when POS sends APPLYUPDATES command.	Sent as result code instead of 59005 when th

RESULT_CODE	RESULT	RESPONSE_TEXT	
			SAF record was not updated or does not exist.
59053	ERROR	SAF EDIT NOT ALLOWED/NO SAF RECORDS FOUND.	<ul style="list-style-type: none"> <li>&lt;RESPONSE&gt;  &lt;RESPONSE_TEXT&gt;SAF EDIT NOT ALLOWED/NO SAF RECORDS FOUND.  &lt;RESULT&gt;ERROR&lt;/RESULT&gt;  &lt;RESULT_CODE&gt;59053&lt;/RESULT_CODE&gt;  &lt;TERMINATION_STATUS&gt;FAILURE&lt;/TERMINATION_STATUS&gt;  &lt;COUNTER&gt;58&lt;/COUNTER&gt;  &lt;/RESPONSE&gt;</li> <li>&lt;RESPONSE&gt;  &lt;RESPONSE_TEXT&gt;NO SAF RECORDS FOUND.  &lt;RESULT&gt;ERROR&lt;/RESULT&gt;  &lt;RESULT_CODE&gt;59053&lt;/RESULT_CODE&gt;  &lt;TERMINATION_STATUS&gt;FAILURE&lt;/TERMINATION_STATUS&gt;  &lt;COUNTER&gt;59&lt;/COUNTER&gt;  &lt;/RESPONSE&gt;</li> </ul>
59063		ERR_59063_DETAIL_REPORT	
59064		ERR_59064_CLERK_REPORT	
59065		ERR_59065_CLERK_DETAIL	
59066		ERR_59066_IRS_TIP	
59067	ERROR	PINPAD Not Connected/ PINPAD DISCONNECTED	If the PIN Pad disconnects before card read.
59068	ERROR	Cancelled Due to Low Battery	When a POS command is sent to the terminal.
59069	ERROR	Confirmation Unexpected	
59070	FIELD_ERROR	Incorrect Confirmation Value	
			<p>This result code is sent back to POS based on the following:</p> <ul style="list-style-type: none"> <li>Processor IDs can be configured.</li> <li>Each Processor ID can contain a unique code: CALLFORAUTHPROCESSORID <ul style="list-style-type: none"> <li>Example for PWC- CALLFORAUTHPROCESSORID CALLFORAUTHPROCESSORID CALLFORAUTHPROCESSORID CALLFORAUTHPROCESSORID Where, SP53</li> <li>Example for PWC- CALLFORAUTHPROCESSORID CALLFORAUTHPROCESSORID CALLFORAUTHPROCESSORID CALLFORAUTHPROCESSORID Where, RCN</li> </ul> </li> </ul>
59074	DECLINED	Call for Authorization	
59076	ERROR	User Input Mismatch	This is to send back to POS in response to C

RESULT_CODE	RESULT	RESPONSE_TEXT	
59077	ERROR	DCC Not Allowed	This error code is to indicate the application
59080	ERROR	STARTUP FAILED, DEVICE LOCKED	<ul style="list-style-type: none"> <li>&lt;RESPONSE&gt; &lt;RESPONSE_TEXT&gt;STARTUP FAILED, DEVICE LOCKED&lt;/RESPONSE_TEXT&gt; &lt;RESULT&gt;ERROR&lt;/RESULT&gt; &lt;RESULT_CODE&gt;59080&lt;/RESULT_CODE&gt; &lt;TERMINATION_STATUS&gt;FAILURE&lt;/TERMINATION_STATUS&gt; &lt;/RESPONSE&gt;</li> </ul> <p>This result code indicates when CAPK upgrade failed.</p>
59081	BUSY	DEVICE IS BUSY	<ul style="list-style-type: none"> <li>&lt;RESPONSE&gt; &lt;RESPONSE_TEXT&gt;DEVICE IS BUSY&lt;/RESPONSE_TEXT&gt; &lt;RESULT&gt;BUSY&lt;/RESULT&gt; &lt;RESULT_CODE&gt;59081&lt;/RESULT_CODE&gt; &lt;TERMINATION_STATUS&gt;FAILURE&lt;/TERMINATION_STATUS&gt; &lt;COUNTER&gt;7&lt;/COUNTER&gt; &lt;/RESPONSE&gt;</li> </ul>
59082	ERROR	Duplicate [field] name found	<p>This is applicable to Multi Merchant feature.</p> <p>This result code indicates the device's reading failed.</p>
59083	ERROR	Not Ready For Payment	<ul style="list-style-type: none"> <li>&lt;RESPONSE&gt; &lt;RESPONSE_TEXT&gt;Not Ready For Payment&lt;/RESPONSE_TEXT&gt; &lt;RESULT&gt;ERROR&lt;/RESULT&gt; &lt;RESULT_CODE&gt;59083&lt;/RESULT_CODE&gt; &lt;TERMINATION_STATUS&gt;FAILURE&lt;/TERMINATION_STATUS&gt; &lt;POS_RECON&gt;25&lt;/POS_RECON&gt; &lt;COUNTER&gt;12&lt;/COUNTER&gt; &lt;/RESPONSE&gt;</li> </ul>
61001	DECLINE-REFERRAL		Sent as result code for cases such as Call for
99994	ERROR	STARTUP PROCESS RUNNING. PLEASE WAIT.	
99995	ERROR	PROCESS ENGINE IN UNKNOWN STATE	Process engine is in unknown state. Contact
99996	ERROR	PROCESS ENGINE SUSPENDED. PLEASE WAIT.	Process engine has been suspended. Contact
99997	ERROR	PROCESS ENGINE STARTING. PLEASE WAIT.	Process engine is still starting. Wait for 30 s
99998	ERROR	PROCESS CONFIGURATION LOADING. PLEASE WAIT.	Process engine is still loading its configurati

RESULT_CODE	RESULT	RESPONSE_TEXT
99999	ERROR	PROCESS ENGINE FAULTED. Process engine has terminated abnormally. C RESTART.
999995		SAF NOT ALLOWED – SAF TOTAL LIMIT EXCEEDED
999997		SAF NOT ALLOWED MAX RECORDS REACHED
999998	DECLINED	SAF NOT ALLOWED or UNABLE TO AUTHORIZE (example, Token Query response)