

This file contains a list of error texts and their associated error numbers. The error numbers are displayed **after** the error text, along with the source number, with the exception of the two shown below.

Error Message	Reason	Corrective Measures
Run Program	Firmware corruption	Switch the printer off. Then Reload the firmware.
No Program Loaded	Disconnection on communications lead, when down loading the Firmware. Sending fonts or formats, whilst booting up the printer.	Press the enter key, reset the Baud rate, reset the RTC. Press accept. Switch the printer off. Then Reload the firmware.

Example: Pressure not seen 21, 2266

This is error number **21**, on line number 2266 of the source code file. This line number is only of use to the developers, but is worth recording along with the version of firmware.

Error Number	Error Message	Reason	Corrective Measures
11	Serial port fail	Problem with hardware.	Check cables & connections, if the cables are ok replace the Processor Board.
12	SPY chip fail	1. Failure in writing to the Spy chip from the boards. 2. The Ribbon Cable could be faulty.	1 & 2. Re program or change the Spy Chip Board. If you still have the same Fault Change the Ribbon cable. (14 Days notice See note 1 page 8)
13	SPY buff fail	Wrong Version of Software.	Re program or change the Spy Chip Board. If you have the same Fault Change the Ribbon cable.
14	SPY param fail	Wrong Version of Software.	Re program or change the Spy Chip Board. If you have the same Fault Change the Ribbon cable.
15	RTC fail	Faulty real time clock.	Check the battery 3.6v. Change the Processor Board. (Contact Supplier)
16	DAS can't format	Problem with memory on processor card.	Change the Processor Board. (Contact Supplier)
17	Head overheated	1. Thermistor failed on Printhead. 2. The Ribbon cable could be faulty.	1 & 2. Change the Print Head. If you still have the same Fault Change the Ribbon cable. Then Refit the original Print head
18	Head Cold	1. Thermistor failed on Printhead. 2. The Ribbon cable could be faulty.	1 & 2. Change the Print Head. If you have the same Fault Change the Ribbon cable. Then Refit the original Print head.
19	Too fast 1	Web speed too fast for printer.	Reduce web speed.
20	Too fast 2	Web speed too fast for printer.	Reduce web Speed.
21	Pressure not seen	1. Pressure sensor Failed or dirty. 2. Frame open or Print pad missing 3. Incorrect Motor steps to the Print Pad. Occurs on Format Download & when printing. 4. Low voltage. Under 5 VDC to the Printer.	1. Clean or replace the sensor. 2. Switch the Printer off. Close the Frame or replace the Print Pad. Reboot the Printer. 3. Clear the error. Carry out some test prints. 4. Check the voltage and adjust to 5.1 volts. Fault 155 "No press confirmed" Will also be shown. Carrie out the above checks, when both faults are shown.
22	End sensor fail	The Print head has not seen the end sensor	1. Clean the Sensor or change if failed. 2. Check the ribbon cables are not fouling the guard of the Printer. Display may read as a 107S when the Printer is actually 107M.

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Error Number	Error Message	Reason	Corrective Measures
23	Serial port overrun	Problem of serial port handshake.	Check your Com Port Setting. Try new serial port cable. If this makes no difference change the Processor Boards.
24	Serial buffer overrun	Problem of serial port handshake.	Check your Com Port Setting. Try new serial port cable. If that makes no difference change the Processor Boards.
25	Start sensor too close.	The start sensor is too close to the Print head	Move the start sensor way from the Print head.
26	Sys param unknown	Requested or sent a unknown System Variable	Request or send the correct one.
27	Relay delay out of range	Problem with variable SYSRELDL	Check the setting in the Mini Terminal. Service menu no 6, menu no 3 Delay (Inhib delay)
28	Format param unknown	Format Parameters incorrectly entered in the format.	Correct the Parameters. The fault can only be created using Dos.
29	Sys string long	System Variable string has an incorrect entry. i.e. 13 months instead of 12 entered in SYSMON etc.	Correct the System Variable and resend to the Printer.
30	List type unknown	Z? Requesting a nonexistent system variable	Clear the error. Enter the correct request code.
31	Delete type unknown	Deleting an Unknown request.	Incorrect escape code used when using the delete command.
32	List file unknown	Requesting a non existent Format Font etc.	Clear the error. Request the correct Format or Font etc.
33	Delete file unknown	Deleting an Unknown Format File.	Typing error or the Format, Font etc is not in the Printer.
34	Bad line	1. Communication Lead faulty. 2. Codesoft has been Networked	1. Check the communications lead is plugged in on the Computer & Printer. Check the lead for any dry joints. 2. If not Networked, check Codesoft is not set on Network in the Advanced menu.
35	Bad Format Line	Format information Incorrect	Correct the format design.
36	Format line too long	1. Text line too long maximum of 149 character & spaces. 2. The text box used in Codesoft is larger than the required text. With no carriage return. 3. Codesoft, Word wrap has been checked. 4. Baud rate incorrect	1. Reduce the text line. 2. Reduce the text box to the size of the text length. 3. Uncheck the word wrap in Properties & Paragraph. 4. Check the Baud rate with in Codesoft.
37	Local graphic error	Problem with local graphic in a format.	Re-load format, or check graphic.
38	Graphic file missing	Format sent to the Printer with out the Graphic File. Global graphic has been deleted from the Printer.	In Codesoft Printer settings, General, Reload image at next print job should be checked. (Box ticked) Correct the Format Design & resend to the printer.
39	Too many local graphics	Too many local graphics designed with in the Format.	Reduce the number of graphics with in the Format design.
40	Too many graphics	Too many local and global graphics loaded to the Printer	Reduce the number global graphics.
41	Cant update format not selected	The Format has not been selected for Printing.	Select the format you wish to send Modified data only to.
42	Box too narrow for line width	Box design incorrect	Correct the Format design. The fault can only be created in Dos.
43	Box too low for line height	Box design incorrect	Correct the Format design. The fault can only be created in Dos.

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Error Number	Error Message	Reason	Corrective Measures
44	Line/ box too wide	Box design incorrect	Correct the Format design. The fault can only be created in Dos.
45	Rotation out of range	Incorrect Rotation set in the Format should be 0,1,2 or 3	Correct the Format with correct rotation. The fault can only be created using Dos.
46	Scale factor wrong	Graphic Scaling factor incorrect should be 0,1 or 2	Correct the Format design.
47	Bar lines overflow	Incorrect barcode design.	Correct the barcode design. The fault can only be created in Dos.
48	Bad bar style	Selected a non-supported Barcode type.	Check the type of Barcode required. The fault can only be created in Dos.
49	Bad bar width	Bar width larger than 5 or less than 2.	Bar width Maximum 5, Minimum 2. The fault can only be created in Dos.
50	Bad bar ratio	Ratio within the Barcode Format design incorrect. Available Ratios are 0 =3,1= 2.5 & 2= 2	Correct the Format design. The fault can only be created in Dos.
51	Bad bar human	Human readable is larger than 1	Human readable maximum 1 Minimum 0. The fault can only be created in Dos.
52	Bad bar csum	Check Digit value larger than 1	Check digit Maximum 1, Minimum 0. The fault can only be created in Dos.
53	Bad bar speed	Incorrect Speed flag. Should be Zero	Correct the Barcode design. The fault can only be created in Dos.
54	Bad bar data	Barcode data to many or few digits for the barcode type. Check Type of Barcode, whether numerical or Alphabetical or both.	Change the number of digits to suit the Barcode type, check the style of barcode and the data needed.
55	Graphic To Wide	Graphic too wide for the printer. Graphic file corrupted?	Resize or replace the graphic
56	X underflow	Format design is out side the Print area, on the left side of the "X" axis.	Move the Format design to be with in the Print area.
57	X overflow	Format design is out side the Print area, on the right side of the "X" axis.	Move the Format design to be with in the Print area.
58	Y underflow	Format design is out side the Print area, at the top of the page on the "Y" axis.	Move the Format design to be with in the Print area.
59	Y overflow	Format design is out side the Print area, at the bottom of the page on the "Y" axis.	Move the Format design to be with in the Print area.
60	Timeout in Binary	1. Incorrect Baud Rate Set 2. Noise on the Communication lead 3. Incorrect Network number set. (Network printers only)	1. Check the Baud Rate 2. Check the communication lead. 3. Check the Network number.
61	Timeout in format	1. Information in the Format Design, missing or incorrect 2. Network number set in the Printer. But not in Codesoft.	1. Correct the Format Design. Other error generated during the download of the format or fonts. 2. Set the Printer Network number to Zero if no Network. Then re-boot the Printer. If networked, set network number in Codesoft.

Note: - *X and Y overflows. Do not use Arial Black type font. The Codesoft WYSIWYG is incorrect when using this Font.*

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Error Number	Error Message	Reason	Corrective Measures
62	Format not found	Requested a Format not downloaded to the Printer.	Requested the wrong Format name or the Format is not Loaded to the Printer.
63	Erasing font in use	Deleting a Font when used in the current format.	Stop Printing, delete the Font. Re-select a format.
64	Reverse field wrong	Reverse image text should be 0 or 1 (not supported)	Correct the field.
65	Proportional field wrong	Incorrect Proportional field. Value = 0 or 1	Correct the value. The fault can only be created in Dos.
66	Text field overflow	Maximum Text in variable = 0 to 59	Reduce text length in variable to less than 60.
67	Text lines overflow	Too many text lines with in the designed format	Reduce the amount of Text. Maximum of 120 lines.
68	Text fields overflow	Too many text fields in the format.	Reduce text fields in format to be below 150.
69	Too many counters	Format design has too many counters maximum of 20 counter fields.	Reduce the number of counter fields with in the Format design.
70	Too many Variable	Too many variable with in the format.	Reduce the number of variables.
71	Missing Variable	The variable has not loaded with the format	Correct the format design
72	Variable out of Limit	Variable field with high and low limits	Correct the variable field. The fault can only be created in Dos.
73	Global counter too wide for field	Incorrect counter field design	Correct the counter field. Enter a Padding Character in the Counter Field. Found in "Output" Enter "0" (Zero).
74	Local counter too wide for field	Incorrect counter field design	Correct the counter field. Enter a Padding Character in the Counter Field. Found in "Output" Enter "0" (Zero).
75	Font missing	The Font required is not loaded to the Printer	Load the appropriate Font to the Printer.
76	Font size unavailable	A Bit Map Font (SFP) has been down loaded. The Format design has an incorrect point size.	Correct the Format design. Or load the Bit Map font required.
77	Font file problem	Bit map font loaded to the Printer with out a font size.	Delete the font, correct your font file then reload the font to the Printer. Enter the font size The fault can only be created using Dos File to download fonts.
78	Font code problem	Corrupted Font File.	Delete and then replace the corrupted Font.
79	Time out of range	Incorrect time form sent to the Printer. e.g. 2530	Correct the field.
80	Date out of range	Incorrect date form sent to the Printer. e.g. 321002	Correct the field.
81	Can't update variable	Variable has not been designed in the format or is missing.	Correct the format Design.
82	Global variable unknown	The Global variable has not been loaded to the Printer. Or has been deleted.	Resend the Global variable to the Printer.
83	Daysave error	Incorrect information entered in the daylight save field.	Correct the Daylight saving field.
84	Sys param out of range	Changing a System Parameter with a value out range.	Correct the parameters with in your format design The fault can only be created using Termode or Service.
85	Too Many Horizontal Steps	1. The Home offset set too high for the size of Printer. 2. The Printer has not seen the End or has sensor failed. The one to the right of the Printer.	1. Reduce the Home offset. 2. Check the sensor is clean & working. The ribbon cables are not fouling the guard of the Printer. Top line may read as a 107S when the Printer is a 107M,

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Error Number	Error Message	Reason	Corrective Measures
86	Format has no image	The Format has not been generated for the Image Memory. When other Faults have occurred.	Rectify the faults within the Format.
87	Line with no network number	Format sent to the wrong network number.	Check the Network numbers are correct.
88	Line with unwanted network number	Network number selected in Codesoft. Printer has no Network number set.	Printer settings, then Advanced. Uncheck the "Network" box. Then click OK.
89	Burn file corrupt	Bad date written in the Burn File before being compiled, or corrupted on send.	Check & correct the Burn file
90	Burn file to long	Incorrect burn file design.	Check & correct the burn file.
91	Burn duty too high	<ol style="list-style-type: none"> 1. The Burn duty in the Format has been set too high. 2. The Burn duty in Set Parameters is too high. 3. The Burn duty is close to or set on the upper limit and the room or head temperature has raised. 	<ol style="list-style-type: none"> 1. Reduce the Burn duty within the Format and resend to the Printer. Or Change with in the Mini Terminal. 1. 2 & 3. Reduce the Burn duty within Set Parameters.
92	H table overrun	Internal software error.	Report, with format to Open Date UK
93	R table overrun	Internal software error.	Report, with format to Open Date UK
94	V table overrun	Internal software error.	Report, with format to Open Date UK
95	Bad case	Internal software error.	Report, with format to Open Date UK
96	Can't write parameter update	Internal software error.	Try INEW, then report, with format to Open Date UK
97	Can't read parameter update	Internal software error.	Try INEW, then report, with format to Open Date UK
98	Bad file copy	Internal software error.	Try INEW, then report, with format to Open Date UK
99	Can't open temp FMS	Internal software error.	Try INEW, then report, with format to Open Date UK
100	Can't open parameter file	Internal software error.	Try INEW, then report, with format to Open Date UK
101	Can't open format file	Internal software error.	Try INEW, then report, with format to Open Date UK
102	Get Character fail	Internal software error.	Try INEW, then report, with format to Open Date UK
103	CM_ALLOCATE fail	Internal software error.	Try INEW, then report, with format to Open Date UK
104	FM_ALLOCATE fail	Internal software error.	Try INEW, then report, with format to Open Date UK
105	Write to read only store	Internal software error.	Try INEW, then report, with format to Open Date UK
106	Read only store missing	Internal software error.	Try INEW. Try reloading .HEX file, report, with format to Open Date UK
107	ASY_STAT bad	Internal software error.	Report, with format to Open Date UK
108	Print On Line	Printer waiting a print signal.	(No error)
109	Loading Format	Format being loaded to the image memory.	(No error)
110	Creating Image	Image being created within the image memory.	(No error)
111	Printing	Only seen when printing large formats at low speed.	(No error)

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Error Number	Error Message	Reason	Corrective Measures
112	Cassette Off	Cassette is Off. Or Possible sensor fault.	If the Cassette is on the printer, but the fault Cassette Off message appears. Check the Cassette release & the Cassette sensor.
113	Ribbon break	Burn too high, ribbon settings incorrect	Reduce the Burn. Check the ribbon settings. Check the Cassette brake arm tension.
114	Initialising	Printer Boot up sequence.	(No error)
115	Find pre print	Pre print height. Default 1mm. User selectable	Service Menu, No 3, Datum. 1 to 9mm (No error)
116	Parking	Printer Boot up sequence & after replacing the Cassette.	(No error)
117	Error	You have an error	Press the enter key, scroll down to the last fault in the list.
118	Printing paused	Operator selected Printing paused.	Deselect Paused printing
119	Count Completed	Selected number of printer counts completed.	Reset the counter field. Will occur after one print if Infinite print is not selected within Codesoft.
120	Ribbon Low	The ribbon is low, or incorrect ribbon settings	Replace the ribbon. Check the ribbon settings 50, 300 or 500mm
121	Print Off Line	No format loaded to the Printer image memory's	Select or download a format
122	Prints too close for high speed	When distance delay expired, the printer was still printing the last image.	Try decreasing, the distance from the print registration sensor to the printer.
123	Trigger whilst printing	A print signal sent to the Printer when Printing.	Try decreasing, the distance from the print registration sensor to the printer. Check the shaft encoder. (See fault 125)
124	Trigger no profile	Software error.	Try reloading the format. Report to Open Date.
125	Too many triggers	Too many Print signals sent to the Printer.	Check the Encoder for mechanical faults. Encoder drive wheel slip, mounting brackets etc. Check the electrical connections. Reduce the distance of sensor from printer.
126	Too many shift codes	Too many shift codes entered in the format design	Reduce the number of shift codes maximum of 24
127	Home offset too big	Home offset too large within the format design	Reduce the Home offset & resend the format to the Printer.
128	Bar too large	The barcode is too large for the printer to generate	Try reducing the barcode bar width
129	Can't open fixed config	Major Internal software error.	Try reloading the Firmware. Contact Open Date UK
130	Can't open new config	Major Internal software error.	Try reloading the Firmware. Contact Open Date UK
131	Failed config read	Major Internal software error.	Try reloading the Firmware. Contact Open Date UK
132	Command not supported	Major Internal software error.	Try reloading the Firmware. Contact Open Date UK
133	Can't load file	Major Internal software error.	Try reloading the Firmware. Contact Open Date UK
134	Nip Roller open	53E Nip roller is open	Close the nip roller. If you cannot clear the error check the nip roller sensor & the 5 volts.
135	Not Used.		
136	Trigger whilst Printing	A print signal sent to the printer whilst updating the variable fields.	Try decreasing, the distance from the print registration sensor to the printer. Check the shaft encoder. (See fault 125)
137	Disk Full	Too many Formats loaded to the Printer. (Printer RAM Disk)	Delete some formats from the Printer Memory.
138	SPY chip fail	Reminder Message	After 14 days the printer will stop printing. Change the print head. See note 1 Page 7

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139	Print Before image update	The Printer Image memory has not updated the variable information sent to the printer, usually from a data base (UPMODE 3)	Ensure the update is sequenced correctly.
140	Day/Month offset wrong	Day offset entered with a month offset	Correct the formats design. Remove the day offset if a month offset is required. You cannot use both types of offset at once.
141	Comm output timeout	Printer port timed out.	Clear the error. Then resend the data if required. If the Printer has locked up, Reboot the Printer.
142	Printer Locked	Variable CFRPT2 has been set to 2.	You cannot send any formats or fonts to printer when locked. Clear the error, unlock the Printer then resend the format or font.
143	IP_SMALL_BUFF TCP/IP	Internal error	Try reloading the Firmware. Contact Open Date UK
144	LOCKED	Incorrect use of CFRPT2	Correct the way you using of CFRPT2
145	Serial Line overflow	Using the "0Y" command more than once. Returns variable data to a computer, using UPMOD 4 & UPMOD 5	Correct the format design and re send too the printer.
146	Variable type unknown	Trying to create an un-recognizable variable (Not a counter or date)	Recreate the variable the correct way. Recognized by our Printers
147	Var File	Trying to use a file type variable and cannot open the File with the data	Correct the variable file and resend to the Printer
148	Comtrig invalid	Invalid field entry in the variable SYSCOMTRIG	Correct the data entered in the SYSCOMTRIG field.
149	Comtrig loop too small	The distance between the formats is too small.	Increase the distance between the Prints in SYSCOMTRIG
150	Trggers /image don't match	SYSCOMTRIG is in correct, doesn't match the formats	Correct the SYSCOMTRIG or the number of formats required for printing.
151	Using COMTRIG without SYSILEN	No Value set in SYSILEN	Send the length of the largest image to be printed. The value is in millimetres.
152	Multi Image select invalid	Valid Image memories are W0X, W1X, W2X. X being Image number	Two or more image memory numbers are the same. Correct the Image memory number. See document Multi Printing for Continuous & Intermittent Printers.
153	No image selected with SYSILEN	SYSILEN has no image memory address.	The SYSILEN has not been allocated an image memory address. (ILEN ,00,01,02 etc)
154	COHDEL to big	COHDEL is set to large in relation the Print Height & Pressure	Reduce COHDEL. Then clear the error Max value is dependent on Print head height. This is measured in steps.
155	No Press confirmed	No pressure confirmed. Internal software error.	Pressure not seen in the internal software loop when starting to print. To indicate the difference between a pressure or pressure sensor fault.
156	Bad PCX	PCX graphic error	Change or modify the graphic and resend to the printer.
157	Counter field CINIT	Counter fields not recognised after installing new firmware.	CINIT the printer then reload the fonts and formats
158	Speed to slow	Variable type MCPSSLOW is set to 1	The parent machine speed is the same as or slower then value set in MCSPEED

Error Number	Error Message	Reason	Corrective Measures
<p>5007 5008 5009 5010</p>	<p>Open Date Loading Error</p>	<p>1. Noise down the Communication Lead i.e. Sending a Format or Font when the Printer is booting up. 2. Also Booting your Computer & Printer at the same time</p>	<p>1. Do not send to the Printer when booting up. Other than Firmware. Reboot the Printer. 2. Boot the Computer Or Printer one at a time. Not both together. Disconnect the Com's Lead from the Printer and reboot the Printer.</p>
<p>5011</p>	<p>Loading Error</p>	<p>Baud rate incorrect</p>	<p>Check baud rate is same on computer and printer.</p>

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Note 1: - Spy chip fail. When this message first appears this will read **"SPY chip fail 12, 34,14"**
 This will allow the printer to run for 14 days decrementing each day to 0.
 On the 14th day the message will read **"SPY chip fail 12, 2233, 0"**

Everyday you will get an error message at approximately midday. This will happen until the fourteen days are expired, or you change the Printhead.