

Micros Troubleshooting & Error Message Guide.

This document is a list of error message codes with descriptions and suggested solutions from Micros. If you're encountering errors with a system that was already setup for gift cards, we recommend the following basic steps to start:

1. Close any/all copies of the Host Adapter that are running on the server. (Visible in the system tray near the clock on the desktop.)
2. Start the Host Adapter software again and run a gift card balance inquiry to test the system.
3. If that does not solve the problem. Test the internet connection on the Server. Make sure it can connect to us by directing the web browser to <https://www.smart-transactions.com/>
4. If that works, make sure that the IP address and port# in the SVC interface matches the values that the Host Adapter is listening on. On the 3700, this is in the msvc-sts settings in the svcConfig.cfg file. On the e7 this is the msvc-sts settings in the configurator -> interfaces screen.

Refer to the error message list below for more details on the specific error message that your 3700 or e7 system is displaying.

SVC Error and Status Messages

The following messages may display during SVC transactions. Each message listed in this section is followed by a brief explanation. A letter and number may precede the messages. The letter indicates the origin of the message:

(no letter) – POS Operations

P – SIM Script

S – SVC Server

E – Host Adapter

D – Data Center

X – External Host

POS Operations Messages

Amount entered is not valid.

This error message is a result of swiping the SVC card when prompted to enter a dollar amount while issuing, activating and reload a gift card.

Balance transfer successful

A gift card balance was transferred to another gift card.

Bind Error

The Interface Server is not running in MICROS Control Panel or the TCP Server Name in POS Configurator | Devices | Interfaces | Interface Tab is not defined correctly. The TCP Server Name should be the same name as the MICROS Server.

Cannot cancel after charge posting

This error message occurs when trying to cancel the transaction after a tender/media payment (SVC card redemption) has been posted to the check. The check must be paid in full or service totaled.

Check info amount is full

The number of info lines is not configured correctly in POS Configurator | Revenue Center | RVC Interfaces. The 'number of info lines' should be set to 16 for each revenue center that uses the SVC interface.

Interface SW not licensed

The site doesn't have a PMS/SIM code in POS Configurator | System | Licensing. This code is required for the gift card interface.

Invalid Entry

This message results from trying to issue, activate or reload a gift card with the "SVC Card" menu item class (or service charge) configured incorrectly. This might also be a result of the Issue SVC, Activate SVC or Reload SVC menu item not being linked to the "SVC Card" menu item class.

ISL error: No Check Info Area Exists

The number of info lines is not configured correctly in POS Configurator | Revenue Center | RVC Interfaces. The 'number of info lines' should be set to 16 for each revenue center that uses the SVC interface.

ISL error: No SIM File

The touchscreen buttons are not linked to the correct PMS/SIM Interface in POS Configurator | Devices | Touchscreen Designer. ISL error: No Match For Event EVENT INQ: 75
Ensure that build 4.1.0.207 patch 1 or higher is applied.

No Response To Message

This error can have several causes. Confirm that the MICROS SVC Server service has started. Then open the MICROS Control Panel and confirm that the Interface Server has started. Next, confirm that the TCP Servername is correct in POS Configurator | Devices | Interfaces. Lastly, confirm the svcServer.cfg file is located in the \\MICROS\ProfessionalServices\StoredValueCard directory or selected installation directory.

No SIM File

The workstation does not have the SIM script (pmsX.isl) file loaded in the \\micros\res\pos\etc directory. This might also be caused if the SIM script is loaded on the workstation, but has not been renamed from pmsX.isl to its proper name; for example, pms3.isl.

Receive Timeout

An Outgoing Message is not configured in POS Configurator | Devices | Interfaces. This message typically appears as soon as OPS is started. Any changes made to this form require a restart of the Interface Server in MICROS Control Panel.

Tender Required

The user tried to print or service total the guest check when processing a gift card preauthorization. The message displays only if the tender/media key is configured to require full payment after a partial tender.

Workstation PMS ID Too Large for Interface Configuration

The Number ID Digits is set to 2 instead of 9 in POS Configurator | Devices | Interfaces. Any changes made to this form require a restart of the Interface Server in MICROS Control Panel.

SVC SIM Error Messages

[P6] transaction not allowed for employee in training mode.

SVC transactions cannot be posted while the employee is in training mode.

[P7] transaction requires an open check.

This SVC transaction cannot take place outside of a guest check transaction.

[P8] Employee not authorized to execute transaction.

SIM privileges may not be set to allow this employee to perform this transaction.

[P9] transaction not allowed while filtering seats.

SVC transactions are not allowed when seats are filtered. Clear seat filtering and attempt the transaction again.

[P11] transaction not allowed while editing closed check.

The Issue, Activate, Reload, Balance Inquiry, Transfer Balance, Points Inquiry or Issue Points transactions cannot be performed while in Edit Closed Check Mode. [P12] transaction not allowed in void mode. SVC transactions cannot be performed while POS Operations is in void mode. For example, the operator pressed Void and then Issue Gift Card.

[P13] Logic Error.

The SVC SIM script has encountered an error. Please contact support.

[P14] No amount to tender. transaction not allowed.

An SVC redemption cannot be performed without a balance due on the check.

[P23] Please select within the range to...

The user entered a value outside of the expected range.

[P25] is not implemented.

The SVC function attempted is not supported, either by SVC or the host adapter.

[P26] The is not supported on the MICROS...

The SVC Interface is not supported on the installed MICROS POS product.

[P27] Unsupported version installed. is required.

The SVC Interface is not supported on the installed version of the MICROS POS product.

[P32] Error sending ACK for transaction. Trace ID is .

The SVC was unable to acknowledge the SVC transaction. This may result in an out-of-balance situation.

[P38] transaction not allowed on an open check.

The requested function is allowed only while outside of a transaction.

[P40] Host returned transaction amount of zero.

The host requested the POS to post a discount or a service charge for an amount of 0 (zero). If this happens the POS reports the error to the user and does not add a discount or service charge to the current transaction.

[P58] Timed out waiting for response from SVC Server.

The POS is unable to communicate with the SVC Server. Verify that the SVC Server is running. Verify that the TCP Server Name and TCP Port Number setting on the Interface form in POS Configurator are correct. Verify that the POS server is able to access the system listed in the TCP Server Name field (this can be done w/ the PING command).

[P61] Employee Signin required.

SVC transactions require that an employee be signed in. Placing SVC operations on screens that are not accessible unless an employee is signed in will prevent this error.

[P62] Invalid Response from Host. The ItemType is not valid.

The host adapter replied with an invalid response (i.e., the value of the ItemType element is not valid). If the problem continues the site should contact the help desk.

[P63] SIM version does not match server version....

The SIM script and the SVC service are not from the same software release. This error can occur if the software on the server is updated and the updated SIM script (svc.isl) is not updated on each hard-drive equipped workstation and the WS4 directory that resides on the MICROS Server.

[P68] exceeds maximum of x transactions allowed on a check.

The Issue Points transaction was used on a check that already has the maximum number of Issue Point transactions allowed. The MaxPointIssueTransPerCheck setting in the SvcServer.cfg file controls the maximum number of Issue Points transaction allowed on a check, as described on page 42.

[P69] transaction not supported by host.

The SVC Host does not support the requested transaction. Contact support.

[P73] Manual entry of card data not allowed.

The employee is not allowed to manually enter data for the current transaction. The rules governing

when manual account entry is allowed are controlled by the AllowManualAccountEntry, ManagerAllowManualAccountEntry and IgnorAllowManualAccountEntryRules configuration settings, as described on page 38.

[P74] transaction does not allow overtendering.

The user tried to over tender a check using an SVC redemption function when the msvc-XXXX-allow-tip-on-redeem line in the svcServer.cfg file is set to 'N'. This option must be set to 'Y' for a check to be over tendered via a gift card redemption key, as described on page 43.

[P75] Invalid configuration setting.

An invalid configuration setting was detected. The <Details> portion of the message indicates which option contains the invalid setting.

[P86] No additional amount to authorize.

Sum of prior authorizations match total due. This error occurs during a Redeem Authorization transaction if (a) the user does not specify an amount to be authorized and (b) the sum of prior authorizations on the check is greater than or equal to the total due on the check. To correct this error, enter an authorization amount prior to executing the Redeem Authorization function.

[P87] Amount entered is not valid.

The user swiped a card when prompted to enter the transaction amount.

[P88] transaction not allowed in stand-alone mode.

SVC transactions are not allowed when the POS client is in stand-alone mode.

[P89] The account number does not match the transaction being voided.

The user was reversing/voiding a transaction and entered an account number that does not have the same last four digits as account number entered for the original transaction.

[P90] transaction not allowed with CA auth in same round.

The user attempted to issue, activate or reload a gift card after a credit card authorization was been applied to the check in the same round. Service total the check and then pick it up again.

[P91] Void of multiple items is not allowed.

The user attempted to void more than one tender in a single void operation. To correct this problem only, select a single item of detail prior to pressing the 'Void' key.

[P92] Unexpected SIM Message Version. Expected and received...

There is a mismatch between the installed SIM script and the SVC Server. This error can occur if the software on the server is updated and the updated SIM script (svc.isl) is not updated on each hard-drive equipped workstation and the WS4 directory that resides on the MICROS Server.

[P94] Unable to connect to the SVC Server.

This error indicates that the SVC Server is not reachable. The problem is most likely due to an incorrect configuration. Verify configuration settings for the SVC interface.

[P95] Unexpected response from SVC Server. Received expected...

This error indicates a communication failure has occurred. Contact support if the problem persists.

SVC Server Error Messages

[S1] Invalid XML String.

This can mean that the response from the Host Adapter was invalid, but it is also sometimes displayed when no response was received from the Host Adapter. Close the Host Adapter. Make sure there is not more than one copy of the Host Adapter running. (Visible as a small two-way street icon in the system tray near the clock on the desktop.) Start the Host Adapter software again. If that has no effect, make sure that the IP address and port# in the SVC interface matches the values that the Host Adapter is listening on. On the 3700, this is in the svcConfig.cfg file. On the e7 this is in the configurator -> interfaces screen.

[S2] Unexpected response code: XXXX

[S3] Unexpected sequence number: XXXX

Each of these messages indicates that the SVC server received invalid data from a host adapter. If the problem persists, the site should contact the help desk.

[S4] Unable to connect to the SVC host-adapter

The SVC server could not connect to the host adapter. The outgoing message name in POS Configurator Interfaces definition may be incorrect. The names must match exactly, and are case sensitive. Make sure the Host Adapter running. (Visible in the system tray near the clock on the desktop.) Start the Host Adapter software again. If that has no effect, make sure that the IP address and port# in the SVC interface matches the values that the Host Adapter is listening on. On the 3700, this is in the svcConfig.cfg file. On the e7 this is in the configurator -> interfaces screen.

[S5] SVC Server timed out while processing the request

[S6] Failed while sending message to SVC host-adapter

Make sure the Host Adapter running. (Visible in the system tray near the clock on the desktop.) Start the Host Adapter software again. If that has no effect, make sure that the IP address and port# in the SVC interface matches the values that the Host Adapter is listening on. On the 3700, this is in the svcConfig.cfg file. On the e7 this is in the configurator -> interfaces screen.

[S7] Failed while reading response from SVC host-adapter

Communication errors occurred after the SVC server connected to the host adapter. The Host adapter could be taking too long to process the request. If so, adjusting the timeout settings may help eliminate this error. A temporary network error can also cause this error.

User Prompt Messages

The following prompts may be displayed during any of the SVC transactions. These prompts are in the svcMessage.en-US.Original.txt file. If the site chooses to make changes to the messages, rename this file to svcMessage.en-US.txt and then edit the desired messages. The %X in the message indicates that this value will be filled in with appropriate text by the SVC interface. This value should not be removed or modified.

ID Message

MSG1 Issue Account

MSG2 Activate Account

MSG3 Print balance chit

MSG4 Please Swipe/Enter Card Number:

MSG5 Please Enter Amount:

MSG6 transaction not allowed for employee in training mode.

MSG7 transaction requires an open check.

MSG8 Employee not authorized to execute transaction.

MSG9 transaction not allowed while filtering seats.

MSG10 Reload Account

MSG11 transaction not allowed while editing closed check.

MSG12 transaction not allowed in void mode.

MSG13 Logic Error.

MSG14 No amount to tender. transaction not allowed.

MSG15 No Beverage Entered?

MSG16 Credit Auths Exist, Abort Payment?

MSG17 Tip amount is ?

MSG18 Cashout Account

MSG19 Please press ENTER or CLEAR key
MSG20 New gift card
MSG21 Please select gift card:
MSG22 Select gift card
MSG23 Please select within the range to '%2'.
MSG24 Balance is (%2).
MSG25 is not implemented.
MSG26 The is not supported on the MICROS %2.
MSG27 Unsupported version installed. is required.
MSG28 Finalize for %2?
MSG29 Account Inquiry
MSG30 Please Swipe/Enter New Card Number:
MSG31 Please Swipe/Enter Old Card Number:
MSG32 Error sending ACK for transaction. Trace ID is
MSG33 Balance Transfer was successful.
MSG34 Please Enter Points Amount:
MSG35 Points:
MSG36 Requesting SVC text...
MSG37 Requesting SVC configuration...
MSG38 transaction not allowed on an open check.
MSG39 Transfer Balance
MSG40 Host returned transaction amount of zero.
MSG41 Please press ENTER to continue
MSG42 Issue Points
MSG43 Today's date :
MSG44 Card # ending :
MSG45 Balance : (%2)
MSG46 Amount redeemed :
MSG47 Balance :
MSG48 Check Total :
MSG49 Tip : _____
MSG50 Redeem Points
MSG51 Points Inquiry
MSG52 Guest Copy
MSG53 Merchant Copy
MSG54 Check # :
MSG55 Table # :
MSG56 Redeem Account
MSG57 Redeem Authorization
MSG58 Timed out waiting for response from SVC Server.
MSG59 Sending POS Acknowledgement...
MSG60 SVC Sending
MSG61 Employee Signin required.
MSG62 Invalid Response. The ItemType or ItemNumber '%2' is not valid.
MSG63 SIM version does not match server version '%2'.
MSG64 Please enter manual authorization code:
MSG65 Batch Issue
MSG66 Batch Activate
MSG67 Manual Redeem

MSG68 exceeds maximum of %2 transactions allowed on a check.
MSG69 transaction not supported by host.
MSG70 Authorize Total :
MSG71 Void auth ? [%2]
MSG72 Authorization :
MSG73 Manual entry of card data not allowed.
MSG74 transaction does not allow over-tendering.
MSG75 Invalid configuration setting.
MSG76 SVC Interface
MSG77 transaction was successfully reversed.
MSG78 JAN|FEB|MAR|APR|MAY|JUN|JUL|AUG|SEP|OCT|NOV|DEC
MSG79 Inquire Information
MSG80 Please Swipe/Enter First Card Number:
MSG81 Please Swipe/Enter Last Card Number:
MSG82 Yes
MSG83 No
MSG84 Enter
MSG85 Clear
MSG86 No additional amount to authorize. Sum of prior authorizations match total due.
MSG87 Amount entered is not valid.
MSG88 transaction not allowed in stand-alone mode.
MSG89 The account number does not match the transaction being voided.
MSG90 transaction not allowed with CC trans. in same round.
MSG91 Void of multiple items is not allowed.
MSG92 Unexpected SIM Message Version. Expected and received '%2'.
MSG93 Offline Redeem
MSG94 Unable to connect to the SVC Server.
MSG95 Unexpected response from SVC Server. Received expected '%2'
MSG96 ACK
MSG97 Load Settings
MSG98 Load Text
MSG99 The is not licensed.
MSG100 Exchange Rate Information
MSG101 Account currency :
MSG102 Account balance :
MSG103 Exchange rate :
MSG104 Local currency :
MSG105 Local balance :
MSG106 Actual redemption amount is less than requested amount.
MSG107 Reversal
MSG108 Please enter coupon:
MSG109 Accept Coupon
MSG110 Please select the program code:
MSG111 Program Code Selection
MSG112 [Unavailable]
MSG113 % 1 transaction not allowed on a reopened check.
MSG114 transaction not allowed without an order-type.