UTG Error Codes

This document describes Universal Transaction Gateway® (UTG®) error codes that an employee may see when the UTG is operating, and solutions the employee may take to resolve the error.

If an error code that is not in this table appears, please contact the Shift4 Payments Customer Support team at 702.597.2480, option 2.

Primary Error Code	Secondary Error Code	Short Error Message	Long Error Message	Solution
9471	0	NO RESP PINPAD	S71 Request failed no response from pinpad	There is a communication problem with the PIN pad device. Check the connection to the PIN pad device.
9501	1	TX PINPAD ERR	TX PINPAD ERROR	There are communication problems between the UTG/UTG Stub and the PIN pad device. Check the connection to the PIN pad device.
9501	2	RX PINPAD ERR	RX PINPAD ERROR	There are communication problems between the UTG/UTG Stub and the PIN pad device. Check the connection to the PIN pad device.
9501	3	TRAN Cancelled	No pin entered	The transaction was cancelled by the customer at the PIN pad device.
9501	3	No DUKPT Key	Device not seeded	The PIN pad device was not injected correctly. Contact your MSP to inject the PIN pad device.
9501	3	NO INPUT FROM CUST	No input from customer	The transaction failed because there was no input from the customer in the specified timeframe. Retry the transaction.
9551	2	CANCELLED	Transaction cancelled by user	The transaction was cancelled. No resolution.

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9551	2	NO PIN	NO PIN was entered by cardholder	Retry the transaction and have the customer enter their PIN to complete it.
9551	3	NO SIGNATURE	CANCELLED	The transaction was cancelled. No resolution.
9551	4	NO SIGNATURE	SIGNATURE NOT CAPTURED	Transaction is still approved. Obtain the customer's signature by hand.
9601	1	NO PIN	No PIN entered by customer	Retry the transaction and have the customer enter their PIN to complete it.
9775	0	NO SUPPORT	Function not supported in offline mode	Resolve connectivity issues and retry.
9776	0	IP address must be a 4Go client DEFAULT	IP address must be a 4Go client DEFAULT	The terminal needs to be configured for 4Go®. Additional information can be located in the Lighthouse Transaction Manager Help document: *4Go Technical Installation Guide*.
9833	0	UTG Offline	UTG Offline	Verify Internet connectivity and contact your ISP and Shift4 Payments if necessary.
9843	1	NEED SWIPE	PLEASE SWIPE CARD	A card swipe is required to complete the transaction. Retry the transaction with a card swipe.
9847	0	NOT ENABLED	MetaToken is Disabled. No MetaToken generated	Contact Shift4 Payments to enable this functionality.
9849	0	Database Schema Needs To Be Updated	Database Schema Needs To Be Updated	Contact Shift4 Payments.
9850	0	Entry error	Entry error	This error indicates that information required to process the transaction is missing. It can result from: • A dirty card reader. • A clerk swiping the same card multiple times. • Typographical errors on manual

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				entries. • A keyboard key that is stuck. This error can also occur when the UTG is configured for 4Go, but 4Go is not being used; or, when the UTG is not configured for 4Go, but 4Go is in use. The error usually results from an error in the configuration of the POS system, not an error in the UTG configuration. If the error occurs when the MICROS system is in use, verify and correct the configuration of the Touchscreen button selected immediately before the error occurred. Each Touchscreen button must be configured according to the instructions in the Secure Suite 4 MICROS documentation for the version of MICROS in use. If the error occurs when using an Eclipse terminal with Secure Suite 4 MICROS 3700 V3.*x*, the terminal may be configured incorrectly for 4Go. Verify and correct the Eclipse terminal configuration. After you have resolved all issues that may have caused this error, resubmit the transaction. For additional information, see Secure Suite 4 MICROS documentation for the version of MICROS in use.
9851	0	Dollar Amount Cannot Be Changed	Dollar Amount Cannot Be Changed	Contact the customer to initiate an adjustment transaction.
9852	0	Transaction Denied, Invalid Clerk	Transaction Denied, Invalid Clerk	Retry the transaction using a valid clerk ID.
9853	0	Clerk Has Been Disabled	Clerk Has Been Disabled	Contact your network administrator.
9854	0	Unknown Clerk	Unknown Clerk	Contact Shift4 Payments.

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		Function	Function	
9898	0	MAC ERROR	HOST MAC ERROR	Indicates an encryption problem has occurred. Retry the transaction.
9899	0	POS SEQ INV	POS SEQ OUT OF SYNC	Sequence number is out of sync with the processor. Retry the transaction.
9951	0	RESPONSE TIMEOUT	Timeout waiting for response across the internet	A transaction timeout at the data center or processor has occurred. Retry the transaction.
9956	0	TID NO PINPAD	Terminal <terminal number> is not configured for any PinPad	The terminal ID passed from the vendor interface is not a terminal ID configured for any PIN pad device in the UTG. Additional information can be located in the Lighthouse Transaction Manager Help document: *UTG Quick Installation Guide.* Contact Shift4 Payments if the problem persists.
9961	0	INTERNET FAILURE	Transaction timeout <location>	A transaction timeout between the location and Shift4 Payments data centers has occurred. Verify internet connectivity and contact your ISP and Shift4 Payments if necessary.
9964	0	INTERNET FAILURE	UTG Internet failure	The UTG is unable to communicate with the Shift4 Payments data center. Verify internet connectivity and contact your ISP and Shift4 Payments if necessary.
9978	0	Engine timeout Pinpad Request	PIN pad Timeout	Retry the transaction. Contact Shift4 Payments if the problem persists.
9999	000	NDC KEY EXCH FAILED	NDC Key request failed	The key exchange failed. Retry the transaction.