

# Tyro error codes

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These error codes are generated by Tyro when trying to transmit payments or claims.

Code	Description	Possible Resolutions
6	Overflow.	<p>Check your bank account details. The Merchant ID is either:</p> <ul style="list-style-type: none"><li>• Greater than 6 characters.</li><li>• Entered incorrectly.</li><li>• Missing.</li></ul>
400	Missing or invalid parameters.	<p>Possible solutions:</p> <ul style="list-style-type: none"><li>• Receipt as EFTPOS manual, not EFTPOS auto.</li><li>• Try a restart of Zedmed and the Tyro terminal.</li><li>• Check your Tyro terminal screen – it may not be finalised, which puts a block on the machine as it is in use. Hold the Corr (yellow button) down for a few seconds to reboot the terminal.</li></ul>
1002	EFTPOS auto payment could not be processed.	<p>You will not receive an option to swipe the card, and nothing will be displayed on the Tyro terminal. Contact Tyro on 1300 966 639.</p>

1015	An error occurred while processing the EFTPOS / Medicare Easyclaim request.	<p>Before attempting any resolution, confirm whether the issue exists on one workstation or all.</p> <ol style="list-style-type: none"> <li>1. Go to the server computer</li> <li>2. Open Zedmed</li> <li>3. Select Setup &gt; EFTPOS /Medicare Easyclaim &gt; Terminal Configuration <ul style="list-style-type: none"> <li>◦ If no error appears, follow Resolution 1</li> <li>◦ If an error appears, follow Resolution 2</li> </ul> </li> </ol> <p><b>Resolution 1</b></p> <p>If the error appears on workstations only, first check that there is network connectivity, and try a restart of the workstations.</p> <ol style="list-style-type: none"> <li>1. Open HCN Maintenance &gt; Configurations &gt; Live Data and ensure it is looking at the correct instance name (SERVERNAME\ESP).</li> <li>2. Open Start &gt; Run &gt; Cliconfg and add aliases to the ESP Instance.</li> <li>3. Open Regedit HKLM\Software\Health Communication Network\Configuration\01 ensure ESP server is looking at the correct instance. "server name"\ESP</li> </ol> <p><b>Resolution 2</b></p> <p><b>Workstation Specific:</b> Add an alias.</p> <ol style="list-style-type: none"> <li>1. Select Start &gt; Run.</li> <li>2. Type cliconfg, select OK.</li> <li>3. Ensure TCP/IP is enabled and named pipes.</li> <li>4. Ensure shared memory protocol is ticked.</li> <li>5. Select the alias tab. If there are already aliases there, ensure the server name is correct. If there are no aliases, add one for hcnsq107 and one for ESP.</li> </ol> <p><b>All System:</b> Try a restart of the server. Failing that, follow steps below:</p> <ol style="list-style-type: none"> <li>1. If occurring on all systems including the server, check to see if the ESP instance is running (Services SQL Server ESP).</li> <li>2. If instance is stopped, start the instance.</li> <li>3. Restart Zedmed.</li> </ol>
8000	Business rule failed. Check the internal section.	<ul style="list-style-type: none"> <li>• Check the practitioner's Provider Number is correct</li> <li>• Check that the Payee Provider Number is correct.</li> <li>• If referral, check the referring practitioner's details.</li> </ul> <p>If you are unsure which provider is causing the error, examine the eftpos.log file. This can be found under HCN maintenance - logs. This will give the provider number that is causing the error.</p>

10030	Transaction Declined.	Contact Tyro on 1300 966 639.
20010	Server adapter error.	Restart the system, including the Tyro terminal (unplug the power connection and re-plug it back in).
40010	An error has been raised in the client adapter while retrieving the report.	<ul style="list-style-type: none"> <li>• Check with Medicare that the minor id number (MPK) is registered.</li> <li>• Check the name of the store file. It must be hic.psi - any other name will generate this error.</li> <li>• Check the store location. It must have hic.psi on the end of the store location.  For example, \\server\PKI may generate the error, but locating and double-clicking on the psi file will change the location to \\server\PKI\hic.psi, and stop the error message.</li> <li>• Check version of Java running (should be 1.5 update 22).</li> </ul>