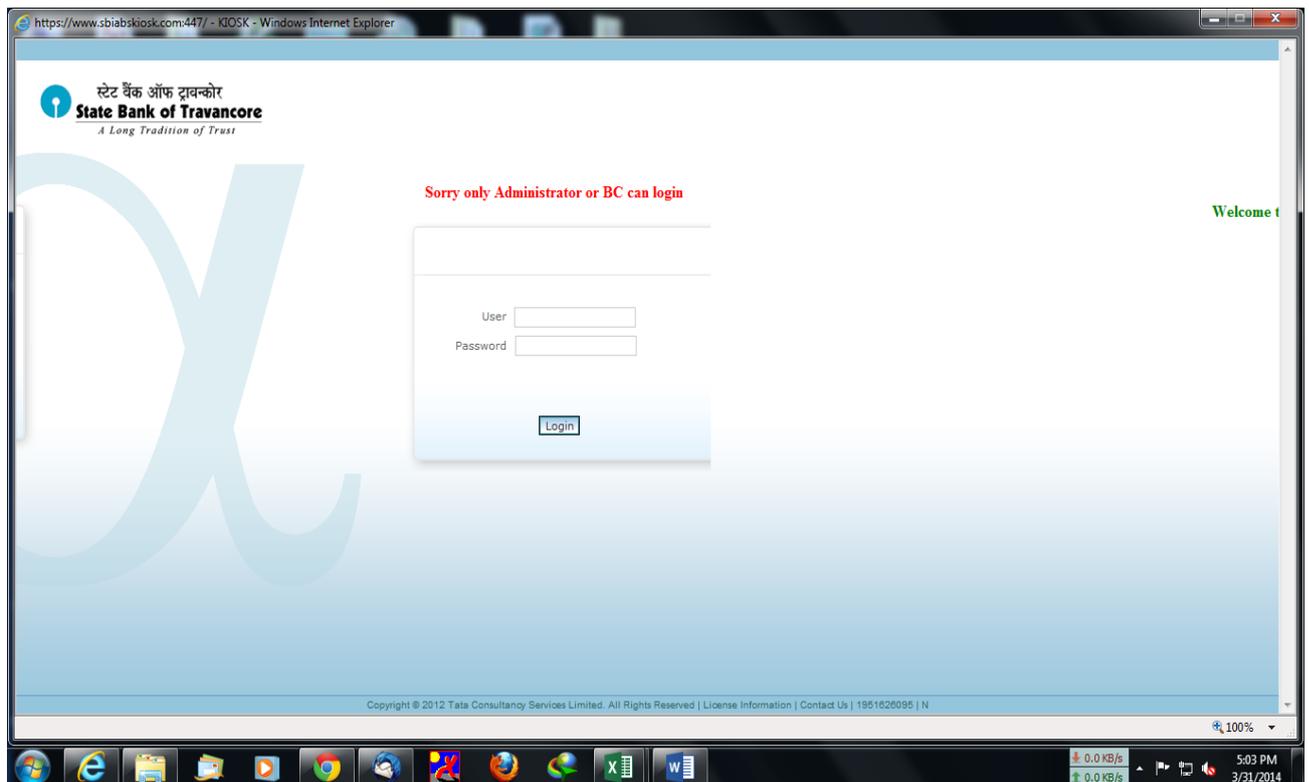


## KIOSK BANKING SOLUTION DOCUMENT:

SUB-BC CAN LOGIN WITH THE ADMIN LINK

<https://kiosk.onlinesbi.com/admin/Admin.jsp>

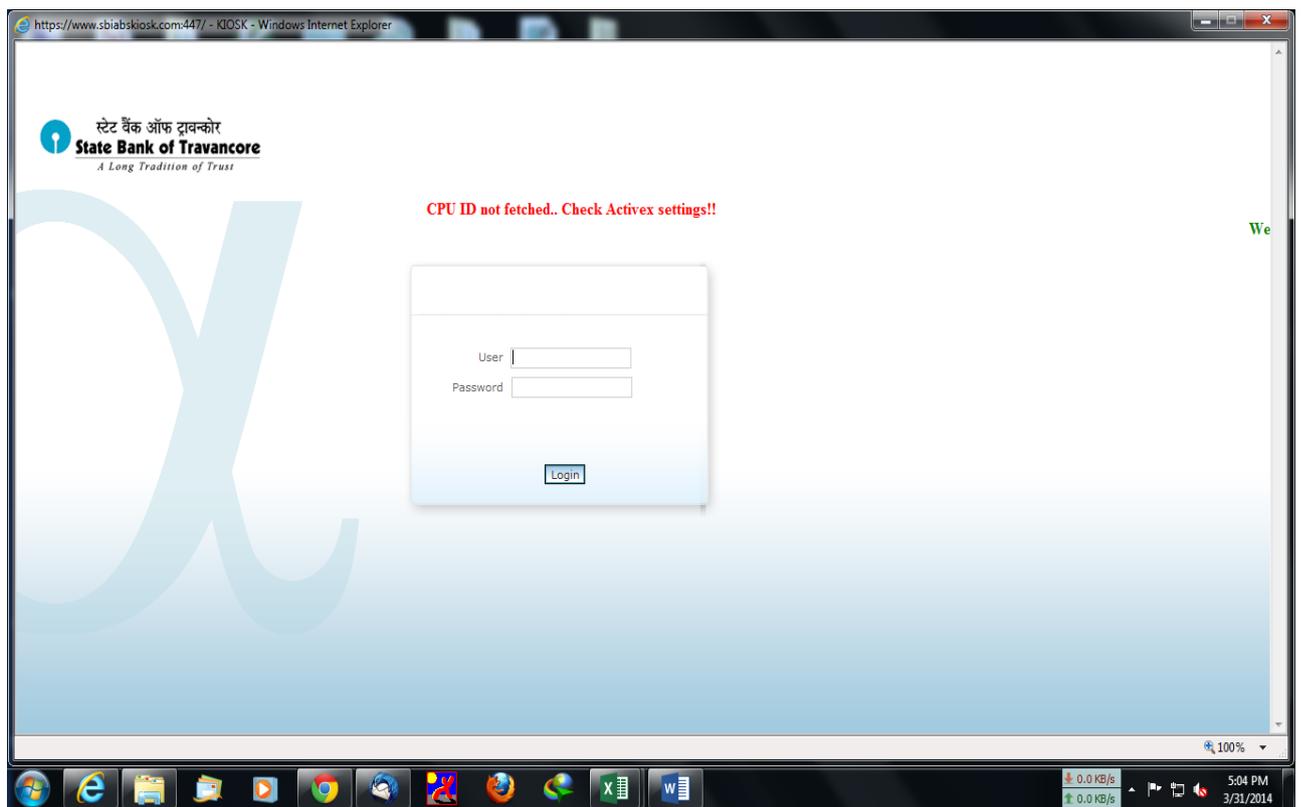
**ERROR 1 (SORRY ONLY ADMINISTRATOR OR BC CAN LOGIN)**



THIS ERROR OCCURS WHEN THE KO IS TRYING TO LOGIN USING THE ADMIN LINK I.E (<https://kiosk.onlinesbi.com/admin/Admin.jsp>)

TO SOLVE THIS ERROR KO SHOULD LOGIN WITH THE FOLLOWING LINK  
(<https://sbtkiosk.onlinesbi.com/>)

## **ERROR 2 (CPU ID NOT FETCHED. CHECK ACTIVEX SETTINGS!!)**



THIS ERROR USUALLY OCCURS DUE TO BROWSER SETTINGS.

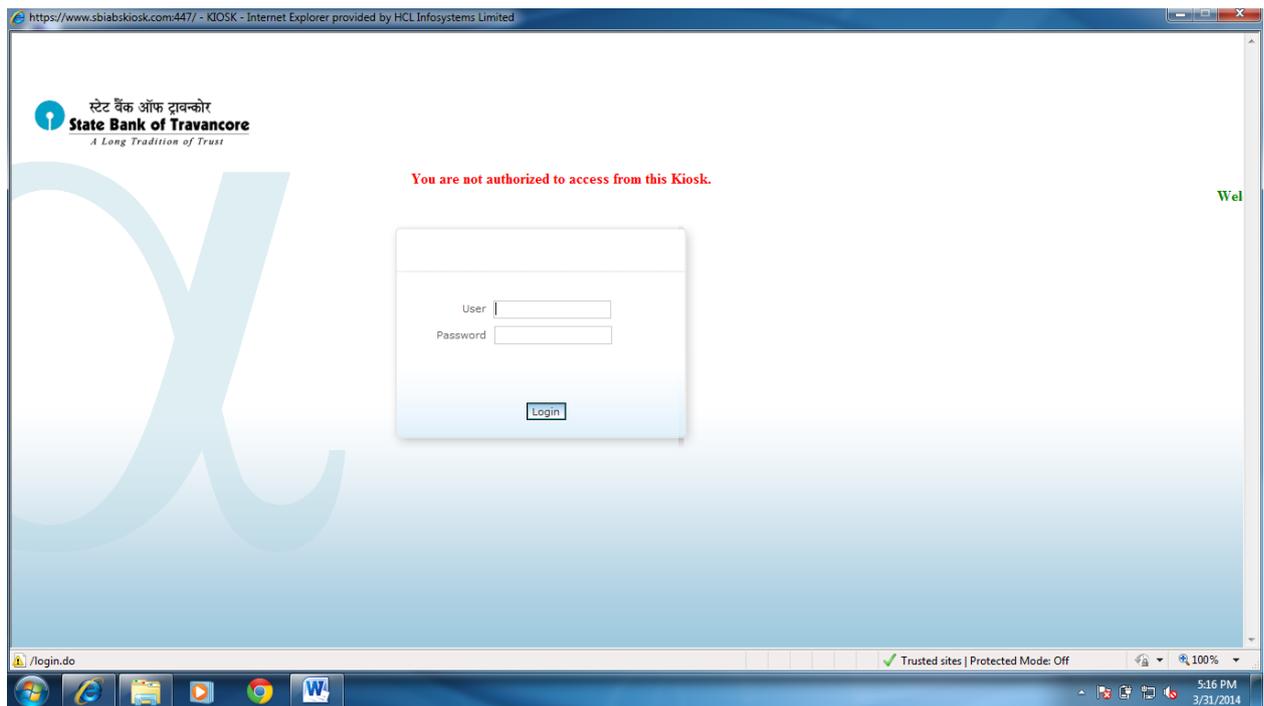
→ USE INTERNET EXPLORER ONLY (VERSION 8 PREFERRED)  
(WEBSITE WILL NOT WORK ON CHROME OR MOZILLA)

→ ADD (<https://kiosk.onlinesbi.com/>) to the trusted sites.

→ DOWNLOAD THE BROWSER SETTING FILE & RUN

([https://drive.google.com/file/d/0B7hKsX2FM\\_MoYmk1N2ExbEt3a3c/edit?usp=sharing](https://drive.google.com/file/d/0B7hKsX2FM_MoYmk1N2ExbEt3a3c/edit?usp=sharing))

## **ERROR 3 (YOU ARE NOT AUTHORIZED TO ACCESS FROM THIS KIOSK)**



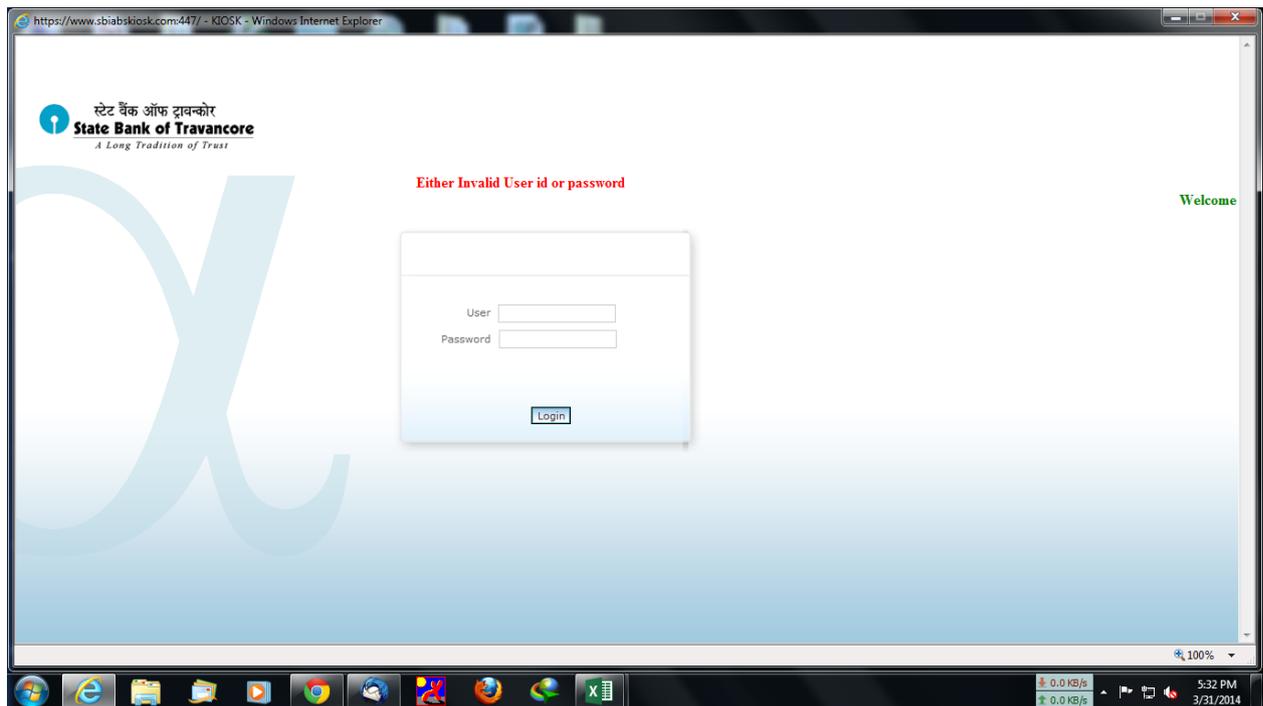
THIS ERROR OCCURS IF THE KO IS TRYING TO OPERATE KIOSK WEBSITE FROM ANOTHER MACHINE OTHER THAN THE ONE WHICH IS ALREADY CONFIGURED AT THE TIME OF KO CREATION.

TO SOLVE THIS ERROR LOGIN WITH SUB-BC ID, GOTO

- ➔ CHANNEL CONFIGURATION → KIOSK TERMINAL MAPPING
- ➔ ENTER THE KO ID AND QUERY
- ➔ ALL THE DETIAL WILL BE FETCHED
- ➔ SET THE STATUS FROM ACTIVE TO RESET AND UPDATE

NOW THE KO CAN LOGIN FROM ANY SYSTEM. AFTER LOGGIN IN THE MAC ID OF THE PARTICULAR MACHINE WILL BE REGISTERED AND HE CAN ONLY LOGIN FROM THE NEW SYSTEM.

## ERROR 4 (EITHER INVALID USER ID OR PASSWORD)



THIS ERROR GENERALLY OCCURS WHEN THE KO HAS WRONGLY ENTERED HIS USERID OR PASSWORD.

TO SOLVE THIS ERROR

- ➔ CHECK WHETHER THE CAPS LOCK IS ON OR OFF.
- ➔ ENSURE THAT KO'S ARE USING SBT URL FOR LOGIN.
- ➔ CHECK IF THE KEYBOARD IS WORKING PROPERLY.

IF THE PROBLEM STILL PERSIST RESET THE PASSWORD.

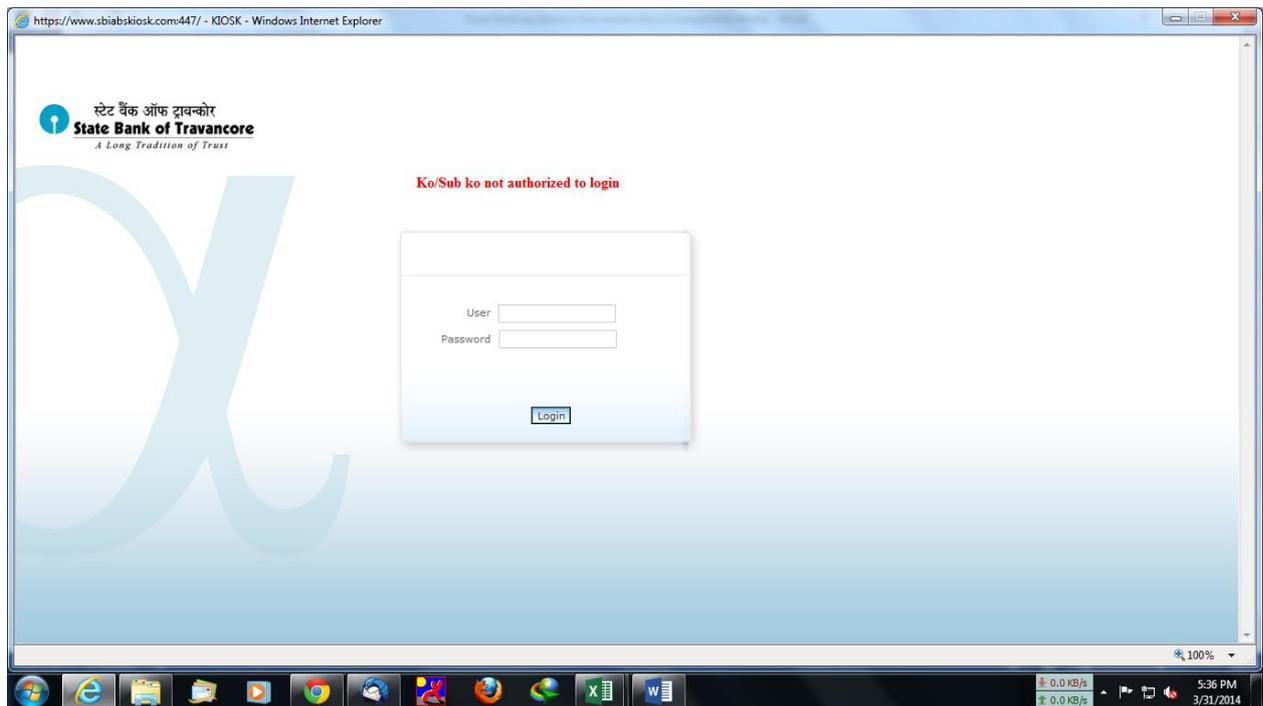
- ➔ LOGIN WITH SUB-BC
- ➔ IN USER SERVICES -> USER PIN CHANGE
- ➔ SEARCH THE KO ID SELECT THE PASSWORD THAT YOU WANT TO RESET I.E LOGIN OR TRANSACTION AND QUERY->SUBMIT.

THE KO CAN NOW LOGIN WITH THE DEFAULT PASSWORD FOR E.G

KO ID – 30040486 AND DATE OF BIRTH IS 25/05/1985 THEN

DEFAULT PASSWORD WILL BE -> 04862505

## **ERROR 5 (KO/SUB KO NOT AUTHORIZE TO LOGIN)**



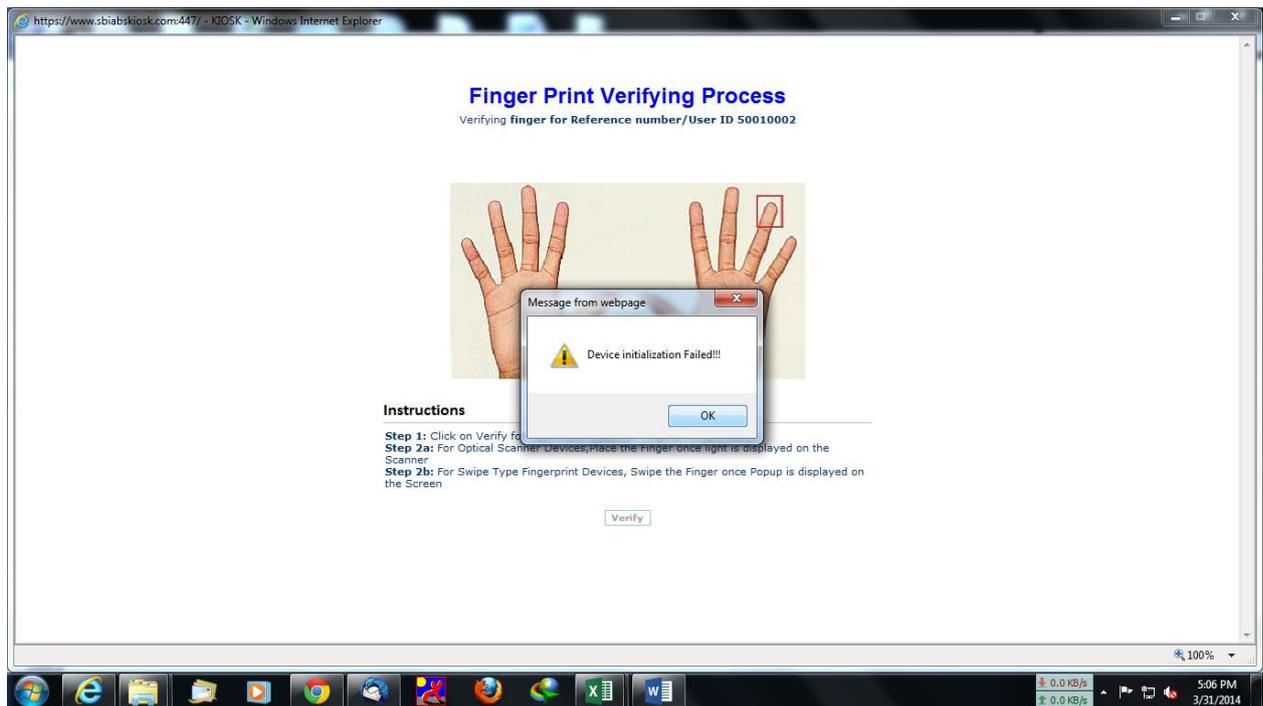
THIS ERROR OCCURS WHEN THE KO HAS AUTHORIZED SUBKO AND KO IS TRYING TO LOGIN OR VICE VERSA.

TO SOLVE THIS ERROR THE KO/SUBKO WHO IS PRESENTLY AUTHORIZED TO DO THE WORK SHOULD LOGIN AND AUTHORIZE THE PERSON WHO WANTS TO TAKE THE CHARGE.

THIS CAN BE DONE USING THE SUB-BC LOGING. GOTO USER SERVICES-> AUTHORIZE KO/SUBKO

THEN SEARCH THE KO ID, PROVIDE A VALID REASON AND AUTHORIZE.

## **ERROR 6 (DEVICE INITIALIZATION FAILED!!)**



THIS ERROR OCCURS IF THE DEVICE IS NOT PROPERLY INITIALIZED.

TO SOLVE THIS ERROR DO THE FOLLOWING THINGS:

- ➔ MAKE SURE THAT THE COGENT/MORPHO DRIVERS ARE INSTALLED AND CONNECTD PROPERLY.
- ➔ CHECK IF THE DEVICE SELECTED DURING TERMINAL CONFIGURATION AND THE ONE BEING USED IS SAME.
- ➔ DELETE ALL THE TEMPERORY FILE.
- ➔ REMOVE THE DEVICE AND TRY PLUGGIN IT IN OTHER PORT.
- ➔ REMOVE UNNECESSARY TOOLBARS FROM INTERNET EXPLORER.
- ➔ MAKE SURE THAT JAVA ADD-ON IS ENABLED.
- ➔ RUB THE FINGER ON HAIR (DRY FINGER WILL CREATE PROBLEM DURING FP CAPTURE)
- ➔ PRESS THE FINGER FIRMLY ON THE DEVICE.

### **ERROR 7 (NO FINGERPRINT CAPTURED / VERIFICATION FAILED)**

- RUB THE FINGER ON HAIR (DRY FINGER WILL CREATE PROBLEM DURING FP CAPTURE)
- PRESS THE FINGER FIRMLY ON THE DEVICE.

### **ERROR 8 (NO ACCOUNTS AVAILABLE FOR THE USER)**

- GO TO USER SERVICES → KO SETTLEMENT ACCOUNT MAPPING SEARCH KO ID THEN ENTER THE SETTLEMNET ACC NO (CURRENT ACCOUNT) THE CLICK QUERY FORM CBS -> SELEC THE ACCOUNT THEN ADD.
- (NAME/ADDRESS SHOULD NOT CONTAIN ANY SPECIAL CHARACTERS OTHER WISE YOU'LL GET THE ERROR SECURITY VOILATION UNABLE TO PROCESS YOUR REQUEST)
- IN SUCH CASE CALL THE BRANCH ASK THEM TO REMOVE ANY SPECIAL CHARACTER FROM THE NAME.

### **ERROR 9 (ENTER A VALID CITY NAME – DURING CUSTOMER CREATION)**

- PLACE THE CURSOR ON IN THE CITY NAME FILED AND GIVE SPACE BAR. AUTOMATICALLY CITY NAME WILL BE DISPLAYED IN DROP DOWN LIST. (CITY IS ACTUALLY A DISTRICT PINCODE)

### **ERROR 10 (INVALID CHECKDIGIT – DURING TRANSACTION)**

- THIS ERROR OCCURS WHEN THE ACCOUNT DETAILS ENTERED IN CBS AND THE ONE MAPPED IN FI SERVER ARE DIFFERNET. BOTH ACCOUNTS SHOUDL BE SAME.

### **ERROR 11 (RESTRICTED – DRUING TRANSACTION)**

- CONTACT THE BRANCH MANAGER AND ASK HIM/HER TO REMOVE ANY POSTING RESTRICTION (DEBIT TRANSACTION FLAG) ON THE CURRENT ACC/SETTLEMENT ACC OF THE KO.

### **ERROR 12 (DO YOU WISH TO LOAD OLD DATA IF AVAILABLE)**

- ALWAYS CLICK OK.

### **ERROR 13 (NO RECORD FOUND WHILE KO CREATION)**

- CALL FI-DEPT (0471-2192036) ASKING THEM TO ADD THE DETAIL OF THE KOS INTO CBS (AGENT CODE MAINTAINANCE)
- WE HAVE STOPPED THE INDUCTION OF NEW KO IN VIEW OF MERGER WITH SBI.

### **ERROR 14 (A SCRIPT ON THIS PAGE IS CAUSING YOUR WEB BROWSER TO RUN SLOWLY. OR DURING CUSTOMER CRATION IT TAKES A LONG TIME TO MOVE FROM ONE FIELD TO ANOTHER)**

- INSTALL THE MICROSOFT FIX

[https://drive.google.com/file/d/0B7hKsX2FM\\_MoWk1USlIMc0tBeTQ/edit?usp=sharing](https://drive.google.com/file/d/0B7hKsX2FM_MoWk1USlIMc0tBeTQ/edit?usp=sharing)

- IF THE ABOVE FIX IS NOT WORKING, CREATE A NEW ADMINISTRATOR USER. ONCE YOU LOGGIN WITH THE NEW USER DO THE BROWSER SETTING AND TRY.

[https://drive.google.com/open?id=0B7hKsX2FM\\_MoS2FUMUI2RFpDMHM](https://drive.google.com/open?id=0B7hKsX2FM_MoS2FUMUI2RFpDMHM)) – New user creation

[https://drive.google.com/open?id=0B7hKsX2FM\\_MoN3BnZXFvSTYxeEk](https://drive.google.com/open?id=0B7hKsX2FM_MoN3BnZXFvSTYxeEk)) -- Browser setting

### **ERROR 15 (NO SB ACCOUNTS LINKED FOR THE USER)**

- THIS ERROR OCCURS WHEN THE ACCOUNT BECOMES INOPERATIVE. ASK THE CUSTOMER TO MAKE A CREDIT/DEBIT AT THE BRACH AND MAKE THE ACCOUNT OPERATIVE.

### **ERROR 16 (TRANSACTION ONLY DAY ENABLED)**

- THIS ERROR OCCURS WHEN BACKEND PROMOTIONS ARE GOING ON IN THE SERVER. THIS WILL HAPPEN ONLY ON LATE SATURDAY/SUNDAY.

### **ERROR 17 (ERROR IN FINGER PRINT CAPTURE DURING AEPS TRANS)**

- REPLACE THE CERTIFICATE FILE IN C:/cert WITH THE NEW CERTIFICATE FROM THE BELOW LINK

[https://drive.google.com/open?id=0B7hKsX2FM\\_MoWkdZamFQX3djdUk](https://drive.google.com/open?id=0B7hKsX2FM_MoWkdZamFQX3djdUk)

**ERROR 18 (PAGE IS NOT MOVING FORWARD AFTER FP CAPTURE DURING AEPS TRANS)**

→ UNINSTALL ALL THE OTHER JAVA PROGRAMS AND FRESHLY INSTALL JAVA 1.7 FROM THE LINK BELOW

[https://drive.google.com/open?id=0B7hKsX2FM\\_MoRmdYY3J2Qmg1aTQ](https://drive.google.com/open?id=0B7hKsX2FM_MoRmdYY3J2Qmg1aTQ)

→ COMPLETE THE AEPS SETUP

→ SETUP MANUAL

[https://drive.google.com/open?id=0B7hKsX2FM\\_MoczZ4Z1VSLUNJes](https://drive.google.com/open?id=0B7hKsX2FM_MoczZ4Z1VSLUNJes)

→ SETUP VIDEO

[https://drive.google.com/open?id=0B7hKsX2FM\\_MoNnlZMDFQWXhVdWM](https://drive.google.com/open?id=0B7hKsX2FM_MoNnlZMDFQWXhVdWM)

**ERROR 18 (NO VALID ACCOUNT LINKED TO THE AADHAAR NUMBER)**

→ THIS ERROR OCCURS WHEN THE AADHAAR NUMBER IS LINKED MULTIPLE TIME TO EITHER THE SAME OR DIFFERENT ACCOUNT NUMBER WITH DIFFERENCE PURPOSE CODE. SUCH CUSTOMERS ARE TO BE SERVED AT BRANCH TILL A VALIDATION IS BUILT IN KIOSK.

**ERROR 19 (SOME OF YOUR TRANSACTION STATUS IS UNKNOWN. PLEASE DO TRANSACTION ENQUIRY FOR THOSE TRANSACTION AND COLSE THEM BEFORE INITIATION NEW TRANSACTIONS)**

→ UNDER SBT OTHER SERVICES → GOTO TRANSACTION ENQUIRY AND MANUALLY CLEAR THE FAILED TRANSACTION.

### **ERROR 20 (SUBKO TRIED TO LOGIN AFTER VALID UPTO DATE)**

THIS ERROR OCCURS WHEN SUB-KO VALIDITY PERIOD GIVEN DURING CREATION EXPIRES.

→ LOGIN WITH KO ID AND FOLLOW THE BELOW INSTRUCTION

GOTO SUB-KO CREATION → SEARCH/ENTER THE SUBKO → QUERY BUTTON → CHANGE THE VALID UPTO DATE → UPDATE

### **ERROR 21 (SUBKO NOT ABLE TO CRATE NEW CUSTOMER -> FINGER CAPTURE OF CUSTOMER SHOWS DUPLICATE)**

THIS HAPPENS WHEN SUB-KO FINGER PRINTS ARE NOT CAPTURED DURING CREATION.

→ LOGIN WITH KO ID AND FOLLOW THE BELOW INSTRUCTION

GOTO SUB-KO CREATION → SEARCH/ENTER THE SUBKO → FP CAPTURE BUTTON → CAPTURE FP OF SUB-KO

### **ERROR 22 (ISSUES REALTED TO VERIFONE PINPAD DEVICES)**

→ LINK FOR INSTRUCTION MANUAL IS GIVEN BELOW

[https://drive.google.com/open?id=0B7hKsX2FM\\_Moc0NVU3FobktVRjA](https://drive.google.com/open?id=0B7hKsX2FM_Moc0NVU3FobktVRjA)

### **ERROR 23 (INVALID ACC TYPE, INT CAT OR CURRENCY DURING RECURRING DEPOSIT ACCOUNT OPENING)**

RD ACC OPENING FOR 36 MONTH ONLY IS POSSIBLE.

OTHER TENURE FOR RD ACCOUNT OPENING IS NOT CONFIGURED AS OF NOW IN KIOSK.

## **AEPS TRANSACTOIN STATUS CODE**

[https://drive.google.com/open?id=0B7hKsX2FM\\_MoV1FRZzhnVTFCb2s](https://drive.google.com/open?id=0B7hKsX2FM_MoV1FRZzhnVTFCb2s)

### DECLINED CODE (52) – INVALID ACCOUNT

(THIS MEANS THE ENTERED AADHAAR NUMBER IS NOT LINKED TO THE BANK SELECTED WHILE INITIATING THE TRANSACTION. KINDLY CHECK THAT THE AADHAAR NUMBER AND BANK TOLD BY CUSTOMER IS CORRECT)

### DECLINED CODE (U3) – BIOMETRIC MISMATCH

(KINDLY DO THE BEST FINGER DETECTION (BFD) AND USE THE BEST FINGER (FINGER WHOSE NFIQ SCORE IS CLOSER TO 1) FOR PERFORMING THE TRANSACTION. RUBBING THE FINGER ON HAIR WILL HELP IN REDUCING THIS ERROR)

### DECLINED CODE (91 OR 08) – ISSUER NODE OFFILINE OR DOWN

THIS IS A TECHNICAL ERROR IN WHICH THE OTHER BANK SERVER IS UNAVAILABLE.

## **(KIOSK SOFTWARE REINSTALLATION OR SYSTEM FORMATTED)**

[https://drive.google.com/open?id=0B7hKsX2FM\\_MocEtlektwcEFzLVU](https://drive.google.com/open?id=0B7hKsX2FM_MocEtlektwcEFzLVU)

## **(KIOSK SOFTWARE LINKS)**

[https://drive.google.com/open?id=0B7hKsX2FM\\_MoeWtITW0zbExnOGs](https://drive.google.com/open?id=0B7hKsX2FM_MoeWtITW0zbExnOGs)