Pharos Release Station Errors

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The following is a list of errors that can appear on the Pharos release stations and how to resolve them.

`Logon ID may not be blank`

- This occurs when the station fails to fully read your card. Try swiping your card again, or in a different direction. The card reader will accept cards swiped in any direction or orientation.
- If your ID card is 3 or more years old, the magstripe is likely worn. Please visit the Card Office in W20-021 and inform them of the problem and they will replace your card at no charge.

`An internal server error occurred. You could not be authenticated. Unknown Card ID.`

- If you recently obtained a new ID card, it may take up to 40 minutes to become active.
- If your ID card is 3 or more years old, the magstripe is likely worn. Please visit the Card Office in W20-021 and inform them of the problem and they will replace your card at no charge.
- If you are a member of a summer program (e.g. RSI, MITES, Interphase), please check with your program coordinator to ensure that your data was sent to the TechCash office.
- If neither of the above conditions apply to you, please contact techcash@mit.edu. Be sure to include your MIT ID number and your Kerberos username.

`The user is locked on Terminal '_____'`

- You swiped your card on another station, but did not click "Exit" and so your jobs are still displayed there. The other station should log you out after 30 seconds of inactivity, but you are encouraged to always click "Exit" before stepping away from a printer.

`Billing.Balance: Balance request failed. Patron Info not found for SVC Plan 1001`

- This indicates that your card is not set up for printing, or some other error internal to the TechCash system occurred. Please visit the card office or e-mail techcash@mit.edu.

`An internal server error occured. Unable to select a printer. Printer '_____' is in error state 'Error, Job Printing,Error'`

- If the printer is currently printing a very large job, it will not yet have been cached in the printer's RAM, and you will need to either wait for the job in front of you to finish, or find another Pharos printer.
- If the printer is NOT currently printing anything, and you get this error, it may indicate an issue with the printer. Please contact icp-help@mit.edu to report this error and be sure to include the printer name, your username, and the date and time of your attempt. You can release your job at another Pharos printer.

See Also

- Pharos Printing Landing Page