

# Pharos Server internal error - Unable to retrieve balance, your account is not active

## Q: Pharos Server internal error - Unable to retrieve balance, your account is not active

When I swipe my MIT ID card at a Pharos printer, the screen shows an error that says my account is not active:

**Pharos Server internal error**

*An internal server error occurred. Unable to retrieve balance, your account is not active*

*Please contact Pharos support.*

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## Answer

The message "your account is not active" can indicate a deactivated TechCASH account (which controls Athena printing, even for printing for which there is no charge). You can inquire about your TechCASH account by sending email to [techcash@mit.edu](mailto:techcash@mit.edu).

Be sure to mention your 9-digit MIT ID number and describe the Pharos error message, to make it clear that your email is about swiping your card at the Pharos cardreaders.

## See Also

- [Pharos Printing Landing Page](#)