

Below are some Frequently Asked Questions from Orbital Merchants during integration. Many merchants find this helpful to review prior to speaking with a certification analyst.

1. I am getting invalid merchant ID error. What is causing this?

This usually happens when a customer starts testing with a live Merchant ID and they should be using the test Merchant ID. The certification analyst should have sent you the test information. Conversely when trying to do the live connectivity test you must use the live Merchant ID. Additionally, after changing the Line Handler Properties File, the system usually needs to be rebooted. For Salem merchants the same MID which is used as both the test and live accounts are setup simultaneously. However for Tampa merchants a testing MID must be used as the test account.

2. I am getting invalid transaction type when I attempt to do an auth capture (using CC.AuthCapture). What is causing this?

The MessageType tag isn't set to 'A' or 'AC' or in the case of the COM, C++ and Perl SDK's they aren't passing a value of 'AC' to overlay the default value of 'A' or they passed an invalid character all together.

3. How do I know if a transaction is approved?

By parsing tag ProcStatus=0; All other values constitute an error. Additional parse tag ApprovalStatus=1. The approval code is sent in tag AuthCode.

4. Explain how the Error Messages will present themselves.

There are 3 types of errors:

- Protocol Errors: HTTP 200 is a valid response; anything else is a protocol error.
- Gateway Errors: these messages are sent in the form of a Quick response. Parse the following tags: ProcStatus will be >0, ApprovalStatus=2, RespCode=a two digit value [see specification appendix], StatusMsg=verbal message that is associated with the RespCode value.
- Host Errors: The Host systems can respond with errors, they will be in the form of a RespCode error.

5. I see many different response elements coming back. Which one do I need to look at?

ProcStatus, ApprovalStatus, RespCode, AuthCode or HostRespCd,, AVSRespCd or HostAVSRespCd,, CVV2RespCd or HostCVV2RespCd, StatusMsg and RespMsg,

6. Why are there different response elements that mean the same thing? What does 'Host' mean in those responses? Explain the different sets of responses for approval messages, error, AVS and CVN.

The Orbital Gateway supports Paymentech's two processing platforms, also called 'Host Systems'. The Gateway responds with a Normalized Response, but also includes the 'Host' value also for those merchants that are familiar with one of the Host Systems. For most merchants using the Normalized Response would be the best programming option, unless there is an explicit need for the Host response.

7. Where can I find all the response messages?

Currently, all the response messages can be found in the XML Specification, found from the Integration Library, www.paymentech.net/download. Paymentech is working to incorporate all the responses into the SDK documentation.

8. I am getting an approval even though I am using an invalid AVS or Card Verification Number (CVN). Why is this happening?

For Visa and MasterCard the cardholder's available line of credit isn't tied to the

AVS data stored on the Issuers end or the CVN the card itself. As a result an account may be in good standing and receive an approval yet the AVS or CVN (or both) may fail.

For Amex, if the merchant is registered for CID processing (CVN), and the CID edits fail, despite the fact that the cardholder's line of card is sufficient, the transaction will be declined.

Discover will also fail a transaction for an invalid CID value.

9. **We are having an issue connecting to the Live Host. TransactionError: code=[2], http-code=[403], gateway-code[]:HTTP error response received. What is causing this?**
This occurs when a HTTP request is being sent as opposed to a HTTPS request
10. **We are having an issue connecting to the Live Host. TransactionError: code=[5], http-code=[401], gateway-code=[] : call to ::connect() failed. What is causing this?**
This occurs when your IP address has not been added into our IP Authentication System.
11. **Why am I getting this error "amount field contains non-numeric data"?**
Field contains alpha characters and/or special characters. In most cases it's due to an invalid decimal point character. A two position decimal is implied therefore only numeric values should be passed.
12. **Why am I receiving "Wrong Sub_ID_AVS_ADDRESS format" error?**
Error results when any one of the following fields being formatted incorrectly: AVSname-30A, AVSaddress1-30A, AVSaddress2-30A, AVScity-20AN, AVSstate-2A, AVSzip-10AN and AVSphonenum-14AN.
13. **Why am I receiving "20400 Invalid Request" error?**
This is an Apache server error meaning 'page cannot be displayed'. This usually indicates that Gateway services are unavailable. Once you are in production contact Gateway Support for assistance, however during testing please contact your certification analyst.
14. **How do I set a SDK to debug mode?**
For the COM, C++ and Perl SDK's the following two lines must be edited in the linehandler.properties file: Logger.eCommerce.priority=debug and Logger.engine.priority=debug
For the Java SDK, edit the linehandler.properties file to read
LineHandlerFactory.LineHandler.debug=true
Once you change the Line Handler Properties, be sure to reboot the system for the changes to take effect.