Global Iris RealAuth Response Codes

Developers Guide

August 2012

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1   About This Guide

This section outlines the purpose and aim of the guide, target audience, any source materials or terminology used, and a general document description. Please note that this document is regarded as confidential and is for developer and customer use only. It has been supplied under the conditions of your payment-processing contract.

1.1   Purpose

The purpose of this guide is to provide response codes for the Realex RealAuth service.

1.2   Audience

The target audience for this guide is software and web developers and RealControl users.

1.3   Prerequisites

In order to use this guide, you should have experience with and knowledge of the following concepts:
- Correct use of the RealAuth service, as outlined in the RealAuth Developer's Guide
- Creation and remote submission of XML messages

1.4   Related Documents

In addition to this guide, you can also refer to the following documents these are available for download from the resource centre on the following URL https://resourcecentre.globaliris.com.
- RealAuth Developer's Guide
- RealMPI Developer's Guide

2   Response Codes

The table below details the current set of result codes returned by the Global Iris system. These messages are subject to change without notice. Best practice is to treat the codes in the following manner:

Code	Description
00	Successful – the transaction has processed and you may proceed with the sale.
1xx	A failed transaction. You can treat any 1xx code as a failed transaction and inform your customer that they should either try again or try another payment method. If you wish you may provide alternate flows based on the specific codes as follows: 101 Declined by Bank – generally insufficient funds or incorrect expiry date. 102 Referral by Bank (treat as decline in automated system such as internet) 103 Card reported lost or stolen 107 Your fraud checks blocked the transaction. 1xx Other reason, rare. Treat as a decline like 101.
2xx	Error with bank systems – generally you can tell the customer to try again later. The resolution time depends on the issue.
3xx	Error with Realex Payments systems – generally you can tell the customer to try again later. The resolution time depends on the issue.
5xx	Incorrect XML message formation or content. These are either development errors, configuration errors or customer errors. There is a large list below, but in general: 508 Development issue – check the message and correct your integration. 509 Customer issue – check the message and ask the customer to confirm their payment details and try again. 5xx Configuration issue – check the message. You may need to contact Realex support to fix these issues.
666	Client deactivated – your Realex account has been suspended. Contact Realex support for further information.
Result	Message

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