

MyGate Response Codes

Version 2.2

Overview

In every message request type sent to the Transaction Pipeline a response message type will be generated by MyGate. A response message will identify the success or failure of the request. A response message will contain transaction results that identify specifically why a transaction has failed or been declined. These failed or declined reasons are classified against response codes. Linked to the response code is a Response Message and Response Description.

About Response Codes

The Response Code is a unique code linked to the failed or declined reason. Response Codes are returned in the transaction results data element.

About Response Messages

The response message is a brief message outlining the specific response code. Response Messages are returned in the transaction results data element.

About Response Descriptions

The response description is a detailed description of the response code and in some cases a resolution to fix the specific failed reason. Response Descriptions are returned in the transaction results data element.

Response Codes - detail

The response message is made up of a combination of 3 components:

System : This field describes the MyGate System that threw the exception.

Module : This field describes the Sub-System/Module that the exception came from.

Response : This is the actual response message and response description.

This message indicates that in the API System and Fraud Module threw the response. The response message and description would be 'The blacklisting service has been activated and blacklisted values were found'

Response Module Listing

Module Code	Module
010	API
011	API_Validation
012	API_Security
013	API_Processing
014	API_Consumation
015	API_dbConnection
016	API_Fraud

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Error Code	Message	Description
001	Invalid merchant UID	An incorrect merchant UID was specified.
002	Invalid application UID	An incorrect application UID was specified.
003	Invalid transaction index	An incorrect transaction index was specified.
004	Invalid Mode	An incorrect mode was specified.
005	Invalid merchant reference	An incorrect merchant reference was entered.
006	Invalid amount	An incorrect amount was entered.
007	Invalid card holder	The card holder details are invalid.
008	Invalid cvv	The cvv details are invalid.
009	Invalid expiry date	The expiry date is invalid.
010	Invalid card number	The card number is invalid.
011	Invalid input	An invalid body to the request was submitted.
012	Invalid HTTP method	An invalid HTTP method type was specified.
013	Invalid xml structure	An exception was encountered validating xml against schema.
014	Invalid ID Number	An incorrect ID number was specified.
015	Invalid refund amount	Amount specified for refund is invalid.
016	Disabled application	The Application entered is disabled.
017	Disabled merchant	The Merchant entered is disabled.
018	Unknown application	Application does not exist on the MyGate system.
019	Unknown merchant	Merchant does not exist on the MyGate system.
020	Unknown transaction index	Transaction index not found on the MyGate system.
021	Invalid card value	There was a value of the card that was not populated or was populated incorrectly.
022	Invalid interface	The interface provided was not found in the data source
023	MerchantID not associated	The merchant ID is not associated to the user making the request.
024	Application not associated to merchant	The specified merchant and application are not linked.
025	Invalid Remote Address	The Remote Address is not associated with the application used.
026	Connection error to service provider	There was an error connecting to the service provider.
027	Declined from service provider	The service provider declined the transaction.
028	Unexpected service provider response	The service provider responded with an unexpected message
029	Invalid Currency	The currency that you have entered is not valid for this application
030	Invalid CardType	The card that you have entered is not a valid type for this application
031	Encryption error	There was an issue with encryption or decryption.
032	File Parsing failed	The file being parsed was invalid.
033	Timed service exception	Unexpected timed service exception.
034	Error connecting to data source	An error was encountered while trying to connect to the data source.
035	Error reading the configuration file	An error was encountered while reading the configuration file.
036	File handling error	There was an issue when handling files
037	Data source handling error	There was an issue when interacting with the data source
038	Invalid Action	The method that you have called is not valid for this application
039	Invalid Iteration	The iteration value that was submitted is not allowed.
040	Invalid Date	The date submitted is invalid.
041	Invalid Recurring end date	The recurring end date submitted is invalid.
042	Invalid Installment	The installment submitted is invalid.
043	Request not authenticated	Please refer to the merchantUID and applicationUID submitted in the request header
044	Invalid Action Type	Please refer to the documentation for valid ActionTypeID submitted in the request header
045	Action Type not allowed	Please contact {ServiceProvider} for allowed Action Types
046	Request declined by service provider	Please contact {serviceProvider} for allowed Action Types
047	No initial status provided	No initial status provided for requested action. Please contact {mygate}
048	No successful status provided	No successful status provided for requested action. Please contact {mygate}
049	No failed status provided	No failed status provided for requested action. Please contact {mygate}
050	No declined status provided	No declined status provided for requested action. Please contact {mygate}
051	Gateway not allowed	Gateway associated to for this application is not allowed for processing via this API. Please contact {mygate}
052	Invalid Application Settings	Application Settings has not been configured correctly for this application. Please contact {mygate}
053	Card Type not found	No bin code is loaded for the provided Credit Card. Please contact {mygate}
054	Prior authentication required	Prior authentication was required against 3D Secure. Please refer to the documentation
055	Unique merchant reference required	Unique merchant reference has been enabled in the console. The merchant reference has been sent in the last 24 hours
056	Only a partial amount was approved	Only a partial amount was approved
057	No 3D Secure Authentication required	No 3D Secure Authentication required. Please continue with credit card processing
058	3D Secure Authentication failed	3D Secure Authentication failed. Credit card transaction is not allowed
059	3D Secure ECI validation failed	3D Secure ECI has not been loaded against the provided application. Please contact {mygate}
063	Fraud - Blacklisted	The blacklisting service has been activated and blacklisted values were found
064	Fraud - UCI Failed	Fraud Module UCI has been configured to fail new transactions
065	Fraud - UCI Flagged	Fraud Module UCI has been configured to flag new transactions
066	Fraud - UCI Denied	The UCI has been set to be denied
067	Fraud - UCI Failed	Fraud Module UCI has been configured to fail unapproved transactions
068	Fraud - UCI Flagged	Fraud Module UCI has been configured to flag unapproved transactions
069	Fraud - Goelocation Flagged	Fraud Module Goelocation has been configured to flag when the country codes dont match
070	Fraud - Goelocation Failed	Fraud Module Goelocation has been configured to fail when the country codes dont match
071	Fraud - Repeated Success Flagged	Fraud Module Repeated Success has been configured to flag a transaction more than the successful configured threshold
072	Fraud - Repeated Success Failed	Fraud Module Repeated Success has been configured to fail a transaction more than the successful configured threshold
073	Fraud - Repeated Fail Flagged	Fraud Module Repeated Fail has been configured to flag a transaction more than the failed configured threshold
074	Fraud - Repeated Fail Failed	Fraud Module Repeated Fail has been configured to fail a transaction more than the failed configured threshold
075	Fraud - Threshold Flagged	Fraud Module Threshold has been configured to flag a transaction more than the configured threshold
076	Fraud - Threshold Failed	Fraud Module Threshold has been configured to fail a transaction more than the configured threshold
997	Unexpected service provider error	An unexpected response was returned by the service provider.
998	Internal component lookup failed	There was an issue with and internal component lookup.
999	Unexpected system error	An unexpected system error has occurred.