Keith Rigby - PHP Developer
PayZone UK
12th Jan 2017

Frequently Asked Questions

Direct Integration Issues:

Could Not Communicate With Payment Gateway / Page Timing Out

This is can be caused by one of 3 main issues.

In the majority of cases this is down to port 4430 not being open to outgoing TCP on your server. Your server hosts should be able to open this for you.

The second cause for this can be in relation to the password being incorrect for the gateway. If you believe this is the issue then you will need to login to the MMS and reset your gateway password (see "Changing Gateway Password" under "Merchant Management System").

The Third cause can be in relation to not properly escaping special characters in the fields passed to the gateway. Ensure the CustomerName, OrderID, OrderDescription all have htmlentities() converting any symbols.

[ASP Classic Users: Please check that the DLL's are correctly installed]

Error 30 Variable Input Error

Please check that you are using the correct Gateway Details not the Merchant Management System login details. (Please see "Gateway Required Resources")

No Routes Found For [Card Type/Currency]

Your Gateway Merchant Account is not set up to accept payments using this card type and/or Currency. You must have a merchant account for the currency that you wish to accept (GBP/ USD/EUR). If you need a new route please contact online@PayZone.co.uk.

Required Gateway Resources

The details that you will require to connect the merchant account to the webshop/external system are:

- Gateway MerchantID ("first_six_letters_of_the_company_name" "hyphen" "seven_numerics" eg. TESTPS-1234567).

- Gateway Password (test accounts this is emailed to you when you confirm your email address. Live you would have set this using the link from within the Production account email when you went live).

- Port 4430 needs to be open on the merchants server.

- Payment Processor Domain needs to be PayZoneonlinepayments.com

Required tag (PaymentMessage.CardDetails.CardName) is missing

CardName has not been submitted.

Required tag (PaymentMessage.CardDetails.CardNumber) is missing

CardNumber has not been submitted.

Required tag (PaymentMessage.CardDetails.ExpiryDate) is missing

Card ExpiryDate has not been submitted.

Required tag (PaymentMessage.CardDetails) is missing

No card details have been submitted.

TransactionDateTime Expired

This message means that either:

- The customer has taken too long processing the transaction
- The Time and Date is out of Sync on the server hosting the website so this will need to be checked to ensure that the offset is correct.

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Hosted Integration Issues

[Yellow Warning Message] Browser Warning

This is not an error, only a warning that the browser will be navigating from a HTTPS website (SSL secured website) to the HTTP website (unsecured website).
There are two ways to fix this:

- Get an SSL for the merchants website (PayZone recommend this option).
- User the Server Result delivery method (this may require extra implementation).

Error Sending Request

This problem can be caused by a connection with the directory servers as part of the 3D Secure process. This issue is temporary and should be resolved quickly. If the issue still remains after 12hrs then please email online@PayZone.co.uk

Invalid Merchant Details

Within the Merchant Management System please navigate to Account Admin > Gateway Account Admin and un-click the "No external systems will use this account " option. You need to ensure that the correct gateway Merchant ID and Password is being used eg.Gateway MerchantID: (PAYMEN-1234567), Password: (Payment123)[numbers and letters only]

Merchant Doesn't Exist

The Gateway MerchantID being used is not correct. Please ensure you are using the Gateway MerchantID and not the MerchantID used for logging into the Merchant Management System.
The Gateway MerchantID starts with the first 6 characters of the company name.

Required Gateway Resources

The details that you will require to connect the merchant account to the web shop/external system are:

- Gateway MerchantID ("first_six_letters_of_the_company_name" "hyphen" "seven_numerics" eg. TESTPS-1234567) these details are found within the Merchant Management System under Account Admin > Gateway account Admin.

- Gateway Password (test accounts this is emailed to you when you confirm your email address. Live you would have set this using the link from within the Production account email when you went live) the Gateway Password can also be set within the Merchant Management System under Account Admin > Gateway account Admin.

- PreSharedKey this is found within the Merchant Management System under Account Admin > Account Settings.

- Hash Method this is located under the PreSharedKey.

Required Variable MerchantID is missing

The MerchantID variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: Amount is missing

The Amount variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: CallbackURL is missing

The CallbackURL variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: CurrencyCode is missing

The CurrencyCode variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: HashDigest is missing

The HashDigest variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form.

This may also be caused by spelling mistakes.

Required Variable: OrderID is missing

The OrderID variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: TransactionDateTime is missing

The TransactionDateTime variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: TransactionType is missing

The TransactionType variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Security Warning: Hash Digest Does Not Match

There are a number of reasons that can cause this issue. If you are using one of our shopping carts or un-edited sample code:

- The Merchant ID or Password does not match the Gateway Password set within the Merchant Management System
  (please see "Changing the Gateway Password").

- PreSharedKey does not match that set within the Merchant Management System
  (please see "Locating the PreSharedKey/Hash Method").

- Hash Method set for the web shop does not match the Hash Method in the Merchant Management System
  (please see "Locating the PreSharedKey/Hash Method").

- or a combination of the above.

If you are using a bespoke system then the issue could be caused by one of the above issues or:

- The HashDigest being created on the merchants web shop contains variables/values that are different to those being passed to the Hosted Payment Form.

The form was not skinned because the variable MerchantID was not submitted, or invalid

The MerchantID has not been sent to the Hosted Payment Page (please see Required Variable: MerchantID is missing).

TransactionDateTime Expired

This message means that either:

- The customer has taken too long processing the transaction

- The Time and Date is out of Sync on the server hosting the website so this will need to be checked to ensure that the offset is correct.

Transparent Redirect Integration Issues

[Yellow Warning Message] Browser Warning

This is not an error, only a warning that the browser will be navigating from a HTTPS website (SSL secured website) to the HTTP website (unsecured website).

There are two ways to fix this:

- Get an SSL for the merchants website (PayZone Recommended this option).

- User the Server Result delivery method (this may require extra implementation).

Error Sending Request

This problem can be caused by a connection with the directory servers as part of the 3D Secure process. This issue is temporary and should be resolved quickly. If the issue still remains after 12hrs then please email online@PayZone.co.uk

Invalid Card Details

Incorrect card details have been submitted by the customer.

Merchant Doesn't Exist

The Gateway MerchantID being used is not correct. Please ensure you are using the Gateway MerchantID and not the MerchantID used for logging into the Merchant Management System.

The Gateway MerchantID starts with the first 6 characters of the company name and can be found within the Merchant Management System under Account Admin > Gateway Account Admin.

Required Gateway Resources

The details that you will require to connect the merchant account to the web shop/external system are:

- Gateway MerchantID ("first_six_letters_of_the_company_name" "hyphen" "seven_numerics" eg. TESTPS-1234567).

- Gateway Password (test accounts this is emailed to you when you confirm your email address. Live you would have set this using the link from within the Production account email when you went live).

- PreSharedKey this is found within the Merchant Management System.

- Hash Method this is located under the PreSharedKey.

Required Variable: Amount is missing

The Amount variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CallbackURL is missing

The CallbackURL variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CardName is missing

The CardName variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CardNumber is missing

The CardNumber variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CurrencyCode is missing

The CurrencyCode variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: ExpiryDateMonth is missing

The ExpiryDateMonth variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: ExpiryDateYear is missing

The ExpiryDateYear variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

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Required Variable: MerchantID is missing

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Required Variable: OrderID is missing

The OrderID variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: TransactionDateTime is missing

The TransactionDateTime variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: TransactionType is missing

The TransactionType variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Security Warning: Hash Digest Does Not Match

There are a number of reasons that can cause this issue. If you are using one of our shopping carts or un-edited sample code:

- Password does not match the Gateway Password set within the Merchant Management System
  (please see "Changing the Gateway Password").

- PreSharedKey does not match that set within the Merchant Management System
  (please see "Locating the PreSharedKey").

- Hash Method set for the webshop does not match the Hash Method in the Merchant Management System
  (please see "Locating the PreSharedKey/Hash Method").

- or a combination of the above.
  If you are using a bespoke system then the issue could be caused by one of the above issues or:

- The HashDigest being created on the merchants webshop contains variables/values that are different to those being passed to the Hosted Payment Form.

The form was not skinned because the variable MerchantID was not submitted, or invalid

The MerchantID has not been sent to the Transparent Redirect Page (please see Required Variable: MerchantID is missing).

TransactionDateTime Expired

This message means that either:

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Merchant Management System (MMS)

Account Disabled

There is a problem with your account and your account has been disabled by PayZone. Please contact online@PayZone.co.uk

Account Locked

This occurs when you enter your password incorrectly 3 times.

If you are not the "Merchant Super User" please contact the "Merchant Super User" to have your Password and Security Question reset.

If you are the "Merchant Super User" you will need to contact online@PayZone.co.uk to have your Password and Security Question reset.

Changing Gateway Password

To change the gateway password you will need to:

1. Login to the MMS as the "Merchant Super User".
2. Click "Account Admin".
3. Click "Gateway Account Admin".
4. Select the "Gateway Account" you wish to change the password for.
5. Enter the new password in the "New Gateway Account Password" field.
6. Confirm the new password in the "Confirm New Gateway Account Password" field.
7. Click "Immediately Expire Old Password".
8. Click "Change Password".

Create A New User

To create a new user:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Enter a "UserName".
5. Enter the new users "Email Address".
6. Select the "User Type" (Merchant Super User, Developer, Merchant Administrator, Basic User, Restricted Basic User or Merchant Viewer) for the new user.
7. Click "Create User".

Delete A User

To delete a user:

1. Login to MMS as the Merchant Super User.

2. Click "Account Admin".

3. Click "User Admin".

4. Click the "RED cross" icon for the user you wish to delete.

Edit A Users Account Status

To edit a user's Account Status:

1. Login to MMS as the Merchant Super User.

2. Click "Account Admin".

3. Click "User Admin".

4. Click the icon on the left of the RED cross.

5. Set the "Status" (Active, Locked or Disabled) for the user.

6. Click the "GREEN Tick" to accept changes.

Edit A Users Email Address

To edit a user's email address:

1. Login to MMS as the Merchant Super User.

2. Click "Account Admin".

3. Click "User Admin".

4. Click the icon on the left of the RED cross.

5. Set the new "Email" for the user.

6. Click the "GREEN Tick" to accept changes.

Edit A Users Role

To edit a user's role:

1. Login to MMS as the Merchant Super User.

2. Click "Account Admin".

3. Click "User Admin".

4. Click the icon on the left of the RED cross.

5. Set the "User Type" (Merchant Super User, Developer, Merchant Administrator, Basic User, Restricted Basic User or Merchant Viewer) for the user.

6. Click the "GREEN Tick" to accept changes.

ERROR 1246 or 1247 or 1248 or 1299

Unable to log you in due to Invalid login details please check your details and try again. If the error persists please attempt to reset your password and login with the new details.

ERROR 1249

The IP address of the device you are using is not permitted. Please close the browser and try again or try another device. If the issue persists then please email online@PayZone.co.uk

Locating the PreSharedKey/Hash Method

Finding the PreSharedKey is simple please follow the steps below:

1. Login to the MMS.

2. Click "Account Admin".

3. Click "Account Settings"
   (The PreSharedKey is located at the top of the Page, Directly under that is the Hash Method).

Processing A Refund

Process a Refund by following the steps below:

1. Login to MMS as the Merchant Super User.

2. Click "Transaction Reporting".

3. Click "Transaction History".

4. Find and Select the transaction you wish to refund.

5. Click the "RED Arrow Icon" located at the top left of the window under the PayZone logo.

6. Check the details for the refund and amend where necessary.

7. Click "Submit For Processing". (If successful a gateway response will be displayed with "Refund successful").

8. Click "Return to transaction history" and the refund will be listed.

Reset A User Password

To reset a users password:

1. Login to MMS as the Merchant Super User.

2. Click "Account Admin".

3. Click "User Admin".

4. Click the icon to the right of the "RED cross" for the user in question.

Reset A User Security Question

To reset a users password:

1. Login to MMS as the Merchant Super User.

2. Click "Account Admin".

3. Click "User Admin".

4. Click the icon 'Password Reset Icon' located on the navigation bar under the word Payments for the user in question.

The Serialised Data Is Invalid

Please Preform a hard refresh on your browser by holding ctrl and tap F5 then attempt to login.

Transaction Messages

3D Secure Status: Attempted

This is sent by the customers banks ACS (3DS Verification page) page. It means that 3D Secure was attempted but could not be completed. This could be due to a time out on the banks side or an issue with the customers banks verification system. The ACS sends back the PaRES (Payment Authorisation Result) with the status set as "A" instead of "Y" (please refer to documentation for all statuses).

3D Secure Status: Failed

This means that the customer failed the 3D Secure check for their card.

3D Secure Status: Not Enrolled

The customers bank have not forced them to enrol their card for 3D Secure.

3D Secure Status: Not Submitted

3D Secure is not active on your account. If you have received an email regarding 3D Secure setup yet the message is still displayed please check it is enabled within the Merchant Management System.

3D Secure Status: Passed

This means that the customer successfully completed the 3D Secure check on their card.

3D Secure Status: Unknown

This normally occurs if the customer does not complete the 3D Secure. (See "Issuer Authentication Expired").

3DS invalid veres from ds

There has been an issue with the 3D Secure set-up on your account. Please contact online@PayZone.co.uk

AuthCode: xxxxxxxx

This represents a successful transaction.

Card Declined

This can be caused by 2 main reasons:

- The customers bank has blocked the card.
- There are not enough funds available in the account.For Both of these situations the customer should contact their bank.

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Card Declined AVS

The billing address the customer entered does not match the billing address held by their bank.

The AVS Policy looks at the numerical values of Address line 1 and the PostCode.

Wrong Format	Correct Format
Edward Street, Trdn jdh	32 Edward Street, TR14 8PA

Card Declined CV2

This means that the CV2 for the card that the customer was using for the transaction was incorrect. The CV2 is found on the back of the card.

Card Referred

This is rare but means that the customers bank was unable to authorise the transaction. The customer will need to contact their card issuer and request that they allow the transaction to go ahead.

CV2 Mandatory

This message occurs when trying to run a recurring/scheduled CrossReference Transaction through a standard merchant account. Please ensure these transactions are run through a recurring merchant account.

If you require a recurring account please contact online@PayZone.co.uk

ERROR

There is an issue with your 3D Secure set-up on your account. Please contact online@PayZone.co.uk

FAILED (Card declined: [2:Error] Expected PARes node: got 'Error')

This is displayed when the OrderID or OrderDescription exceeds 125 chars for 3D Secure transactions. This is a limit with the 3D Secure system.

FAILED (No ecomm tids for visa delta ("currency code"))

Your account is not set up to accept this card type and currency. Please contact online@PayZone.co.uk

Invalid Client Pass

This is an issue with your gateway account set-up. Please contact online@PayZone.co.uk

Invalid Transaction

There was an issue processing the transaction. Please ask the card holder to contact their card issuer for further information.

Issuer Authentication Expired

These messages appear 2 hours after the transaction was initially carried out. The reason for these issues are due to customers not completing 3D Secure when prompted or the PaRES not being returned to the gateway after 3DS has been completed.

No Free Tids

This means that the gateway was busy at the time of the transaction. Please wait a few minutes and attempt the transaction again.

Refund Successful

This means that a refund has been processed successfully.

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Frequently Asked Questions

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In the majority of cases this is down to port 4430 not being open to outgoing TCP on your server. Your server hosts should be able to open this for you.
The second cause for this can be in relation to the password being incorrect for the gateway. If you believe this is the issue then you will need to login to the MMS and reset your gateway password (see "Changing Gateway Password" under "Merchant Management System").
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Please check that you are using the correct Gateway Details not the Merchant Management System login details. (Please see "Gateway Required Resources")

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- Gateway Password (test accounts this is emailed to you when you confirm your email address. Live you would have set this using the link from within the Production account email when you went live).

- Port 4430 needs to be open on the merchants server.

- Payment Processor Domain needs to be PayZoneonlinepayments.com

Required tag (PaymentMessage.CardDetails.CardName) is missing

CardName has not been submitted.

Required tag (PaymentMessage.CardDetails.CardNumber) is missing

CardNumber has not been submitted.

Required tag (PaymentMessage.CardDetails.ExpiryDate) is missing

Card ExpiryDate has not been submitted.

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This message means that either:

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Hosted Integration Issues

[Yellow Warning Message] Browser Warning

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There are two ways to fix this:

- Get an SSL for the merchants website (PayZone recommend this option).

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- PreSharedKey this is found within the Merchant Management System under Account Admin > Account Settings.

- Hash Method this is located under the PreSharedKey.

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Required Variable: Amount is missing

The Amount variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: CallbackURL is missing

The CallbackURL variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: CurrencyCode is missing

The CurrencyCode variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: HashDigest is missing

The HashDigest variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form.

This may also be caused by spelling mistakes.

Required Variable: OrderID is missing

The OrderID variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: TransactionDateTime is missing

The TransactionDateTime variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

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  (please see "Changing the Gateway Password").

- PreSharedKey does not match that set within the Merchant Management System
  (please see "Locating the PreSharedKey/Hash Method").

- Hash Method set for the web shop does not match the Hash Method in the Merchant Management System
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- The HashDigest being created on the merchants web shop contains variables/values that are different to those being passed to the Hosted Payment Form.

The form was not skinned because the variable MerchantID was not submitted, or invalid

The MerchantID has not been sent to the Hosted Payment Page (please see Required Variable: MerchantID is missing).

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Transparent Redirect Integration Issues

[Yellow Warning Message] Browser Warning

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Incorrect card details have been submitted by the customer.

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The details that you will require to connect the merchant account to the web shop/external system are:

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Required Variable: Amount is missing

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Required Variable: CallbackURL is missing

The CallbackURL variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CardName is missing

The CardName variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CardNumber is missing

The CardNumber variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CurrencyCode is missing

The CurrencyCode variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: ExpiryDateMonth is missing

The ExpiryDateMonth variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: ExpiryDateYear is missing

The ExpiryDateYear variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: HashDigest is missing

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Required Variable: MerchantID is missing

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Required Variable: OrderID is missing

The OrderID variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: TransactionDateTime is missing

The TransactionDateTime variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: TransactionType is missing

The TransactionType variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Security Warning: Hash Digest Does Not Match

There are a number of reasons that can cause this issue. If you are using one of our shopping carts or un-edited sample code:

- Password does not match the Gateway Password set within the Merchant Management System
(please see "Changing the Gateway Password").

- PreSharedKey does not match that set within the Merchant Management System
(please see "Locating the PreSharedKey").

- Hash Method set for the webshop does not match the Hash Method in the Merchant Management System
(please see "Locating the PreSharedKey/Hash Method").

- or a combination of the above.
If you are using a bespoke system then the issue could be caused by one of the above issues or:

- The HashDigest being created on the merchants webshop contains variables/values that are different to those being passed to the Hosted Payment Form.

The form was not skinned because the variable MerchantID was not submitted, or invalid

The MerchantID has not been sent to the Transparent Redirect Page (please see Required Variable: MerchantID is missing).

TransactionDateTime Expired

This message means that either:

- The customer has taken too long processing the transaction

- The Time and Date is out of Sync on the server hosting the website so this will need to be checked to ensure that the offset is correct.

Merchant Management System (MMS)

Account Disabled

There is a problem with your account and your account has been disabled by PayZone. Please contact online@PayZone.co.uk

Account Locked

This occurs when you enter your password incorrectly 3 times.

If you are not the "Merchant Super User" please contact the "Merchant Super User" to have your Password and Security Question reset.

If you are the "Merchant Super User" you will need to contact online@PayZone.co.uk to have your Password and Security Question reset.

Changing Gateway Password

To change the gateway password you will need to:

1. Login to the MMS as the "Merchant Super User".
2. Click "Account Admin".
3. Click "Gateway Account Admin".
4. Select the "Gateway Account" you wish to change the password for.
5. Enter the new password in the "New Gateway Account Password" field.
6. Confirm the new password in the "Confirm New Gateway Account Password" field.
7. Click "Immediately Expire Old Password".
8. Click "Change Password".

Create A New User

To create a new user:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Enter a "UserName".
5. Enter the new users "Email Address".
6. Select the "User Type" (Merchant Super User, Developer, Merchant Administrator, Basic User, Restricted Basic User or Merchant Viewer) for the new user.
7. Click "Create User".

Delete A User

To delete a user:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the "RED cross" icon for the user you wish to delete.

Edit A Users Account Status

To edit a user's Account Status:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the icon on the left of the RED cross.
5. Set the "Status" (Active, Locked or Disabled) for the user.
6. Click the "GREEN Tick" to accept changes.

Edit A Users Email Address

To edit a user's email address:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the icon on the left of the RED cross.
5. Set the new "Email" for the user.
6. Click the "GREEN Tick" to accept changes.

Edit A Users Role

To edit a user's role:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the icon on the left of the RED cross.
5. Set the "User Type" (Merchant Super User, Developer, Merchant Administrator, Basic User, Restricted Basic User or Merchant Viewer) for the user.
6. Click the "GREEN Tick" to accept changes.

ERROR 1246 or 1247 or 1248 or 1299

Unable to log you in due to Invalid login details please check your details and try again. If the error persists please attempt to reset your password and login with the new details.

Keith Rigby - PHP Developer
PayZone UK
12th Jan 2017

ERROR 1249

The IP address of the device you are using is not permitted. Please close the browser and try again or try another device. If the issue persists then please email online@PayZone.co.uk

Locating the PreSharedKey/Hash Method

Finding the PreSharedKey is simple please follow the steps below:

1. Login to the MMS.
2. Click "Account Admin".
3. Click "Account Settings"
   (The PreSharedKey is located at the top of the Page, Directly under that is the Hash Method).

Processing A Refund

Process a Refund by following the steps below:

1. Login to MMS as the Merchant Super User.
2. Click "Transaction Reporting".
3. Click "Transaction History".
4. Find and Select the transaction you wish to refund.
5. Click the "RED Arrow Icon" located at the top left of the window under the PayZone logo.
6. Check the details for the refund and amend where necessary.
7. Click "Submit For Processing". (If successful a gateway response will be displayed with "Refund successful").
8. Click "Return to transaction history" and the refund will be listed.

Reset A User Password

To reset a users password:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the icon to the right of the "RED cross" for the user in question.

Reset A User Security Question

To reset a users password:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the icon 'Password Reset Icon' located on the navigation bar under the word Payments for the user in question.

The Serialised Data Is Invalid

Please Preform a hard refresh on your browser by holding ctrl and tap F5 then attempt to login.

Transaction Messages

3D Secure Status: Attempted

This is sent by the customers banks ACS (3DS Verification page) page. It means that 3D Secure was attempted but could not be completed. This could be due to a time out on the banks side or an issue with the customers banks verification system. The ACS sends back the PaRES (Payment Authorisation Result) with the status set as "A" instead of "Y" (please refer to documentation for all statuses).

3D Secure Status: Failed

This means that the customer failed the 3D Secure check for their card.

3D Secure Status: Not Enrolled

The customers bank have not forced them to enrol their card for 3D Secure.

3D Secure Status: Not Submitted

3D Secure is not active on your account. If you have received an email regarding 3D Secure setup yet the message is still displayed please check it is enabled within the Merchant Management System.

3D Secure Status: Passed

This means that the customer successfully completed the 3D Secure check on their card.

3D Secure Status: Unknown

This normally occurs if the customer does not complete the 3D Secure. (See "Issuer Authentication Expired").

3DS invalid veres from ds

There has been an issue with the 3D Secure set-up on your account. Please contact online@PayZone.co.uk

AuthCode: xxxxxxxx

This represents a successful transaction.

Card Declined

This can be caused by 2 main reasons:

- The customers bank has blocked the card.
- There are not enough funds available in the account.For Both of these situations the customer should contact their bank.

Keith Rigby - PHP Developer
PayZone UK
12th Jan 2017

Card Declined AVS

The billing address the customer entered does not match the billing address held by their bank.

The AVS Policy looks at the numerical values of Address line 1 and the PostCode.

Wrong Format	Correct Format
Edward Street, Trdn jdh	32 Edward Street, TR14 8PA

Card Declined CV2

This means that the CV2 for the card that the customer was using for the transaction was incorrect. The CV2 is found on the back of the card.

Card Referred

This is rare but means that the customers bank was unable to authorise the transaction. The customer will need to contact their card issuer and request that they allow the transaction to go ahead.

CV2 Mandatory

This message occurs when trying to run a recurring/scheduled CrossReference Transaction through a standard merchant account. Please ensure these transactions are run through a recurring merchant account.

If you require a recurring account please contact online@PayZone.co.uk

ERROR

There is an issue with your 3D Secure set-up on your account. Please contact online@PayZone.co.uk

FAILED (Card declined: [2:Error] Expected PARes node: got 'Error')

This is displayed when the OrderID or OrderDescription exceeds 125 chars for 3D Secure transactions. This is a limit with the 3D Secure system.

FAILED (No ecomm tids for visa delta ("currency code"))

Your account is not set up to accept this card type and currency. Please contact online@PayZone.co.uk

Invalid Client Pass

This is an issue with your gateway account set-up. Please contact online@PayZone.co.uk

Invalid Transaction

There was an issue processing the transaction. Please ask the card holder to contact their card issuer for further information.

Issuer Authentication Expired

These messages appear 2 hours after the transaction was initially carried out. The reason for these issues are due to customers not completing 3D Secure when prompted or the PaRES not being returned to the gateway after 3DS has been completed.

No Free Tids

This means that the gateway was busy at the time of the transaction. Please wait a few minutes and attempt the transaction again.

Refund Successful

This means that a refund has been processed successfully.

Frequently Asked Questions

Direct Integration Issues:

Could Not Communicate With Payment Gateway / Page Timing Out

This is can be caused by one of 3 main issues.

In the majority of cases this is down to port 4430 not being open to outgoing TCP on your server. Your server hosts should be able to open this for you.

The second cause for this can be in relation to the password being incorrect for the gateway. If you believe this is the issue then you will need to login to the MMS and reset your gateway password (see "Changing Gateway Password" under "Merchant Management System").

The Third cause can be in relation to not properly escaping special characters in the fields passed to the gateway. Ensure the CustomerName, OrderID, OrderDescription all have htmlentities() converting any symbols.

[ASP Classic Users: Please check that the DLL's are correctly installed]

Error 30 Variable Input Error

Please check that you are using the correct Gateway Details not the Merchant Management System login details. (Please see "Gateway Required Resources")

No Routes Found For [Card Type/Currency]

Your Gateway Merchant Account is not set up to accept payments using this card type and/or Currency. You must have a merchant account for the currency that you wish to accept (GBP/USD/EUR). If you need a new route please contact online@PayZone.co.uk.

Required Gateway Resources

The details that you will require to connect the merchant account to the webshop/external system are:

- Gateway MerchantID ("first_six_letters_of_the_company_name" "hyphen" "seven_numerics" eg. TESTPS-1234567).

- Gateway Password (test accounts this is emailed to you when you confirm your email address. Live you would have set this using the link from within the Production account email when you went live).

- Port 4430 needs to be open on the merchants server.

- Payment Processor Domain needs to be PayZoneonlinepayments.com

Required tag (PaymentMessage.CardDetails.CardName) is missing

CardName has not been submitted.

Required tag (PaymentMessage.CardDetails.CardNumber) is missing

CardNumber has not been submitted.

Required tag (PaymentMessage.CardDetails.ExpiryDate) is missing

Card ExpiryDate has not been submitted.

Required tag (PaymentMessage.CardDetails) is missing

No card details have been submitted.

TransactionDateTime Expired

This message means that either:

- The customer has taken too long processing the transaction
- The Time and Date is out of Sync on the server hosting the website so this will need to be checked to ensure that the offset is correct.

Keith Rigby - PHP Developer
PayZone UK
12th Jan 2017

Hosted Integration Issues

[Yellow Warning Message] Browser Warning

This is not an error, only a warning that the browser will be navigating from a HTTPS website (SSL secured website) to the HTTP website (unsecured website).
There are two ways to fix this:

- Get an SSL for the merchants website (PayZone recommend this option).
- User the Server Result delivery method (this may require extra implementation).

Error Sending Request

This problem can be caused by a connection with the directory servers as part of the 3D Secure process. This issue is temporary and should be resolved quickly. If the issue still remains after 12hrs then please email online@PayZone.co.uk

Invalid Merchant Details

Within the Merchant Management System please navigate to Account Admin > Gateway Account Admin and un-click the "No external systems will use this account " option. You need to ensure that the correct gateway Merchant ID and Password is being used eg.Gateway MerchantID: (PAYMEN-1234567), Password: (Payment123)[numbers and letters only]

Merchant Doesn't Exist

The Gateway MerchantID being used is not correct. Please ensure you are using the Gateway MerchantID and not the MerchantID used for logging into the Merchant Management System.
The Gateway MerchantID starts with the first 6 characters of the company name.

Required Gateway Resources

The details that you will require to connect the merchant account to the web shop/external system are:

- Gateway MerchantID ("first_six_letters_of_the_company_name" "hyphen" "seven_numerics" eg. TESTPS-1234567) these details are found within the Merchant Management System under Account Admin > Gateway account Admin.

- Gateway Password (test accounts this is emailed to you when you confirm your email address. Live you would have set this using the link from within the Production account email when you went live) the Gateway Password can also be set within the Merchant Management System under Account Admin > Gateway account Admin.

- PreSharedKey this is found within the Merchant Management System under Account Admin > Account Settings.

- Hash Method this is located under the PreSharedKey.

Required Variable MerchantID is missing

The MerchantID variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: Amount is missing

The Amount variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: CallbackURL is missing

The CallbackURL variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: CurrencyCode is missing

The CurrencyCode variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: HashDigest is missing

The HashDigest variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form.

This may also be caused by spelling mistakes.

Required Variable: OrderID is missing

The OrderID variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: TransactionDateTime is missing

The TransactionDateTime variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Required Variable: TransactionType is missing

The TransactionType variable was not posted to the Hosted Payment Form. You should check the form variables being post to the Hosted Payment Form. This may also be caused by spelling mistakes.

Security Warning: Hash Digest Does Not Match

There are a number of reasons that can cause this issue. If you are using one of our shopping carts or un-edited sample code:

- The Merchant ID or Password does not match the Gateway Password set within the Merchant Management System
  (please see "Changing the Gateway Password").

- PreSharedKey does not match that set within the Merchant Management System
  (please see "Locating the PreSharedKey/Hash Method").

- Hash Method set for the web shop does not match the Hash Method in the Merchant Management System
  (please see "Locating the PreSharedKey/Hash Method").

- or a combination of the above.

If you are using a bespoke system then the issue could be caused by one of the above issues or:

- The HashDigest being created on the merchants web shop contains variables/values that are different to those being passed to the Hosted Payment Form.

The form was not skinned because the variable MerchantID was not submitted, or invalid

The MerchantID has not been sent to the Hosted Payment Page (please see Required Variable: MerchantID is missing).

TransactionDateTime Expired

This message means that either:

- The customer has taken too long processing the transaction

- The Time and Date is out of Sync on the server hosting the website so this will need to be checked to ensure that the offset is correct.

Keith Rigby - PHP Developer
PayZone UK
12th Jan 2017

Transparent Redirect Integration Issues

[Yellow Warning Message] Browser Warning

This is not an error, only a warning that the browser will be navigating from a HTTPS website (SSL secured website) to the HTTP website (unsecured website).

There are two ways to fix this:

- Get an SSL for the merchants website (PayZone Recommended this option).

- User the Server Result delivery method (this may require extra implementation).

Error Sending Request

This problem can be caused by a connection with the directory servers as part of the 3D Secure process. This issue is temporary and should be resolved quickly. If the issue still remains after 12hrs then please email online@PayZone.co.uk

Invalid Card Details

Incorrect card details have been submitted by the customer.

Merchant Doesn't Exist

The Gateway MerchantID being used is not correct. Please ensure you are using the Gateway MerchantID and not the MerchantID used for logging into the Merchant Management System.

The Gateway MerchantID starts with the first 6 characters of the company name and can be found within the Merchant Management System under Account Admin > Gateway Account Admin.

Required Gateway Resources

The details that you will require to connect the merchant account to the web shop/external system are:

- Gateway MerchantID ("first_six_letters_of_the_company_name" "hyphen" "seven_numerics" eg. TESTPS-1234567).

- Gateway Password (test accounts this is emailed to you when you confirm your email address. Live you would have set this using the link from within the Production account email when you went live).

- PreSharedKey this is found within the Merchant Management System.

- Hash Method this is located under the PreSharedKey.

Required Variable: Amount is missing

The Amount variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CallbackURL is missing

The CallbackURL variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CardName is missing

The CardName variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CardNumber is missing

The CardNumber variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: CurrencyCode is missing

The CurrencyCode variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: ExpiryDateMonth is missing

The ExpiryDateMonth variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: ExpiryDateYear is missing

The ExpiryDateYear variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: HashDigest is missing

The HashDigest variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: MerchantID is missing

The MerchantID variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: OrderID is missing

The OrderID variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: TransactionDateTime is missing

The TransactionDateTime variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Required Variable: TransactionType is missing

The TransactionType variable was not posted to the Transparent Redirect Page. You should check the form variables being post to the Transparent Redirect Page. This may also be caused by spelling mistakes.

Security Warning: Hash Digest Does Not Match

There are a number of reasons that can cause this issue. If you are using one of our shopping carts or un-edited sample code:

- Password does not match the Gateway Password set within the Merchant Management System
  (please see "Changing the Gateway Password").

- PreSharedKey does not match that set within the Merchant Management System
  (please see "Locating the PreSharedKey").

- Hash Method set for the webshop does not match the Hash Method in the Merchant Management System
  (please see "Locating the PreSharedKey/Hash Method").

- or a combination of the above.
  If you are using a bespoke system then the issue could be caused by one of the above issues or:

- The HashDigest being created on the merchants webshop contains variables/values that are different to those being passed to the Hosted Payment Form.

The form was not skinned because the variable MerchantID was not submitted, or invalid

The MerchantID has not been sent to the Transparent Redirect Page (please see Required Variable: MerchantID is missing).

TransactionDateTime Expired

This message means that either:

- The customer has taken too long processing the transaction

- The Time and Date is out of Sync on the server hosting the website so this will need to be checked to ensure that the offset is correct.

Merchant Management System (MMS)

Account Disabled

There is a problem with your account and your account has been disabled by PayZone. Please contact online@PayZone.co.uk

Account Locked

This occurs when you enter your password incorrectly 3 times.

If you are not the "Merchant Super User" please contact the "Merchant Super User" to have your Password and Security Question reset.

If you are the "Merchant Super User" you will need to contact online@PayZone.co.uk to have your Password and Security Question reset.

Changing Gateway Password

To change the gateway password you will need to:

1. Login to the MMS as the "Merchant Super User".
2. Click "Account Admin".
3. Click "Gateway Account Admin".
4. Select the "Gateway Account" you wish to change the password for.
5. Enter the new password in the "New Gateway Account Password" field.
6. Confirm the new password in the "Confirm New Gateway Account Password" field.
7. Click "Immediately Expire Old Password".
8. Click "Change Password".

Create A New User

To create a new user:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Enter a "UserName".
5. Enter the new users "Email Address".
6. Select the "User Type" (Merchant Super User, Developer, Merchant Administrator, Basic User, Restricted Basic User or Merchant Viewer) for the new user.
7. Click "Create User".

Delete A User

To delete a user:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the "RED cross" icon for the user you wish to delete.

Edit A Users Account Status

To edit a user's Account Status:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the icon on the left of the RED cross.
5. Set the "Status" (Active, Locked or Disabled) for the user.
6. Click the "GREEN Tick" to accept changes.

Edit A Users Email Address

To edit a user's email address:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the icon on the left of the RED cross.
5. Set the new "Email" for the user.
6. Click the "GREEN Tick" to accept changes.

Edit A Users Role

To edit a user's role:

1. Login to MMS as the Merchant Super User.
2. Click "Account Admin".
3. Click "User Admin".
4. Click the icon on the left of the RED cross.
5. Set the "User Type" (Merchant Super User, Developer, Merchant Administrator, Basic User, Restricted Basic User or Merchant Viewer) for the user.
6. Click the "GREEN Tick" to accept changes.

ERROR 1246 or 1247 or 1248 or 1299

Unable to log you in due to Invalid login details please check your details and try again. If the error persists please attempt to reset your password and login with the new details.

ERROR 1249

The IP address of the device you are using is not permitted. Please close the browser and try again or try another device. If the issue persists then please email online@PayZone.co.uk

Locating the PreSharedKey/Hash Method

Finding the PreSharedKey is simple please follow the steps below:

1. Login to the MMS.

2. Click "Account Admin".

3. Click "Account Settings"
   (The PreSharedKey is located at the top of the Page, Directly under that is the Hash Method).

Processing A Refund

Process a Refund by following the steps below:

1. Login to MMS as the Merchant Super User.

2. Click "Transaction Reporting".

3. Click "Transaction History".

4. Find and Select the transaction you wish to refund.

5. Click the "RED Arrow Icon" located at the top left of the window under the PayZone logo.

6. Check the details for the refund and amend where necessary.

7. Click "Submit For Processing". (If successful a gateway response will be displayed with "Refund successful").

8. Click "Return to transaction history" and the refund will be listed.

Reset A User Password

To reset a users password:

1. Login to MMS as the Merchant Super User.

2. Click "Account Admin".

3. Click "User Admin".

4. Click the icon to the right of the "RED cross" for the user in question.

Reset A User Security Question

To reset a users password:

1. Login to MMS as the Merchant Super User.

2. Click "Account Admin".

3. Click "User Admin".

4. Click the icon 'Password Reset Icon' located on the navigation bar under the word Payments for the user in question.

The Serialised Data Is Invalid

Please Preform a hard refresh on your browser by holding ctrl and tap F5 then attempt to login.

Transaction Messages

3D Secure Status: Attempted

This is sent by the customers banks ACS (3DS Verification page) page. It means that 3D Secure was attempted but could not be completed. This could be due to a time out on the banks side or an issue with the customers banks verification system. The ACS sends back the PaRES (Payment Authorisation Result) with the status set as "A" instead of "Y" (please refer to documentation for all statuses).

3D Secure Status: Failed

This means that the customer failed the 3D Secure check for their card.

3D Secure Status: Not Enrolled

The customers bank have not forced them to enrol their card for 3D Secure.

3D Secure Status: Not Submitted

3D Secure is not active on your account. If you have received an email regarding 3D Secure setup yet the message is still displayed please check it is enabled within the Merchant Management System.

3D Secure Status: Passed

This means that the customer successfully completed the 3D Secure check on their card.

3D Secure Status: Unknown

This normally occurs if the customer does not complete the 3D Secure. (See "Issuer Authentication Expired").

3DS invalid veres from ds

There has been an issue with the 3D Secure set-up on your account. Please contact online@PayZone.co.uk

AuthCode: xxxxxxxx

This represents a successful transaction.

Card Declined

This can be caused by 2 main reasons:

- The customers bank has blocked the card.
- There are not enough funds available in the account.For Both of these situations the customer should contact their bank.

Card Declined AVS

The billing address the customer entered does not match the billing address held by their bank.

The AVS Policy looks at the numerical values of Address line 1 and the PostCode.

Wrong Format	Correct Format
Edward Street, Trdn jdh	32 Edward Street, TR14 8PA

Card Declined CV2

This means that the CV2 for the card that the customer was using for the transaction was incorrect. The CV2 is found on the back of the card.

Card Referred

This is rare but means that the customers bank was unable to authorise the transaction. The customer will need to contact their card issuer and request that they allow the transaction to go ahead.

CV2 Mandatory

This message occurs when trying to run a recurring/scheduled CrossReference Transaction through a standard merchant account. Please ensure these transactions are run through a recurring merchant account.

If you require a recurring account please contact online@PayZone.co.uk

ERROR

There is an issue with your 3D Secure set-up on your account. Please contact online@PayZone.co.uk

FAILED (Card declined: [2:Error] Expected PARes node: got 'Error')

This is displayed when the OrderID or OrderDescription exceeds 125 chars for 3D Secure transactions. This is a limit with the 3D Secure system.

FAILED (No ecomm tids for visa delta ("currency code"))

Your account is not set up to accept this card type and currency. Please contact online@PayZone.co.uk

Invalid Client Pass

This is an issue with your gateway account set-up. Please contact online@PayZone.co.uk

Invalid Transaction

There was an issue processing the transaction. Please ask the card holder to contact their card issuer for further information.

Issuer Authentication Expired

These messages appear 2 hours after the transaction was initially carried out. The reason for these issues are due to customers not completing 3D Secure when prompted or the PaRES not being returned to the gateway after 3DS has been completed.

No Free Tids

This means that the gateway was busy at the time of the transaction. Please wait a few minutes and attempt the transaction again.

Refund Successful

This means that a refund has been processed successfully.