

# Citrus Payment Solutions Pvt Ltd

## Integration Related FAQs

1. **Bad Request: Invalid Merchant authentication key**
  - a. Merchant has defined the vanity url in merchant admin portal, but is not using the vanity url in the request.
  - b. Merchant has not defined the vanity url in the merchant admin portal, but is using the vanity url in the request.
  - c. Merchant is using the encryption key instead of access key in the request.
  - d. Merchant is passing the additional space in vanity URL
  - e. Currency Parameter missing in the request (i.e. If value of currency parameter not passed)
2. **Following parameters are not provided by the Merchant: Payment Please contact your Merchant.**
  - a. It seems that you have kept the payment option as read only, please keep it as editable as end user will select the payment option on SSL page. To change the setting:
    - i. Login to <https://sandboxadmin.citruspay.com> (for Sandbox) or <https://www.citruspay.com> (For production)
    - ii. Click on checkout page settings
    - iii. Then Click on parameter tab
    - iv. Under parameter tab, click on edit link beside to **payment** and change the setting to **editable**
3. **Bad Request: Following parameters are missing-\*Order Amount\***
  - a. Note that the same error you can get for **Transaction Id, Currency and Return URL**.
  - b. In case of **Order Amount** merchant need to pass numeric value with at most two decimal places. like **1.00**
  - c. In case of **Transaction Id** merchant need to pass any alpha numeric value with at most 30 characters (Underscore '\_' can be used) in **merchantTxnId** parameter.
  - d. In case of **Currency** merchant need to pass its value as "INR".
  - e. In case of **Return URL** merchant need to pass its value as the URL of page where they require response to be posted.
4. **Sorry, we encountered an internal error.\*\*** Its seems you are missing the Currency parameter. Please pass its value hard coded **INR**
  - a. Merchant is not passing the signature value to us. They need to pass **secSignature** value to us.
5. **Bad Request: Invalid Merchant or Merchant is not accessible**
  - a. It seems that merchant is passing wrong vanity URL.
6. **Signature Mismatch\*\***
  - a. Please make sure that you have mentioned the Secret key in your response page.
7. **Requested Resource Not Found\*\***
  - a. No parameters are passed to Citruspay. Even if someone directly types the url in the browser, he/she will get the same error.
8. **In secSignature if it gives long code (type of error)**
  - a. This specially happens in .NET. If merchant has not given reference of dll's provided by Citrus. Tell merchant to add reference and check once again.

9. **Fatal error: require\_once() [function.require]: Failed opening required 'lib/CitrusPay.php' (include\_path='lib;') in C:\wamp\www\kumapp1\test\testSSL.php on line 3 or line 4**
  - a. This type of error appears in PHP integration kit.
  - b. While using testSSL.php file, if merchant has changed the path or has placed testSSL.php file at another location (i.e. not kept as per default provided by Citrus) this error appears.
  - c. Merchant required to remove "../" from line 3rd and 4th of testSSL.php file.
10. **Error in Response Signature**
  - a. This error appears at the time of Response while calculating secSignature.
  - b. E.g. if merchant is not passing value of parameters (viz First Name, Last Name, Phone Number etc) at the time of request But he is checking/validating the same at the time of response while calculating secSignature.
11. **Your request is too old to process**
  - a. This error appears when server time of merchant is not proper or server time is behind.
  - b. Ask merchant not to pass **reqtime** parameter while sending request to Citrus.