

Response and Error Code Support Guide

ACI Commerce Gateway[™]



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Preface

The *ACI Commerce Gateway Response and Error Code Support Guide* provides lists of response and error codes that are used by the ACI Commerce Gateway product.

Audience

The *ACI Commerce Gateway Response and Error Code Support Guide* is intended for system administrators who are responsible for troubleshooting.

Additional Documentation

The ACI Commerce Gateway documentation set is arranged so that each ACI Commerce Gateway manual presents a topic or group of related topics in detail. When one ACI Commerce Gateway manual presents a topic that has already been covered in detail in another ACI Commerce Gateway manual, the topic is summarized and the reader is directed to the other manual for additional information. Information has been arranged in this manner to be more efficient for readers who do not need the additional detail and at the same time provide the source for readers who require the additional information.

Software

This manual documents standard processing as of its publication date. Software that is not current and custom software modifications (CSMs) may result in processing that differs from the material presented in this manual. The customer is responsible for identifying and noting these changes.

Manual Summary

The following is a summary of the contents of this guide.

Section 1: “Introduction” provides an overview of the error and response codes used by the ACI Commerce Gateway.

Section 2: “Response Codes Table” lists the response codes associated with the Risk Management functions.

Section 3: “AVS Response Codes Table” lists the response codes associated with the Address Verification System (AVS).

Section 4: “General Error Codes Table” lists general error codes for the ACI Commerce Gateway.

Section 5: “ACI Commerce Gateway Error Code Tables” lists standard error codes for the ACI Commerce Gateway.

Section 6: “IWT Error Code Tables” lists standard error codes for the ACI IWT products.

Publication Identification

Three entries appearing at the bottom of each page uniquely identify this ACI Commerce Gateway publication. The publication number (for example, EC-AB100-04 for the *ACI Commerce Gateway Response and Error Code Support Guide*) appears on every page to assist readers in identifying the manual from which a page of information was printed. The publication date (for example, Jan-2008 for January 2008) indicates the issue of the manual. The software release information (for example, R3.2 for release 3.2) specifies the software that the manual describes. This information matches the document information on the copyright page of the manual.

1: Introduction

The ACI Commerce Gateway application uses parametrical error and response codes. When an error or warning is detected in the code or a standardized response is programmatically returned, a reference number is assigned. The error number is checked against the properties file where the associated text is stored for display.

As part of multi-language support, the properties file name includes the language locale. When retrieving a response or error code, it is important to know which locale bundle file contains the appropriate message.

Note: This manual documents the messages for the en_US locale only.

Property Bundles

The properties bundles are divided into sets of .jar files.

locale-appl.jar

- Admin_Error_en_US.properties
- Application_Error_en_US.properties

The properties bundles are also in other files that do not contain error messages.

locale-gateway

- Batch_Error_en_US.properties
- Gateway_Error_en_US.properties
- GatewayVPAS_Error_en_US.properties
- Merchant_Error_en_US.properties
- Payment_Error_en_US.properties
- PINDebit_Error_en_US.properties

All error messages have three-character prefixes, and following is a list of the current prefixes used by the ACI Commerce Gateway.

CGW	Standard ACI Commerce Gateway Error Codes
IWT	Standard ACI IWT Error Codes
SEC	Security Constants Error Codes
TDS	3-D Secure Parsing/Processing Error Codes

Although most error message will be found in a single file, it is possible for certain ones to appear in multiple properties files.

Response codes, unlike the error codes, do not have contain a prefix. Instead, they are defined similar to page text. Response codes can be defined in database tables when system programs require them to be static. Response code text is found in the locale bundle files, usually in those bundles that contain the word “Form” in the file name.

2: Response Codes Table

The following table lists the response codes associated with the Risk Management functions. These responses are also called Denied by Risk responses.

Code	Message Text
A	Compare credit to sales/post
B	Compare pre to post amounts
C	Auto-inactivate this terminal when in violation?
D	Max floor limit/\$ amount
E	Max floor limit transaction count
F	Max daily processing amount
G	Max credit processing amount
H	Max 24hr debit amount
I	Max 24hr credit amount
J	Max transaction count daily
X	Negative BIN
Y	Negative card
Z	Declined card

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3: AVS Response Codes Table

The following table lists the response codes associated with the Address Verification System (AVS).

Code	Message Text
A	Address Match - The addresses match, but the ZIP Codes do not match.
E	Address Match Error - An error occurred while processing the address verification.
N	No Address Match - Neither the addresses or ZIP Codes match.
O	Address Not Verified - The address could not be verified.
R	Address Verification System Not Available - The address verification service is not available.
S	Service Not Supported - The address verification service is not supported.
U	Address Match Not Capable - Not enough information is available to process the address verification.
W	9 Digit ZIP Match - Both nine-digit ZIP Codes match, but the addresses do not match.
X	Address and 9 Digit ZIP Match - An exact match of both the address and the 9-digit ZIP Code.
Y	Address and 5 Digit Match - The address and the five-digit ZIP Codes match.
Z	5 Digit Match - The five-digit ZIP Codes match.

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4: General Error Codes Table

The following table identifies general error codes for the ACI Commerce Gateway product. These errors are usually quite generic, and the system is unable to assign a specific group reference code.

Message Number	Message Text
error	ERROR
error.unknowncommand	Internal Error - Unknown Command
locale.error	Locale text not found. This error code indicates that an internal error, which does not have a corresponding message entry in the message properties files, has been generated. Contact HELP24.
login.timeout	Login has timed out.
Noaccess	You are not allowed access to this function.

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5: Gateway Error Code Tables

The tables in this section identify standard error codes for the ACI Commerce Gateway product. These errors may occur in several modules.

The table below lists the standard ACI Commerce Gateway error codes, followed by these tables:

- [“Merchant-related Error Codes”](#)
- [“Batch-related Error Codes”](#)
- [“Brand-specific Error Codes”](#)

Message Number	Message Text
CGW000006	CGW000006-Tran Action Invalid
CGW000007	CGW000007-Tran Action Missing
CGW000008	CGW000008-Action Description Invalid
CGW000009	CGW000009-Monetary Transaction Flag Invalid
CGW000010	CGW000010-Address Verification Code Invalid
CGW000011	CGW000011-Address Verification Code Missing
CGW000012	CGW000012-Address Verification Description Invalid
CGW000013	CGW000013-Brand ID Invalid
CGW000014	CGW000014-Brand ID Missing
CGW000015	CGW000015-Brand BIN Invalid
CGW000016	CGW000016-Brand BIN Missing
CGW000017	CGW000017-Brand to BIN Invalid

Message Number	Message Text
CGW000018	CGW000018-Payment Instrument List Invalid
CGW000019	CGW000019-Brand Type Invalid
CGW000020	CGW000020-Card Check Digit Flag Invalid
CGW000021	CGW000021-Card Expiration Flag Invalid
CGW000022	CGW000022-Card Address Verification Flag Invalid
CGW000023	CGW000023-Card Verification Code Flag Invalid
CGW000024	CGW000024-Currency Code Invalid
CGW000025	CGW000025-Currency Code Missing
CGW000026	CGW000026-Currency Minor Digits Invalid
CGW000027	CGW000027-Currency Symbol Invalid
CGW000028	CGW000028-Card Pin Debit Flag Invalid
CGW000029	CGW000029-Card Number Invalid
CGW000030	CGW000030-Card Number Missing
CGW000031	CGW000031-Decline Last Attempt Time Invalid
CGW000032	CGW000032-Decline Amount Invalid
CGW000033	CGW000033-Decline Count Invalid
CGW000034	CGW000034-Decline Reason Invalid
CGW000035	CGW000035-Faq Question ID Invalid
CGW000036	CGW000036-Faq Question ID Missing
CGW000037	CGW000037-Faq Question Invalid
CGW000038	CGW000038-Faq Answer Invalid
CGW000039	CGW000039-Batch Upload Directory Invalid
CGW000040	CGW000040-Batch Download Directory Invalid

Message Number	Message Text
CGW000041	CGW000041-Batch Archive Directory Invalid
CGW000042	CGW000042-Access Log Retention Days Invalid
CGW000043	CGW000043-Tran Log Retention Days Invalid
CGW000044	CGW000044-Decline Card Retention Minutes Invalid
CGW000045	CGW000045-Decline Card Max Count Invalid
CGW000046	CGW000046-Multiple Captures Flag Invalid
CGW000047	CGW000047-Compare Capture Amt Flag Invalid
CGW000048	CGW000048-Compare Void Amt Flag Invalid
CGW000049	CGW000049-Multiple Void Flag Invalid
CGW000050	CGW000050-Multiple Credit Debit Flag Invalid
CGW000051	CGW000051-Compare Credit Debit Amt Flag Invalid
CGW000052	CGW000052-Settlement Cutover Hour Invalid
CGW000053	CGW000053-Settlement Cutover Minute Invalid
CGW000054	CGW000054-Card Number Mask Format Code Invalid
CGW000055	CGW000055-Require CVD2 Flag Invalid
CGW000056	CGW000056-Auth Unit Invalid
CGW000057	CGW000057-Auth Range One Start Invalid
CGW000058	CGW000058-Auth Range One End Invalid
CGW000059	CGW000059-Auth Range One Color Invalid
CGW000060	CGW000060-Auth Range Two Start Invalid
CGW000061	CGW000061-Auth Range Two End Invalid
CGW000062	CGW000062-Auth Range Two Color Invalid
CGW000063	CGW000063-Auth Range Three Start Invalid

Message Number	Message Text
CGW000064	CGW000064-Auth Range Three End Invalid
CGW000065	CGW000065-Auth Range Three Color Invalid
CGW000066	CGW000066-Auth Range Four Start Invalid
CGW000067	CGW000067-Auth Range Four End Invalid
CGW000068	CGW000068-Auth Range Four Color Invalid
CGW000069	CGW000069-Delayed Capture Enabled Flag Invalid
CGW000070	CGW000070-Auth Range One Description Invalid
CGW000071	CGW000071-Auth Range Two Description Invalid
CGW000072	CGW000072-Auth Range Three Description Invalid
CGW000073	CGW000073-Auth Range Four Description Invalid
CGW000074	CGW000074-Merchant ID Invalid
CGW000075	CGW000075-Merchant Category Invalid
CGW000076	CGW000076-Merchant Category Missing
CGW000077	CGW000077-Merchant Category Description Invalid
CGW000078	CGW000078-Merchant Guideline Header Invalid
CGW000079	CGW000079-Merchant Guideline Body Invalid
CGW000080	CGW000080-Password Expire Code Invalid
CGW000081	CGW000081-Invalid Attempt Lockout Invalid
CGW000082	CGW000082-Maximum Password Length Invalid
CGW000083	CGW000083-Account Format Mask Invalid
CGW000084	CGW000084-Merchant Name Invalid
CGW000085	CGW000085-Merchant Address 1 Invalid
CGW000086	CGW000086-Merchant Address 2 Invalid

Message Number	Message Text
CGW000087	CGW000087-Merchant Address 3 Invalid
CGW000088	CGW000088-Merchant City Invalid
CGW000089	CGW000089-Merchant State Invalid
CGW000090	CGW000090-Merchant Country Invalid
CGW000091	CGW000091-Merchant ISO Country Invalid
CGW000092	CGW000092-Merchant Postal Code Invalid
CGW000093	CGW000093-Merchant Contact Invalid
CGW000094	CGW000094-Merchant Phone Invalid
CGW000095	CGW000095-Merchant Fax Invalid
CGW000096	CGW000096-Merchant E-mail Invalid
CGW000097	CGW000097-Merchant Web Site Invalid
CGW000098	CGW000098-Merchant Web Site Address Invalid
CGW000099	CGW000099-Merchant View Tran Detail Invalid
CGW000100	CGW000100-Merchant GMCMP Flag Invalid
CGW000101	CGW000101-Parent Merchant ID Invalid
CGW000102	CGW000102-Super Merchant Flag Invalid
CGW000103	CGW000103-Percent Over Auth Invalid
CGW000104	CGW000104-Batch Priority Invalid
CGW000105	CGW000105-Merchant Generate Resource File Invalid
CGW000106	CGW000106-Allow Order Process Flag Invalid
CGW000107	CGW000107-Allow Tran Entry Flag Invalid
CGW000108	CGW000108-Allow User Security Access Flag Invalid
CGW000109	CGW000109-Request ID Invalid

Message Number	Message Text
CGW000110	CGW000110-Session ID Invalid
CGW000111	CGW000111-Tran Portal ID Invalid
CGW000112	CGW000112-Category Code Invalid
CGW000113	CGW000113-Direction Code Invalid
CGW000114	CGW000114-Message Date Time Invalid
CGW000115	CGW000115-Source IP Address Invalid
CGW000116	CGW000116-Destination IP Address Invalid
CGW000117	CGW000117-Message Data Length Invalid
CGW000118	CGW000118-Message Data Invalid
CGW000119	CGW000119-Card BIN Invalid
CGW000120	CGW000120-Card BIN Missing
CGW000121	CGW000121-Insert Time Invalid
CGW000122	CGW000122-Negative Reason Invalid
CGW000123	CGW000123-Process Option Invalid
CGW000124	CGW000124-Process Option Missing
CGW000125	CGW000125-Option Description Invalid
CGW000126	CGW000126-Payment Instrument Invalid
CGW000127	CGW000127-Payment Instrument Missing
CGW000128	CGW000128-Payment Instrument Description Invalid
CGW000129	CGW000129-Payment Instrument Edit Page Invalid
CGW000134	CGW000134-Void After Capture Not Allowed
CGW000135	CGW000135-Result Code Invalid
CGW000136	CGW000136-Result Code Missing

Message Number	Message Text
CGW000137	CGW000137-Result Description Invalid
CGW000138	CGW000138-Risk Profile ID Invalid
CGW000139	CGW000139-Risk Velocity List Invalid
CGW000140	CGW000140-Risk Velocity A Number Invalid
CGW000141	CGW000141-Risk Velocity B Number Invalid
CGW000142	CGW000142-Risk Velocity C Number Invalid
CGW000143	CGW000143-Risk Velocity D Number Invalid
CGW000144	CGW000144-Risk Velocity E Number Invalid
CGW000145	CGW000145-Risk Velocity F Number Invalid
CGW000146	CGW000146-Risk Velocity G Number Invalid
CGW000147	CGW000147-Risk Velocity H Number Invalid
CGW000148	CGW000148-Risk Velocity I Number Invalid
CGW000149	CGW000149-Risk Velocity J Number Invalid
CGW000150	CGW000150-System News Header Invalid
CGW000151	CGW000151-System News Body Invalid
CGW000152	CGW000152-Profile ID Invalid
CGW000153	CGW000153-Profile ID Missing
CGW000154	CGW000154-Currency Code List Invalid
CGW000155	CGW000155-Term Action List Invalid
CGW000156	CGW000156-Term Instrument List Invalid
CGW000157	CGW000157-Brand List Invalid
CGW000158	CGW000158-Term Option List Invalid
CGW000159	CGW000159-Term AVR List Invalid

Message Number	Message Text
CGW000160	CGW000160-Term ID Invalid
CGW000161	CGW000161-Term ID Missing
CGW000162	CGW000162-Term Description Invalid
CGW000163	CGW000163-Terminal Alias ID Invalid
CGW000164	CGW000164-Term Profile ID Invalid
CGW000165	CGW000165-Term Risk Flag Invalid
CGW000166	CGW000166-Tran Portal Pwd Hash Invalid
CGW000167	CGW000167-Term Status Invalid
CGW000168	CGW000168-Merchant Acceptor Invalid
CGW000169	CGW000169-Merchant Acceptor Term Invalid
CGW000170	CGW000170-Merchant Acquirer Invalid
CGW000171	CGW000171-Merchant BASE24 Term Data Invalid
CGW000172	CGW000172-Merchant BASE24 ID Invalid
CGW000173	CGW000173-Merchant BASE24 Group Invalid
CGW000174	CGW000174-Merchant BASE24 Region Invalid
CGW000175	CGW000175-Term Lockout Date Invalid
CGW000176	CGW000176-Cardholder Info Required Flag Invalid
CGW000177	CGW000177-Delayed Capture Hours Invalid
CGW000178	CGW000178-Thread ID Invalid
CGW000179	CGW000179-Thread ID Missing
CGW000180	CGW000180-Thread Name Invalid
CGW000181	CGW000181-Thread Status Invalid
CGW000182	CGW000182-Thread Command Invalid

Message Number	Message Text
CGW000183	CGW000183-Thread Command Message Invalid
CGW000184	CGW000184-Payment ID Invalid
CGW000185	CGW000185-Track ID Invalid
CGW000186	CGW000186-Tran Amount Invalid
CGW000187	CGW000187-Portal Request Received Time Invalid
CGW000188	CGW000188-Portal Response Sent Time Invalid
CGW000189	CGW000189-Auth Code Invalid
CGW000190	CGW000190-Tran Ref Invalid
CGW000191	CGW000191-Batch ID Invalid
CGW000192	CGW000192-Post Date Invalid
CGW000193	CGW000193-Message Request Sent Time Invalid
CGW000194	CGW000194-Message Response Received Time Invalid
CGW000195	CGW000195-Auth Response Code Invalid
CGW000196	CGW000196-Auth Stan ID Invalid
CGW000197	CGW000197-Risk Response Action Invalid
CGW000198	CGW000198-Orig Transaction ID Invalid
CGW000199	CGW000199-Card Number Hash Invalid
CGW000200	CGW000200-Card Number Encrypt Invalid
CGW000201	CGW000201-Card Name Search Invalid
CGW000202	CGW000202-Ref Transaction ID Invalid
CGW000203	CGW000203-Electronic Commerce Indicator Invalid
CGW000204	CGW000204-Tran Source IP Invalid
CGW000205	CGW000205-Card Verify Response Code Invalid

Message Number	Message Text
CGW000206	CGW000206-Host Token Invalid
CGW000207	CGW000207-User Field 1 Invalid
CGW000208	CGW000208-User Field 2 Invalid
CGW000209	CGW000209-User Field 3 Invalid
CGW000210	CGW000210-User Field 4 Invalid
CGW000211	CGW000211-User Field 5 Invalid
CGW000212	CGW000212-Xid Encoded Invalid
CGW000213	CGW000213-Authentication Token Encoded Invalid
CGW000214	CGW000214-Authentication Token Response Invalid
CGW000215	CGW000215-Auth Amount Invalid
CGW000216	CGW000216-Capture Amount Invalid
CGW000217	CGW000217-Void Capture Amount Invalid
CGW000218	CGW000218-Void Auth Amount Invalid
CGW000219	CGW000219-Payment Page Style File Invalid
CGW000220	CGW000220-Payment Page Header File Invalid
CGW000221	CGW000221-Payment Page Footer File Invalid
CGW000222	CGW000222-Payment Status Invalid
CGW000223	CGW000223-Payment Init Time Invalid
CGW000224	CGW000224-Merchant Response URL Invalid
CGW000225	CGW000225-Merchant Error URL Invalid
CGW000226	CGW000226-Payment Present Time Invalid
CGW000227	CGW000227-Payment Process Time Invalid
CGW000228	CGW000228-Payment Notify Flag Invalid

Message Number	Message Text
CGW000229	CGW000229-Payment Notify Time Invalid
CGW000230	CGW000230-Merchant Terminal Invalid
CGW000231	CGW000231-Card Name Invalid
CGW000232	CGW000232-Card Verification Code Invalid
CGW000233	CGW000233-Card Address Invalid
CGW000234	CGW000234-Card Postal Code Invalid
CGW000235	CGW000235-Card Expiration Month Invalid
CGW000236	CGW000236-Card Expiration Year Invalid
CGW000237	CGW000237-BIN Range Overlap
CGW000238	CGW000238-Capture Type Invalid
CGW000239	CGW000239-Transaction Sort Value Invalid
CGW000240	CGW000240-Terminals Exist for Brand
CGW000241	CGW000241-Batch Action Invalid
CGW000242	CGW000242-Track ID Not Unique
CGW000243	CGW000243-Original Transaction Mismatch
CGW000244	CGW000244-Institution ID Mismatch
CGW000245	CGW000245-Merchant ID Mismatch
CGW000246	CGW000246-Terminal ID Mismatch
CGW000247	CGW000247-Payment Instrument Mismatch
CGW000248	CGW000248-Currency Code Mismatch
CGW000249	CGW000249-Card Number Mismatch
CGW000257	CGW000257-Terminal Not Found
CGW000258	CGW000258-Merchant Not Found

Message Number	Message Text
CGW000259	CGW000259-Card Verification Code Missing
CGW000260	CGW000260-Transaction Amount Missing
CGW000261	CGW000261-Original Transaction ID Missing
CGW000262	CGW000262-Encoded XID String Length Invalid
CGW000263	CGW000263-Encoded Authentication Token Missing
CGW000264	CGW000264-Electronic Commerce Indicator Missing
CGW000265	CGW000265-User Defined Field 1 Length Invalid
CGW000266	CGW000266-User Defined Field 2 Length Invalid
CGW000267	CGW000267-User Defined Field 3 Length Invalid
CGW000268	CGW000268-User Defined Field 4 Length Invalid
CGW000269	CGW000269-User Defined Field 5 Length Invalid
CGW000270	CGW000270-Track ID Length Invalid
CGW000271	CGW000271-Card Name Length Invalid
CGW000272	CGW000272-Card Address Length Invalid
CGW000273	CGW000273-Card Postal Code Length Invalid
CGW000274	CGW000274-Card Number Length Invalid
CGW000275	CGW000275-Encoded Authentication Token Length Invalid
CGW000276	CGW000276-Electronic Commerce Indicator Length Invalid
CGW000277	CGW000277-Merchant Response URL Missing
CGW000278	CGW000278-Merchant Response URL Length Invalid
CGW000279	CGW000279-Merchant Error URL Missing
CGW000280	CGW000280-Merchant Error URL Length Invalid

Message Number	Message Text
CGW000281	CGW000281-Track ID Missing
CGW000282	CGW000282-Card Verification Code Length Invalid
CGW000283	CGW000283-Card Expiration Year Length Invalid
CGW000284	CGW000284-Card Expiration Month Length Invalid
CGW000285	CGW000285-Card Expiration Day Length Invalid
CGW000286	CGW000286-Card Expiration Year Missing
CGW000287	CGW000287-Card Expiration Month Missing
CGW000288	CGW000288-Card Expiration Day Missing
CGW000289	CGW000289-Card Expiration Day Invalid
CGW000290	CGW000290-Merchant ID Missing
CGW000291	CGW000291-Card PIN Invalid
CGW000292	CGW000292-Card Name Missing
CGW000293	CGW000293-Card Address Missing
CGW000294	CGW000294-Card Postal Code Missing
CGW000295	CGW000295-Card PIN Missing
CGW000296	CGW000296-Batch ID Missing
CGW000297	CGW000297-Batch Status Missing
CGW000298	CGW000298-Risk Profile ID Missing
CGW000299	CGW000299-Terminals Exist for Merchant
CGW000300	CGW000300-Institution Login Invalid
CGW000301	CGW000301-Password Confirmation Invalid
CGW000302	CGW000302-Password Expiration Date Invalid
CGW000303	CGW000303-User Password Missing

Message Number	Message Text
CGW000304	CGW000304-User Password Invalid
CGW000305	CGW000305-Merchant Password Invalid
CGW000306	CGW000306-User Name Missing
CGW000307	CGW000307-New Merchant Password Missing
CGW000308	CGW000308-New Merchant Password Confirmation Missing
CGW000309	CGW000309-New Merchant Password Confirmation Invalid
CGW000310	CGW000310-User Status Missing
CGW000311	CGW000311-Merchant Acceptor Length Invalid
CGW000312	CGW000312-Merchant Acceptor Terminal Length Invalid
CGW000313	CGW000313-Merchants Exist for Category
CGW000314	CGW000314-TranPortal ID Not Unique
CGW000315	CGW000315-Action Not Enabled for Terminal
CGW000316	CGW000316-Batch Transaction Processing Not Enabled for Terminal
CGW000317	CGW000317-Payment Page Transaction Processing Not Enabled for Terminal
CGW000318	CGW000318-Internal Transaction Processing Not Enabled for Terminal
CGW000319	CGW000319-Plugin Transaction Processing Not Enabled for Terminal
CGW000320	CGW000320-Terminal Inactive
CGW000321	CGW000321-Card BIN Length Invalid
CGW000322	CGW000322-TranPortal ID Missing
CGW000323	CGW000323-TranPortal Password Invalid

Message Number	Message Text
CGW000324	CGW000324-TranPortal Password Confirmation Invalid
CGW000325	CGW000325-TranPortal Password And Confirmation Mismatch
CGW000326	CGW000326-Merchants Exist for Profile
CGW000327	CGW000327-Terminals Exist for Profile
CGW000328	CGW000328-Access Log Retention Days Missing
CGW000329	CGW000329-Transaction Log Retention Days Missing
CGW000330	CGW000330-Declined Card Retention Minutes Missing
CGW000331	CGW000331-Declined Card Maximum Count Missing
CGW000332	CGW000332-Card Number Format Missing
CGW000333	CGW000333-Merchants Exist for Currency
CGW000334	CGW000334-Terminals Exist for Currency
CGW000335	CGW000335-Plugin Resource Generation Error
CGW000336	CGW000336-Authorization Amount Missing
CGW000337	CGW000337-External Request Byte Missing
CGW000338	CGW000338-Payment ID Missing
CGW000339	CGW000339-Password Confirmation Invalid
CGW000340	CGW000340-Certification Chain Validation Error
CGW000341	CGW000341-Cardholder Not Enrolled
CGW000342	CGW000342-Not a 3-D Secure Card
CGW000343	CGW000343-PARes Status Not Successful
CGW000344	CGW000344-Transaction Status Unavailable
CGW000345	CGW000345-Signature Validation Failed
CGW000346	CGW000346-Missing Data Type

Message Number	Message Text
CGW000347	CGW000347-Multiple Captures Not Allowed
CGW000348	CGW000348-Capture Over Available Amount
CGW000349	CGW000349-Multiple Voids Not Allowed
CGW000350	CGW000350-Void Over Available Amount
CGW000351	CGW000351-Multiple Credits Not Allowed
CGW000352	CGW000352-Credit Over Available Amount
CGW000353	CGW000353-Invalid UCAF Data Detected
CGW000354	CGW000354-Address Verification Failure
CGW000354	CGW000355-Transaction Not Found
CGW000356	CGW000356-Invalid Minor Digits
CGW000357	CGW000357-Error Packing Host Message
CGW000358	CGW000358-Batch Not Able to Process
CGW000359	CGW000359-Batch Parsing Error
CGW000360	CGW000360-Error Hashing Cardnumber
CGW000361	CGW000361-Error Encrypting Cardnumber
CGW000362	CGW000362-No Rows Selected
CGW000363	CGW000363-Invalid Amount Entered
CGW000364	CGW000364-Errors Occurred Processing Some Authorizations
CGW000365	CGW000365-Capture Over Allowed Percentage
CGW000367	CGW000367-Batch in Use
CGW000368	CGW000368-Unable to Control Thread
CGW000371	CGW000371-Entry Timeout
CGW000372	CGW000372-Invalid Entry Data

Message Number	Message Text
CGW000373	CGW000373-Payment Page Style File Invalid
CGW000374	CGW000374-Payment Page Header File Invalid
CGW000375	CGW000375-Payment Page Footer File Invalid
CGW000376	CGW000376-Payment Instrument Not Allowed for Terminal
CGW000377	CGW000377-Unable to Retrieve Context
CGW000379	CGW000379-UCAF Action Type Invalid
CGW000380	CGW000380-UCAF Expiration Invalid
CGW000381	CGW000381-UCAF Auth Token Invalid
CGW000382	CGW000382-UCAF Brand Identifier Missing
CGW000383	CGW000383-3-D Secure Client Certificate Missing
CGW000384	CGW000384-Risk Velocity X Number Invalid
CGW000385	CGW000385-Risk Velocity Y Number Invalid
CGW000386	CGW000386-Risk Velocity Z Number Invalid

Merchant-related Error Codes	
Message Number	Message Text
CGW000387	CGW000387-Merchant Category Code Description Missing
CGW000388	CGW000388-Currency Code Description Missing
CGW000390	CGW000390-Institution ID Required
CGW000391	CGW000391-Merchant Name Required
CGW000392	CGW000392-Merchant State Required
CGW000393	CGW000393-Merchant ISO Country Code Required

Merchant-related Error Codes (Continued)	
Message Number	Message Text
CGW000394	CGW000394-Merchant Web Site Address Required
CGW000395	CGW000395-Negative Reason String Missing
CGW000396	CGW000396-Currency Minor Digits Missing
CGW000397	CGW000397-Currency Symbol Missing
CGW000398	CGW000398-Declined Reason Missing
CGW000399	CGW000399-Declined Reason Invalid
CGW000400	CGW000400-Terminal Alias Missing
CGW000401	CGW000401-Unable to Determine Supported Brand for Card Number

Batch-related Error Codes	
Message Number	Message Text
CGW001000	CGW001000-Batch Track ID Invalid
CGW001001	CGW001001-Batch Received Time Invalid
CGW001002	CGW001002-Batch Input File Invalid
CGW001003	CGW001003-Batch Output File Invalid
CGW001004	CGW001004-Batch Status Invalid
CGW001005	CGW001005-Batch Total Transactions Invalid
CGW001006	CGW001006-Batch Process Start Time Invalid
CGW001007	CGW001007-Batch Process Complete Time Invalid
CGW001008	CGW001008-Batch Processed Transactions Invalid
CGW001009	CGW001009-Error Code Invalid

Batch-related Error Codes (Continued)	
Message Number	Message Text
CGW001010	CGW001010-Disp Data Encrypt Invalid
CGW001011	CGW001011-Message Formatter Invalid
CGW001012	CGW001012-Start Time Invalid
CGW001013	CGW001013-Start Time Missing
CGW001014	CGW001014-Process Limit Invalid
CGW001015	CGW001015-Suspend Command Invalid
CGW001016	CGW001016-Process Limit Missing
CGW001017	CGW001017-Batch Track ID Missing
CGW001018	CGW001018-Batch Upload File Missing or Empty

Brand-specific Error Codes	
Message Number	Message Text
CGW002000	CGW002000-Card Range Begin Invalid
CGW002001	CGW002001-Card Range Begin Missing
CGW002002	CGW002002-Card Range End Invalid
CGW002003	CGW002003-VPAS Version Invalid
CGW002004	CGW002004-Check Participating Cards Invalid
CGW002005	CGW002005-Merchant VPAS Password Invalid
CGW002006	CGW002006-Root Certificate Name Invalid
CGW002007	CGW002007-Brand Acquirer BIN Invalid
CGW002008	CGW002008-Merchant VPAS Certificate Invalid
CGW002009	CGW002009-Card Range Serial Invalid

Brand-specific Error Codes (Continued)	
Message Number	Message Text
CGW002010	CGW002010-Last Run Time Invalid
CGW002011	CGW002011-Authentication Token Invalid
CGW002012	CGW002012-XID Invalid
CGW002013	CGW002013-ACS URL Invalid
CGW002200	CGW002200-UCAF Brand Invalid

6: IWT Error Code Tables

The tables in this section identify standard error codes for the ACI IWT products. These errors may occur in several modules.

The table below lists the standard ACI IWT error codes, followed by these tables:

- [“Security Constants Error Codes”](#)
These codes begin with the prefix, SEC.
- [“3-D Secure Parsing/Processing Error Codes”](#)
These codes begin with the prefix, TDS.

Message Number	Message Text
IWT000000	IWT000000-Institution ID Invalid
IWT000001	IWT000001-Institution ID Missing
IWT000002	IWT000002-Name Invalid
IWT000003	IWT000003-Address Line 1 Invalid
IWT000004	IWT000004-Address Line 2 Invalid
IWT000005	IWT000005-Address Line 3 Invalid
IWT000006	IWT000006-City Invalid
IWT000007	IWT000007-State Invalid
IWT000008	IWT000008-Country Invalid
IWT000009	IWT000009-Postal Code Invalid
IWT000010	IWT000010-Contact Invalid

Message Number	Message Text
IWT000011	IWT000011-Phone Number Invalid
IWT000012	IWT000012-Fax Number Invalid
IWT000013	IWT000013-E-mail Address Invalid
IWT000014	IWT000014-Tech Contact Invalid
IWT000015	IWT000015-Tech Phone Number Invalid
IWT000016	IWT000016-Tech E-mail Address Invalid
IWT000017	IWT000017-Institution Domain Invalid
IWT000018	IWT000018-Institution Login ID Invalid
IWT000019	IWT000019-Institution Servlet Domain Invalid
IWT000020	IWT000020-Data Encr Key Name Invalid
IWT000021	IWT000021-Data Encr Alg Name Invalid
IWT000022	IWT000022-Last Update Time Invalid
IWT000023	IWT000023-User ID Invalid
IWT000024	IWT000024-Prev Data Encr Key Name Invalid
IWT000025	IWT000025-Prev Data Encr Alg Name Invalid
IWT000026	IWT000026-Status Code Invalid
IWT000027	IWT000027-Request Creation Time Invalid
IWT000028	IWT000028-Request Creation Time Missing
IWT000029	IWT000029-Request Initialize Time Invalid
IWT000030	IWT000030-Request Completion Time Invalid
IWT000031	IWT000031-Message Entry Time Invalid
IWT000032	IWT000032-Message Entry Time Missing
IWT000033	IWT000033-Message Unique ID Invalid

Message Number	Message Text
IWT000034	IWT000034-Message Unique ID Missing
IWT000035	IWT000035-Message Attempts Invalid
IWT000036	IWT000036-Message Encrypt Invalid
IWT000037	IWT000037-External Connection ID Invalid
IWT000038	IWT000038-Process ID Invalid
IWT000039	IWT000039-Transaction ID Invalid
IWT000040	IWT000040-Transaction ID Missing
IWT000041	IWT000041-Sequence Number Invalid
IWT000042	IWT000042-Sequence Number Missing
IWT000043	IWT000043-Message Encrypt Length Invalid
IWT000044	IWT000044-Password Change Required
IWT000045	IWT000045-User Password Invalid
IWT000046	IWT000046-User Role Undefined
IWT000047	IWT000047-More Rows Available
IWT000048	IWT000048-User ID Required
IWT000049	IWT000049-Password Length Less than Minimum
IWT000050	IWT000050-Password Requires Number Characters
IWT000051	IWT000051-Password Requires Alpha Characters
IWT000052	IWT000052-Password Requires Special Characters
IWT000053	IWT000053-User ID And Password Match
IWT000054	IWT000054-Password Contains Consecutive Identical Characters
IWT000055	IWT000055-Password Used Before
IWT000056	IWT000056-User Role Undefined

Message Number	Message Text
IWT000057	IWT000057-Institution Has Merchants
IWT000058	IWT000058-Failed to Load User Security Class
IWT000059	IWT000059-Failed to Load Merchant Class
IWT000060	IWT000060-Failed to Load Application Class
IWT000061	IWT000061-Failed to Load 3-D Secure Class
IWT000062	IWT000062-Failed to Load Issuer Class
IWT000063	IWT000063-Algorithm and Key Mismatch
IWT000064	IWT000064-Key Same as Previous Key
IWT000065	IWT000065-Report Start Date/Time Invalid
IWT000066	IWT000066-Report End Date/Time Invalid
IWT000067	IWT000067-Sort by Value Invalid
IWT000068	IWT000068-Report Type Invalid
IWT000070	IWT000070-Certificate Name Missing
IWT000071	IWT000071-User ID Missing
IWT000072	IWT000072-Last Login Days Invalid
IWT000073	IWT000073-Role ID Missing
IWT000074	IWT000074-Role Description Missing
IWT000075	IWT000075-Store File or Path Invalid
IWT000076	IWT000076-Duplicate Transaction Detected
IWT000077	IWT000077-Configuration Property ID Invalid
IWT000078	IWT000078-Configuration Property ID Missing
IWT000079	IWT000079-Configuration Property Value Invalid
IWT000080	IWT000080-Endpoint ID Invalid

Message Number	Message Text
IWT000081	IWT000081-Endpoint ID Missing
IWT000082	IWT000082-External Connection ID List Invalid
IWT000083	IWT000083-Endpoint Type Invalid
IWT000084	IWT000084-Balance Type Invalid
IWT000085	IWT000085-Failover Type Invalid
IWT000086	IWT000086-Number until Retry Primary Invalid
IWT000087	IWT000087-HTTP Get Method Not Supported on Servlet
IWT000088	IWT000088-Endpoint Status Code Invalid
IWT000089	IWT000089-Language ID Missing
IWT000090	IWT000090-User Password Missing
IWT000091	IWT000091-User New Password Missing
IWT000092	IWT000092-User Name Missing
IWT000093	IWT000093-Institution Login ID Missing
IWT000094	IWT000094-Institution Name Missing
IWT000095	IWT000095-User Password Confirmation Missing
IWT000096	IWT000096-Deletion of Current User ID Not Allowed
IWT000097	IWT000097-External Connection ID List Missing
IWT000098	IWT000098-Process ID Missing
IWT000099	IWT000099-Enabled Functions Invalid
IWT000100	IWT000100-Security Code Missing
IWT000101	IWT000101-Institution Domain Missing
IWT000102	IWT000102-Institution Login ID Missing
IWT000103	IWT000103-Institution Servlet Domain Missing

Message Number	Message Text
IWT000104	IWT000104-Database Encryption Key Alias Missing
IWT000105	IWT000105-Database Encryption Algorithm Missing
IWT000106	IWT000106-Endpoint Inactive
IWT000107	IWT000107-TranPortal ID Must Be Unique Across All Institutions
IWT000108	IWT000108-Terminal Alias Must Be Unique Within Merchant

Security Constants Error Codes	
Message Number	Message Text
SEC000000	SEC000000-Application ID Invalid
SEC000001	SEC000001-Application ID Missing
SEC000002	SEC000002-Website Path Invalid
SEC000003	SEC000003-Bundle Name Invalid
SEC000004	SEC000004-Menu Order Invalid
SEC000005	SEC000005-Menu Group ID Invalid
SEC000006	SEC000006-Menu Group ID Missing
SEC000007	SEC000007-Description Invalid
SEC000008	SEC000008-Security Code Invalid
SEC000009	SEC000009-Menu Page Name Invalid
SEC000010	SEC000010-Menu Sub Group ID Invalid
SEC000011	SEC000011-Menu Header Flag Invalid
SEC000012	SEC000012-User Type Invalid
SEC000013	SEC000013-User Type Missing

Security Constants Error Codes (Continued)	
Message Number	Message Text
SEC000014	SEC000014-User Password Hash Invalid
SEC000015	SEC000015-User Password Hash Missing
SEC000016	SEC000016-Password Last Change Date Invalid
SEC000017	SEC000017-User Type Description Invalid
SEC000018	SEC000018-Password Expire Flag Invalid
SEC000019	SEC000019-Maximum Password Days Invalid
SEC000020	SEC000020-Minimum Password Length Invalid
SEC000021	SEC000021-Alpha Required Flag Invalid
SEC000022	SEC000022-Numeric Required Flag Invalid
SEC000023	SEC000023-Special Required Flag Invalid
SEC000024	SEC000024-Special Characters Invalid
SEC000025	SEC000025-Lockout Flag Invalid
SEC000026	SEC000026-Lockout Login Attempts Invalid
SEC000027	SEC000027-Reinstate Flag Invalid
SEC000028	SEC000028-Reinstate Minutes Invalid
SEC000029	SEC000029-Maximum Password History Count Invalid
SEC000030	SEC000030-Role ID Invalid
SEC000031	SEC000031-Role ID Missing
SEC000032	SEC000032-Page Order Invalid
SEC000033	SEC000033-Online Access Time Invalid
SEC000034	SEC000034-Online Access Time Missing
SEC000035	SEC000035-Online Logout Time Invalid

Security Constants Error Codes (Continued)	
Message Number	Message Text
SEC000036	SEC000036-Audit User ID Invalid
SEC000037	SEC000037-Audit User ID Missing
SEC000038	SEC000038-Audit Entry Time Invalid
SEC000039	SEC000039-Audit Entry Time Missing
SEC000040	SEC000040-Service Invalid
SEC000041	SEC000041-Audit Entry Type Invalid
SEC000042	SEC000042-Audit Entry Detail Invalid
SEC000043	SEC000043-User Name Invalid
SEC000044	SEC000044-User Status Invalid
SEC000045	SEC000045-Invalid Login Attempt Count Invalid
SEC000046	SEC000046-User Lockout Date Invalid
SEC000047	SEC000047-Language ID Invalid
SEC000048	SEC000048-Date Style Invalid
SEC000049	SEC000049-Time Style Invalid
SEC000050	SEC000050-Audit Entry ID Invalid
SEC000051	SEC000051-Audit Entry ID Missing
SEC000052	SEC000052-Audit Entry Sequence Number Invalid
SEC000053	SEC000053-Audit Entry Sequence Number Missing
SEC000054	SEC000054-Audit Sequence Number Invalid
SEC000055	SEC000055-Audit Sequence Number Missing
SEC000056	SEC000056-Audit Datasource Invalid
SEC000057	SEC000057-Audit Continuation Invalid

Security Constants Error Codes (Continued)	
Message Number	Message Text
SEC000058	SEC000058-Audit Application Defined Value Invalid
SEC000059	SEC000059-Audit Detail Data Invalid
SEC000060	SEC000060-Menu Task Not Allowed
SEC000061	SEC000061-User ID Must Be Unique Across All Institutions

3-D Secure Parsing/Processing Error Codes	
Message Number	Message Text
TDS000000	TDS000000-PAReq Base64 Decoding Failure
TDS000001	TDS000001-PARes Base64 Decoding Failure
TDS000002	TDS000002-PATransReq Base64 Decoding Failure
TDS000003	TDS000003-PAReq MTE Error
TDS000004	TDS000004-PAReq REE Error
TDS000005	TDS000005-PAReq Item Count Invalid
TDS000006	TDS000006-PAReq Missing
TDS000007	TDS000007-PATransReq MTE Error
TDS000008	TDS000008-PATransReq REE Error
TDS000009	TDS000009-PATransReq Item Count Invalid
TDS000010	TDS000010-PATransReq Missing
TDS000011	TDS000011-VEReq MTE Error
TDS000012	TDS000012-VEReq REE Error
TDS000013	TDS000013-VEReq Item Count Invalid

3-D Secure Parsing/Processing Error Codes (Continued)	
Message Number	Message Text
TDS000014	TDS000014-VEReq Missing
TDS000015	TDS000015-Unrecognized Critical Extension
TDS000016	TDS000016-Version Invalid
TDS000017	TDS000017-Version Missing
TDS000018	TDS000018-Exponent Invalid
TDS000019	TDS000019-Purchase XID Invalid
TDS000020	TDS000020-Purchase Amount Invalid
TDS000021	TDS000021-VEReq Required Element Missing
TDS000022	TDS000022-PAREq Required Element Missing
TDS000023	TDS000023-VEReq Required Attribute Missing
TDS000024	TDS000024-VEReq Attribute Invalid
TDS000025	TDS000025-PAREq Required Attribute Missing
TDS000026	TDS000026-PAREq Attribute Invalid
TDS000027	TDS000027-VEReq Required Element Exception
TDS000028	TDS000028-VEReq Required Attribute Missing
TDS000029	TDS000029-VEReq Required Attribute Invalid
TDS000030	TDS000030-PAREq Root Element Invalid
TDS000031	TDS000031-PAREq Required Attribute Missing
TDS000032	TDS000032-PAREq Required Attribute Invalid
TDS000033	TDS000033-PATransReq Message Type Exception
TDS000034	TDS000034-PATransReq Root Element Invalid
TDS000035	TDS000035-PATransReq Required Element Exception

3-D Secure Parsing/Processing Error Codes (Continued)	
Message Number	Message Text
TDS000036	TDS000036-PATransReq Required Attribute Missing
TDS000037	TDS000037-PATransReq Required Attribute Invalid
TDS000038	TDS000038-PATransReq Missing
TDS000039	TDS000039-PAResLog Decryption Failure
TDS000040	TDS000040-PAResLog External Response Missing

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