ShopSite Knowledgebase

'+' symbols in the Authorize.net (or ECX) username or password causes problems (Reason: This request cannot be accepted.)

Product: ALL
Version: ALL
Platform: ALL
I have configured and am using the Authorize.net real-time credit card processor gateway with my ShopSite store, however no orders are allowed through, and if I enable the detailed error message by checking the "Display Error Details" checkbox in my authorize.net settings, the detailed error message is similar to this:
Detailed error message:
Response Code: 3
Response Subcode: 1
Reason Code: 103
Reason: This request cannot be accepted.
What could be the problem?
Solution ID: S5472
This error message from Authorize.net indicates a problem authenticating with Authorize.net's servers because of a problem with either your Login ID or your password.
One possible reason could be that you are using a '+' symbol in your Authorize.net login name or password. If it is in your password, then you can change your password by logging into your Authorize.net merchant terminal (https://secure.authorize.net/) and changing your password there to something that does not contain a '+' symbol, then change the password setting in ShopSite's Authorize.net settings to match this new password (Commerce Setup -> Payment -> Configure Processor).
If the '+' symbol is in your Authorize.net Login ID, then you will need to contact Authorize.net to get a new Login ID without the '+' symbol. Change ShopSite's Authorize.net setting for Login ID once you have received the new one from Authorize.net.

https://support.shopsite.com/KBase/questions/2112/