ShopSite Knowledgebase

using Authorize.net a shopper gets the following Detailed Error Message when attempting to Finalize their order: (-)

Product: SC
Version: 4.x,5.x
Platform: ALL
Using Authorize.net as my cc processor, when a shopper tries to Finalize their order, they get the following Detailed Error Message: (-)
Why is this happening and how can I fix it?
Solution ID: S05447
This issue is likely caused by changes someone has made (you or an employee, probably on accident) to your Authorize.net account's ADC settings (found on Authorize.net's site, not settings found within ShopSite). There is an ADC setting called "Delimited Response" and the choices in the pull-down menu are Yes and No. By default it is Yes, and this is what ShopSite v5 and earlier required. The reason there is no better detailed error message than (-) is that ShopSite is not able to find the error string returned by Authorize.net amongst the return string without the delimiters it is expecting.
In v6 this problem has been worked around by indicating in the string ShopSite sends to Authorize.net what delimiters Authorize.net should use in the response string, effectively overriding the settings in the Authorize.net account in case someone has modified them.
Your solutions are to return the ADC delimeter settings to the default settings, or upgrade to ShopSite v6.x or greater.
To return your delimeters to the default state:
Access the Authorize.net website at http://secure.authorize.net
[enter your Authorize.net login name and password]
This will bring you to your online account settings for the Authorize.net backend ->
under settings Select: Automated Direct Connect (ADC) Settings
Make sure the following settings are used:
1. Delimited Response = Yes
2. Default field seperator = , (comma)
3. Default field encapsulator = none
Also see solution S04733.

https://support.shopsite.com/KBase/questions/2178/