

ShopSite Knowledgebase

email from Authorize.net saying they are going to shutdown my account without a Referrer URL setting

Product: ShopSite SC

Version: ALL

OS: ALL

I am using the Authorize.net gateway in ShopSite, and I recently received an email from Authorize.net with the Subject of 'You Will be Unable to Process Transactions through Your Authorize.Net Account in [x number of] Days'. Why did I receive this email, and what should I do?

Solution ID: S05450

Only Authorize.net will be able to tell you why you received this message and help you to be certain that your Authorize.net account is not disabled. You can contact Authorize.net's support department using the following information:

call: 877-447-3938

or

email: support@authorize.net

DO NOT IMPLEMENT A REFERRER URL (as advised in the email) ON THE AUTHORIZE.NET ACCOUNT YOU ARE USING WITH SHOPSITE OR IT WILL STOP WORKING WITH SHOPSITE. (If you are using another program to interact with your Authorize.net account and the connect method it uses requires the Referrer URL, then Authorize.net should be able to provide you with a second Authorize.net account free of charge that uses your same merchant account info. Use the contact info above to find out more.)

ONLY IMPLEMENT THE PASSWORD REQUIRED MODE (as advised in the email) ON YOUR AUTHORIZE.NET ACCOUNT IF YOUR SHOPSITE IS VERSION 6.x OR GREATER.

See also: S05446

<https://support.shopsite.com/KBase/questions/2214/>