ShopSite Knowledgebase

Cannot use 'Bill Orders' button to capture funds via Authorize.net in v6.3

Product: ALL
Version: 6.3.0
Platform: ALL
I have ShopSite v6.3 and when I click the Bill Orders button in the Orders menu I receive an error that says, in part: "Reason Code: 103" and "Reason: This transaction cannot be accepted." I know that the username and password I have entered in the Authorize.net settings are correct because I am still receiving credit card orders that have been authorized by them. What do I need to do to be able to 'Bill Orders' to capture the funds through ShopSite again?
Solution ID: S5477
A patch has been issued to resolve this 6.3 problem. The patch file is located on the ShopSite partners FTP site, so please contact your ShopSite reseller so that they can download and apply this patch for you.
The patch file to get to resolve this issue is:

orderhandler.cgi

This patch needs to replace the file of the same name in the ShopSite CGI Directory (this directory is usually named 'ss' or 'bo').
NOTE: transactions can still be captured in via the Authorize.net web terminal at https://secure.authorize.net, so until this ShopSite patch is applied you can capture authorized transactions using that method.

https://support.shopsite.com/KBase/questions/2234/