ShopSite Knowledgebase

What if I can't get my payment processor account to work?

Product: ALL
Version: ALL
Platform: ALL
I've set up a payment processing account (Payflow Pro, Authorize.Net, ACH Direct, LinkPoint, etc.) and I'm not able to process my credit card orders. Help!Solution ID: S04169
There are many steps that require proper setup for your payment processor to work. You may leave your ShopSite in manual (off-line) mode until problems are resolved. You will need to manually process credit card transactions through your payment processor account, but this will prevent you from losing any orders while trying to configure your payment processor.
If you're having trouble, try the following:
) Review the online help for setting up your payment processor. The fastest way to find this is to access your processor screen through ShopSite:
Commerce Setup > Payment > select processor / Configure Processor > Help (= red circle with question mark in upper right corner of screen).
) Confirm that you've entered the correct information in the ShopSite screen fields.
) Search the knowledgebase for solutions specific to your processor and/or the error you're seeing.
If you're unable to resolve through these steps, contact your ShopSite reseller. You may help to resolve the issue sooner if you're able to provide answers to some or most of the following:
) Is this a new payment processing account or was the real-time processing once working?
) If the latter, where any recent changes made to ShopSite or your payment processing account? (Include details.)
) Are you receiving email receipts for the purchase attempts as the test buyer? New order email alerts as the merchant?
) Is the transaction received by the payment service account?
) Is this a problem with all credit card orders or only some?

https://support.shopsite.com/KBase/questions/2341/