ShopSite Knowledgebase

using Authorize.net I get the following error when I try to 'bill orders' - I,invalid data

Product: SC
Version: 5.x,4.x
Platform: All
Using Authorize.net as my CC processor, when I select an order and attempt the 'bill orders' feature I get the following error: I,invalid data.
Why is this happening and how can I fix it?Solution ID: S04733
When this happens the order is not billed. After verifying all the information is correct in the payment configuration page for Authorize.net you should verify the following is true regarding your Authorize.net account:
Access the Authorize.net website https://secure.authorize.net
[Enter your Authorize.net login 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
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 as mentioned above, or upgrade to ShopSite v6.x or greater.
Also see solution S05447.

https://support.shopsite.com/KBase/questions/2426/