ShopSite Knowledgebase

Why am I getting an "Invalid vendorID" or "specified CGI application misbehaved" error when attempting to use a new VeriSign account?

Product: SC
Version: 5.0 or earlier
Platform: ALL
Note: ShopSite 4.2 and 4.3 screens refer to VeriSign as "Signio." Pre-4.2 screens refer to VeriSign as "PaymentNet."
I'm trying to setup a new account with VeriSign Payment Services. However, each time I try to process a credit card transaction, I get an error similar to one of the following on the receipt screen (thankyou.cgi):
"Detailed error message:
1: Invalid vendorID
PN##########
Invalid User Authentication"
NOTE: If you are just getting a general "Credit Card Processing Error" screen, return to ShopSite. Select the "Display Error Details" option under Commerce Setup > Payment > [select VeriSign] > Configure Processor (payconfig.cgi) and then try to place another order. Details should now display at the bottom of the general error screen. Don't forget to turn this option off once you have your account working!
- OR -
"CGI Error
The specified CGI application misbehaved by not returning a complete set of HTTP headers. The headers it did return are:
Set-Cookie: [cookie details]
[main] C:domain.comcgi-binsc hankyou.cgi 1000 (0) handle_exceptions: Exception: STATUS_ACCESS_VIOLATION
[main] thankyou 1000 (0) handle_exceptions: Dumping stack trace to thankyou.cgi.core "Solution ID: S04770
In Q1 2001, VeriSign Payment Services launched their new V3 platform. Any merchants signing up for VeriSign services after this time are placed on the V3 platform. If you are using V3, this solution may apply. See solution S04755 for additional details on the V3 platform and for suggestions to resolve these errors.

https://support.shopsite.com/KBase/questions/2436/