ShopSite Knowledgebase

Why am I still getting credit card processing errors when I have my store in manual process mode?

Product: SC
Version: 5.0
Platform: ALL
I enabled one of the credit card processor accounts (VeriSign Payment Services, CyberCash, Authorize.Net, or ClickPay) for my store under the Commerce Setup > Payment screen (payconfig.cgi). I tried to put my store back into manual processing mode. However, when I submit a test order, I get an error similar to:
"Credit Card Processing Error
Your order was not processed
There was a problem processing your credit card information.
Please verify that the following were entered correctly:
Solution ID: S04899
ShopSite accesses multiple files to process transactions. If ShopSite is unable to access the information it needs to display the correct results, you may see unpredictable behavior in the cart screens. See solution S04898 for details to check these file links.
ShopSite also uses a standard algorithm to test to make sure the credit card number MIGHT be a valid number according to the number structure used by the various card types. It may be that the number you are using is not in the correct format for the card type you selected.

https://support.shopsite.com/KBase/questions/2446/