

## **ShopSite Knowledgebase**

### **Can't see credit card numbers when using the View Orders function on some orders in v6.3**

Product: ALL

Version: 6.3.0 and 6.3.1

Platform: ALL

I am using Manual processing mode to take orders, so I should be seeing the credit card number when I View the order in the ShopSite Orders section, but for a few orders the credit card number is blank. How can I see the cc numbers for these orders?

Solution ID: S5484

This issue may occur in orders where the shopper placing the order entered a CVV2 value longer than 7 characters (valid CVV2 numbers are generally only 3 or 4 characters long). The issue is only with the display of the credit card number in the View Orders screen, the number is still stored correctly in the order, and can be viewed in the tab-delimited or XML (Pro-only) order download files.

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A patch has also 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').

<https://support.shopsite.com/KBase/questions/2477/>