

Worldpay Payment Processing Errors in POSitive

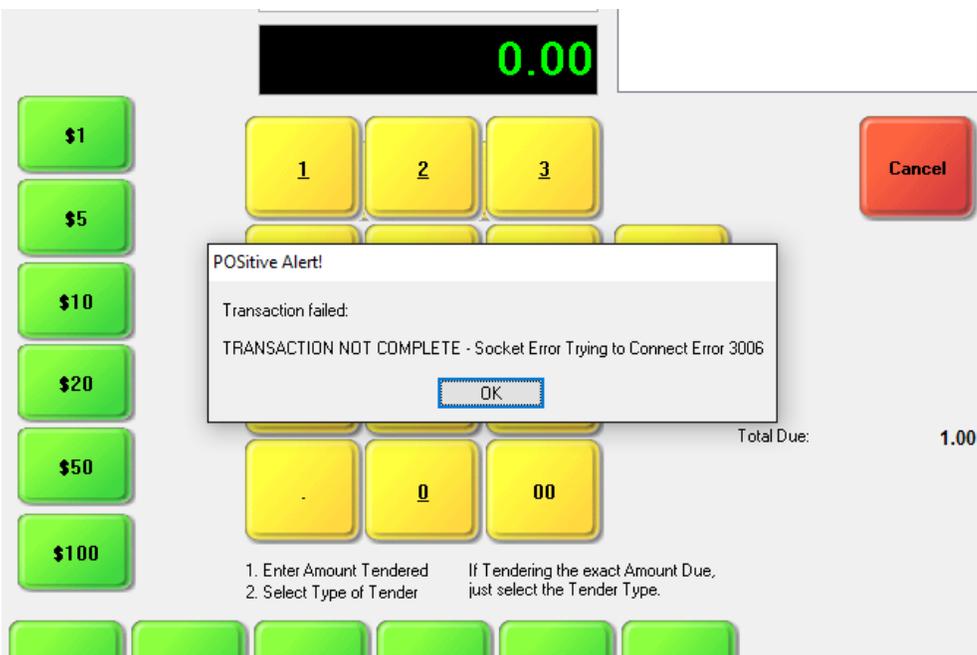
An important part of the Worldpay (Vantiv) payment interface is NETePay, which is a software product that handles the communication between your POS system and Worldpay. NETePay is installed so it automatically runs whenever your computer (or server) is started.

NETePay Window Opens on Workstation Upon Reboot



If NETePay is installed on a workstation (Register) it may appear on your Windows Desktop whenever your computer is rebooted. If this occurs, click on the bar in the upper right corner to minimize it. **NEVER** click on the X because that will close the program and you won't be able to process credit card payments on that workstation.

TRANSACTION NOT COMPLETE – Socket Error Trying to Connect: Error 3006

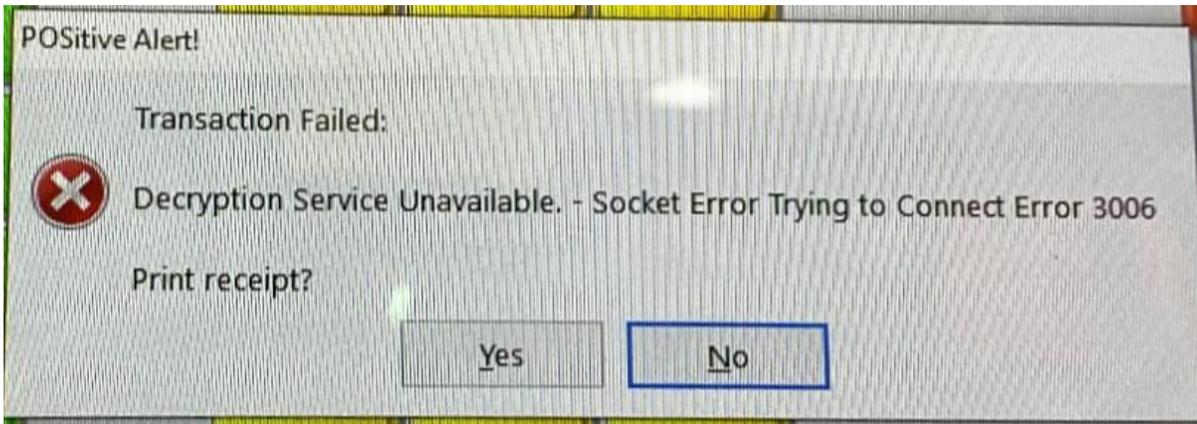


If you attempt to process a credit card payment and get a “TRANSACTION NOT COMPLETE – Socket Error Trying to Connect: Error 3006” message, this means POSitive is unable to connect to NETePay, either because it is not running, or it is being blocked by a network or firewall setting.

If NETePay has been installed on a workstation (Register) find the program icon on your Windows desktop, or NETePay in the All Programs section, and click on it to start. If you're not sure what to do, please contact your dealer or POSitive support for assistance.

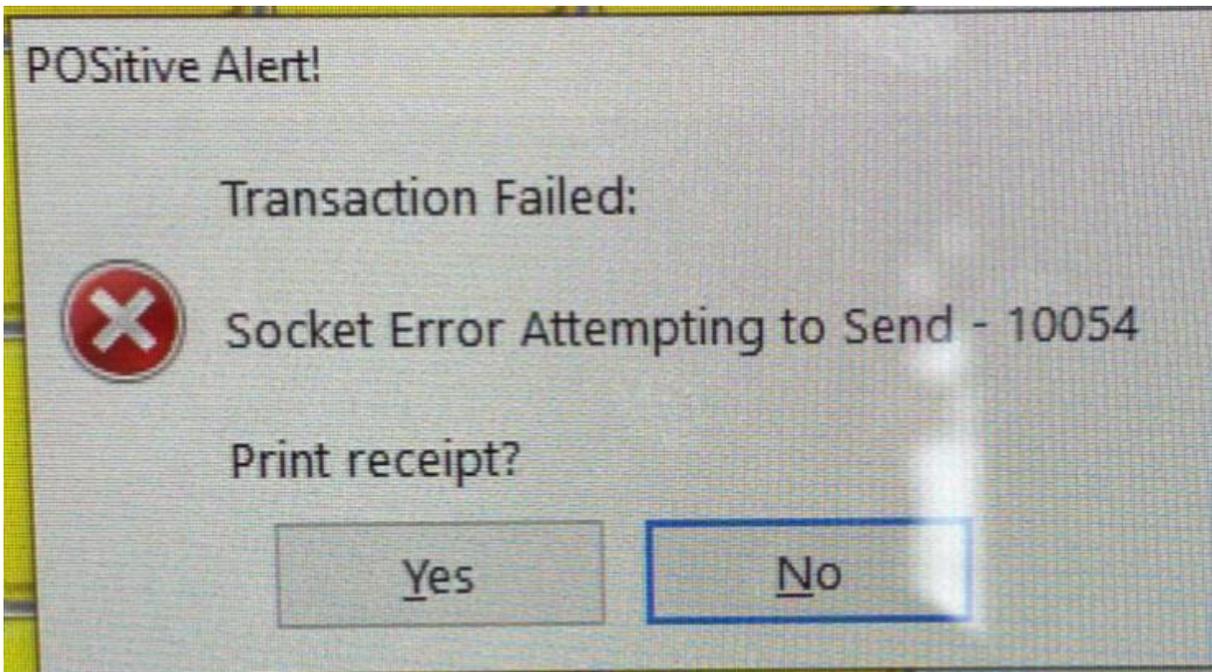
If NETePay is installed as a service on your workstation or server, have your IT administrator check to make sure the service is running, or contact your dealer or POSitive support for assistance.

TRANSACTION FAILED: Decryption Service Unavailable - Socket Error Trying to Connect Error 3006



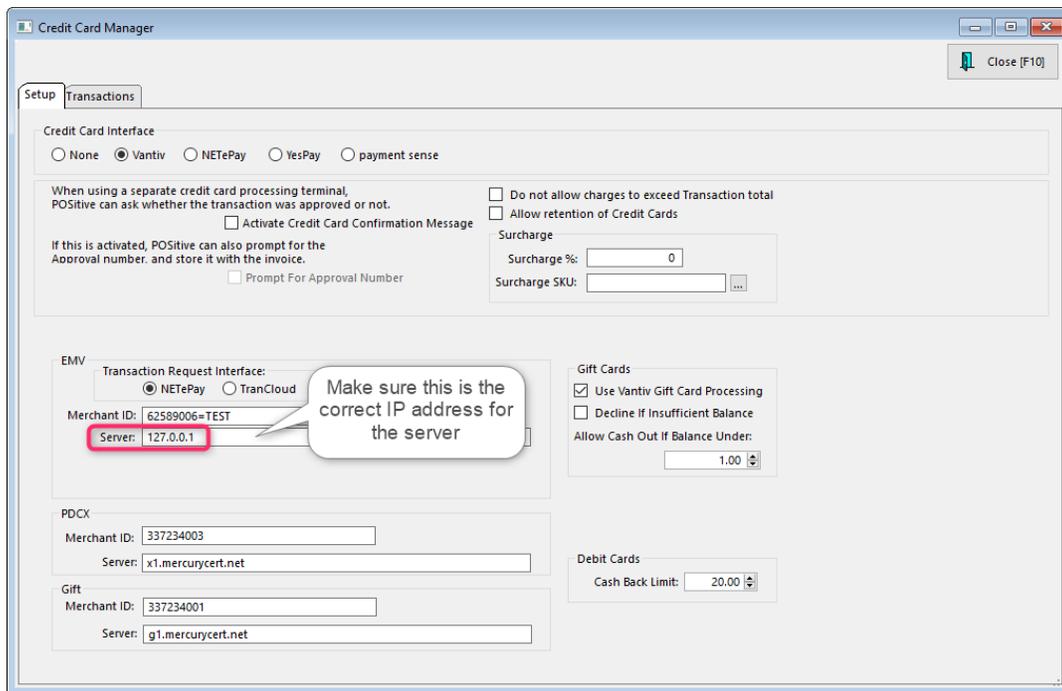
This error looks like the Socket 3006 error above, but the difference is “**Decryption Service Unavailable**”, and NETePay is probably still running. A problem with the internet between you and Worldpay is preventing a connection, and unless you have no internet at all, the issue will usually be resolved within 15 minutes after Worldpay reroutes your connection to an alternate server. **POSITIVE has no control over the cause of this error and you must simply wait until service is restored.**

TRANSACTION FAILED: Socket Error Attempting to Send - 10054



NETePay is probably running, but a problem with the internet between you and Worldpay is preventing a connection, and unless you have no internet at all, the issue will usually be resolved within 15 minutes after Worldpay reroutes your connection to an alternate server. **POSITIVE has no control over the cause of this error and you must simply wait until service is restored.**

TRANSACTION NOT COMPLETE – Socket Error Trying to Connect



If NETePay is installed as a service on your server make sure the IP address under Management, Credit Cards, EMV Server matches the IP address of the server.

Transaction Failed: Socket Connect to b2.backuppays.com Failed

Transaction Failed: DNS Lookup of b2.backuppays.com Failed

Transaction Failed: DNS Lookup of W5XnXM2ebr&Y

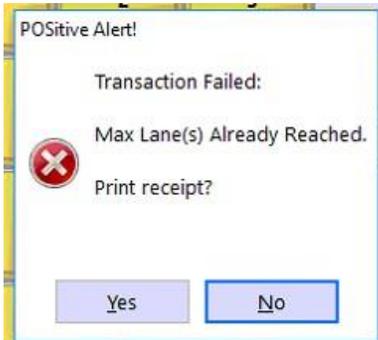


If you receive this message: “Transaction Failed: Socket Connect to b2.backuppays.com Failed”, this means NETePay is unable to connect to the internet and port 9000 is probably being blocked on either Windows Firewall or on a hardware firewall.

DNS is the network service that translates a website's name to its Internet address. A DNS error is most often caused by having no connection to the Internet or a misconfigured network. It can also be caused by an unresponsive DNS server or a firewall preventing NETePay from accessing the network. You may need to contact a computer tech, your dealer or POSitive support for assistance.

Note: The three errors above can also be caused by an external communication error with Worldpay, such as an internet outage. In that case you need to wait until service is restored.

Transaction Failed: Max Lane(s) Already Reached

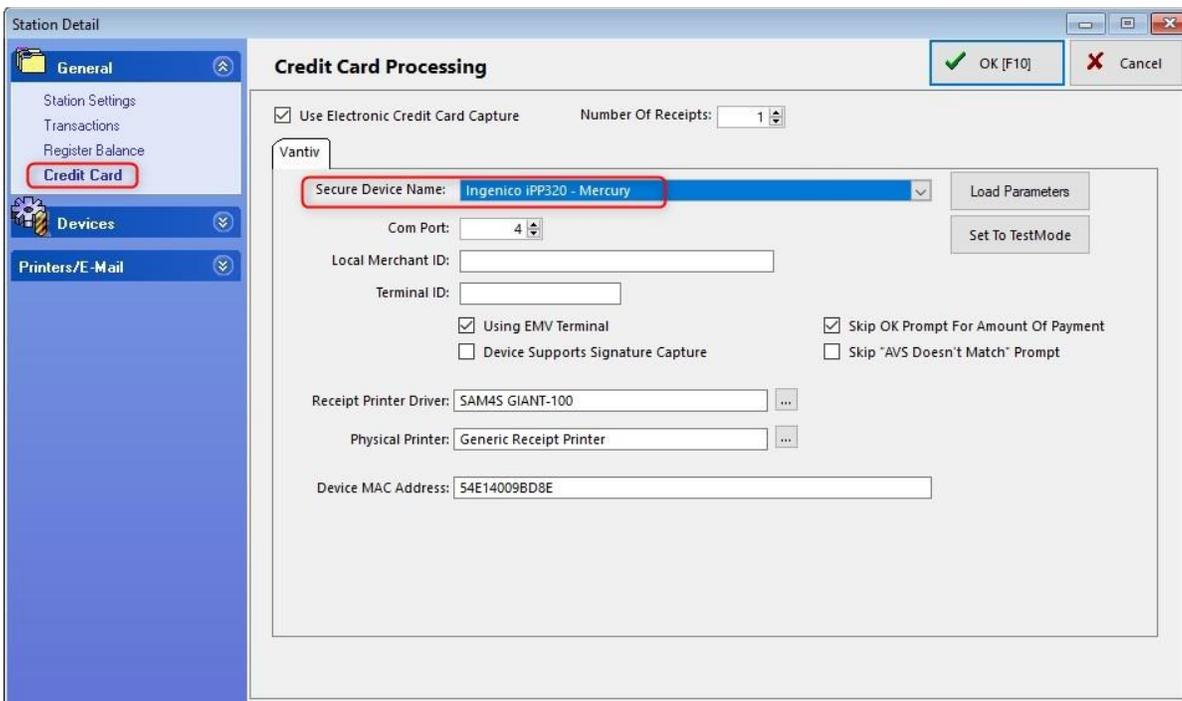


If you receive this message: “Transaction Failed: Max Lane(s) Already Reached”, this means you have exceeded the number of “lanes” or user licenses available in NETePay. This message is usually seen if you replace a workstation, or reinstall Windows on it, and don’t restart NETePay on the server. Contact your dealer if you need assistance in restarting NETePay on your server.

Transaction failed: Transaction Not Complete – Not certified for '0526' kernel



This error message means you have the wrong credit card device selected in Station Settings.



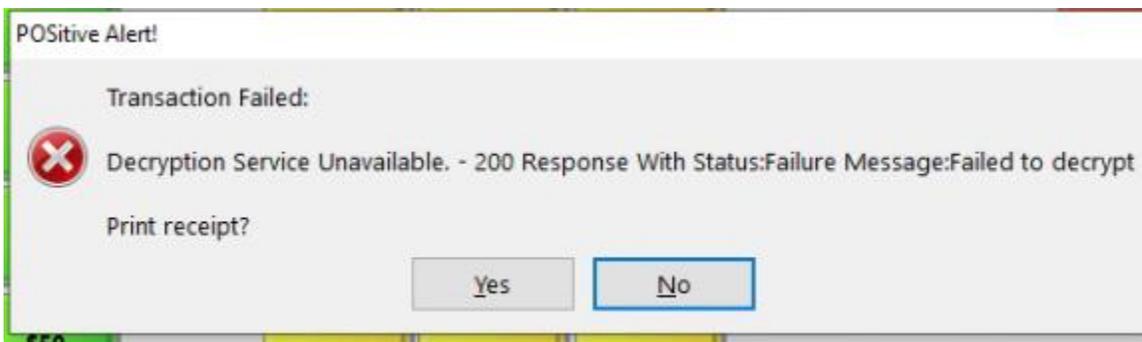
Go to Maintenance, Station Settings, select Station and Edit. Under Credit Card make sure the Secure Device Name* matches your device and processor. In our example the correct device is the Ingenico iPP320 – Mercury. Another popular device is the Verifone Vx805 – Mercury. If you are unsure of your device type and processor, contact your Dealer or POSitive support for assistance. NOTE: Vantiv Integrated Payments was formerly known as Mercury and that name is still used in the Secure Device Name list. *If you are unable to find your device on the list, contact your dealer or POSitive support for assistance.

TRANSACTION NOT COMPLETE – Datacap Configuration not found or incorrect



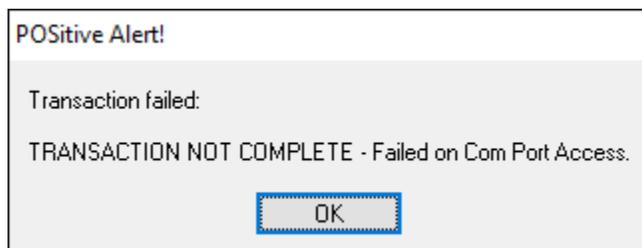
“TRANSACTION NOT COMPLETE – Datacap Configuration not found or incorrect”, means your credit card device was not loaded with the correct software for use with Worldpay and will need to be returned to the vendor for correction.

Transaction Failed: Decryption Service Unavailable – 200 Response With Status: Failure Message: Failed to decrypt



“Decryption Service Unavailable – 200 Response With Status: Failure Message: Failed to decrypt”, means your credit card device has the wrong encryption key, so Worldpay is unable to decode the credit card number. The device will need to be returned to your vendor for correction.

TRANSACTION NOT COMPLETE – Failed on COM Port Access



If you receive this message: “TRANSACTION NOT COMPLETE – Failed on COM Port Access”, this usually means your card reader device is not connected. Make sure it is powered up and connected securely to the workstation’s USB port. If it is powered up and says “Welcome”, please check your Station Settings. Go to Maintenance, Station Settings, select your Station and Edit. Under Credit Card, make sure your device COM Port is correct. Verifone devices are usually COM 9 by default and Ingenico devices can be COM 4 through 6 (or higher). Contact your dealer or POSitive support if you have questions. If all the settings are correct you may have a defective USB cable. Contact your dealer or POSitive support for help getting it replaced.

Another possibility is if you are using an older version of POSitive and purchase a new credit card device as a replacement. It may be necessary to update the control files in POSitive so it supports the new device. Contact your dealer or POSitive support for assistance.

TRANSACTION NOT COMPLETE – NAK Error from PinPad

POSitive Alert!

Error

TRANSACTION NOT COMPLETE - NAK Error from PinPad.

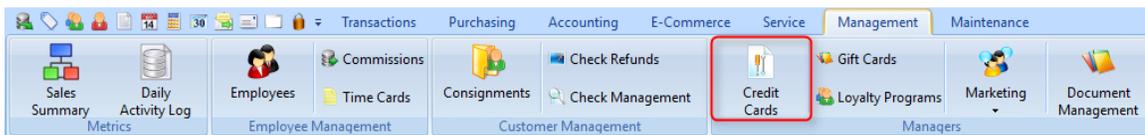
OK

"NAK Error from PinPad" and "Unsuccessful Obtaining SerialNo from PinPad" errors occur between the client and card entry device. This means the device Negatively Acknowledged a command from the client or the client did not understand the response returned by the device. Upgrade to the latest version of the dsiEMVX Client to resolve this issue. Contact your dealer or POSitive support for assistance.

Token Service Unavailable – 200 Response ... with parse token failure

If you use Card on File, an error was returned from the tokenization service when looking up a supplied token. This typically means that the provided token is bad, but it can also be returned when the data on the tokenization service has expired, been removed, or is no longer valid. If you are unable to use any Card on File It means there is a problem connecting to the Worldpay token system and you will need to wait for Worldpay to resolve it.

If credit card processing is not working at all, go to Management, Credit Cards and select Setup.



Make sure Vantiv is selected as the Credit Card Interface and there is a Merchant ID and Server address entered. If not, please contact your dealer or POSitive support for assistance.