

| Previous Error # | Previous Error Message | New Error # | Error Message - Site Launch | Current Error Messages |
|------------------|---|-------------|--|---|
| 0 | CC-0000: Unknown Error. | NA | NA | N/A |
| 2001 | CC-2001: Unknown error. | NA | NA | N/A |
| 2002 | CC-2002: Results truncated. | NA | NA | N/A |
| 2003 | CC-2003: Data contains invalid characters. | NA | NA | N/A |
| 2004 | CC-2004: Unable to allocate memory. | NA | NA | N/A |
| 2005 | CC-2005: Uninitialized/invalid handle supplied as argument. | NA | NA | N/A |
| 2006 | CC-2006: Unknown field name. | NA | NA | N/A |
| 2201 | CC-2201: Server unable to allocate required resources. | NA | NA | N/A |
| 2202 | CC-2202: Server encountered a database error. | NA | NA | N/A |
| 2203 | CC-2203: Server unable to encode client response. | NA | NA | N/A |
| 2204 | CC-2204: Server unable to decode client request. | NA | NA | N/A |
| 2205 | CC-2205: Unsupported server module. | NA | NA | N/A |
| 2501 | CC-2501: Unable to connect to SSL Server. | NA | SSL connection error* | NA - Client Side API Integration Issue |
| 2502 | CC-2502: Unrecoverable SSL error. Connection closed. | NA | SSL connection error* | NA - Client Side API Integration Issue |
| 2503 | CC-2503: Unable to decode received message. | | NA | N/A |
| 2601 | CC-2601: Unable to open merchant configuration file. | 020005 | SGS-020005: Error (Merchant config file is missing, empty or cannot be read). | SGS-020005: Error (Merchant config file is missing, empty or cannot be read). |
| 2602 | CC-2602: Unable to open shipping configuration file. | NA | NA | N/A |
| 2603 | CC-2603: Unable to open/parse client certificate file. | 020005 | SGS-020005: Error (Merchant config file is missing, empty or cannot be read). | SGS-020005: Error (Merchant config file is missing, empty or cannot be read). |
| 2604 | CC-2604: Missing configuration file information. | NA | NA | N/A |
| 2701 | CC-2701: Invalid contact name in merchant certificate. | 020006 | SGS-020006: Please contact merchant services. | NA - Integration Configuration Error |
| 3001 | CC-3001: Request configuration filename must be supplied. | NA | NA | N/A |
| 3002 | CC-3002: Request certificate filename must be supplied. | NA | Invalid pemfile setting* | NA - Integration Configuration Error |
| 3003 | CC-3003: Request hostname must be supplied. | NA | Invalid host setting* | NA - Integration Configuration Error |
| 3004 | CC-3004: Request port number must be supplied. | NA | Invalid port setting* | NA - Integration Configuration Error |
| 3005 | CC-3005: Request context must be allocated. | NA | NA | N/A |
| 4001 | CC-4001: Order billing Name must be supplied. | NA | NA | N/A |
| 4002 | CC-4002: Order billing zipcode must be supplied. | NA | NA | N/A |
| 4003 | CC-4003: Order recipient E-Mail address must be supplied. | NA | NA | N/A |
| 4004 | CC-4004: Order credit card number must be supplied. | 005002 | SGS-005002: The merchant is not setup to support the requested service. Txn log 04-08 12:59:06 | SGS-020011: Creditcard or check information is required. |
| 4005 | CC-4005: Invalid credit card expiration month. | 020003 | SGS-020003: XML Parsing Error. | SGS-002300: The transaction has an expired card. |
| 4006 | CC-4006: Invalid credit card expiration year. | 020003 | SGS-020003: XML Parsing Error. | SGS-002300: The transaction has an expired card. |
| 4007 | CC-4007: No reference number given for postauth. | NA | NA | NA - reference number is not required for postauth |
| 4008 | CC-4008: No reference number given for void sale. | NA | NA | NA - reference number is not required for void |
| 4009 | CC-4009: No order number given for postauth. | 005002 | SGS-005002: The transaction was not found in the database. | SGS-005002: The transaction was not found in the database. |
| 4010 | CC-0000: Unknown Error. | NA | NA | N/A |
| 4011 | CC-4011: Order Charge type specified is not valid. | NA | NA | SGS-020003: Invalid XML. |
| 4012 | CC-4012: Order Result type specified is not valid. | NA | NA | SGS-020003: Invalid XML. |
| 4013 | CC-4013: Number of items exceeds precompiled limit. | NA | NA | N/A |
| 4014 | CC-0000: Unknown Error. | NA | NA | N/A |
| 4015 | CC-4015: Duplicate item numbers found in order. | NA | NA | N/A |

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| 4016 | CC-4016: Transaction item information over maximum limit. | NA | NA | N/A |
| 4017 | CC-4017: Order credit card number is too long. | 002300 | SGS-002300: The transaction has an invalid card number, MICR number or routing number. | SGS-002300: The transaction has an invalid card number, MICR number or routing number. |
| 4018 | CC-4018: Order credit card number is too short. | 002300 | SGS-002300: The transaction has an invalid card number, MICR number or routing number. | SGS-002300: The transaction has an invalid card number, MICR number or routing number. |
| 4019 | CC-4019: Total charge amount did not match sum of the subtotal, shipping, tax and vattax amounts. | 000000 | SGS-000000: Charge total must be the sum of subtotal, tax, value added tax, and shipping. | SGS-002301: Charge total must be the sum of subtotal, tax, value added tax, and shipping. |
| 4020 | CC-4020: Simulating process time. | NA | NA | N/A |
| 4021 | CC-0000: Unknown Error. | NA | NA | N/A |
| 4022 | CC-4022: Tried to credit more than original amount. | 002300 | SGS-002300: The Return amount can not be more than the transaction amount. | SGS-002300: The Return amount can not be more than the transaction amount |
| 4023 | CC-4023: Order number given must be unique. | 005003 | SGS-005003: The order already exists in the database. | SGS-005003: The order already exists in the database. |
| 4024 | CC-4024: No transaction processing type defined. | NA | NA | SGS-020003: Invalid XML |
| 4025 | CC-4025: Could not connect to dialup host. | NA | NA | N/A |
| 4026 | CC-4026: No credit card number provided. | 005002 | SGS-005002: The merchant is not setup to support the requested service. Txn log 04-08 12:59:06 | SGS-020011: Creditcard or check information is required. |
| 4027 | CC-4027: Credit card number does not match. | 005002 | SGS-005002: The transaction was not found in the database. | SGS-005002: The transaction was not found in the database. |
| 4028 | CC-4028: No credit card expiration year provided. | 005002 | SGS-005002: The merchant is not setup to support the requested service. Txn log 04-08 12:59:06 | SGS-002300: The transaction has an expired card. |
| 4029 | CC-4029: Credit card expiration year does not match. | 005002 | SGS-005002: The merchant is not setup to support the requested service. Txn log 04-08 12:59:06 | SGS-005002: The transaction was not found in the database |
| 4030 | CC-4030: No credit card expiration month provided. | 005002 | SGS-005002: The merchant is not setup to support the requested service. Txn log 04-08 12:59:06 | SGS-002302: Invalid credit card expiration month. |
| 4031 | CC-4031: Credit card expiration month does not match. | 005002 | SGS-005002: The merchant is not setup to support the requested service. Txn log 04-08 12:59:06 | SGS-002302: Invalid credit card expiration month. |
| 4032 | CC-4032: No reference number provided. | NA | NA | N/A |
| 4033 | CC-4033: Reference number does not match. | NA | NA | N/A |
| 4034 | CC-4034: No ChargeTotal provided. | 020006 | SGS-020006: Please contact merchant services. | SGS-002301: Transaction total amount is not valid. Please pass a valid amount. |
| 4035 | CC-4035: Amount exceeds order total. | 002300 | SGS-002300: The Return amount can not be more than the transaction amount. | SGS-002300: The Return amount can not be more than the transaction amount. |
| 4036 | CC-4036: Amount is less than one dollar. | 0200005 | SGS-020005: Error (Merchant config file is missing, empty or cannot be read). | SGS-000001: D:Declined:X: |
| 4037 | CC-4037: No matching PREAUTH transaction found. | 005002 | SGS-005002: The transaction was not found in the database. | SGS-005002: The transaction was not found in the database. |
| 4038 | CC-4038: No Approved PREAUTH found. | 005002 | SGS-005002: The transaction was not found in the database. | SGS-005002: The transaction was not found in the database. |
| 4039 | CC-4039: Original authorization was not approved. | 005002 | SGS-005002: The transaction was not found in the database. | SGS-005002: The transaction was not found in the database. |
| 4040 | CC-4040: No order number provided. | NA | NA | N/A |
| 4041 | CC-4041: Unsupported credit card type. | 005002 | SGS-005002: The merchant is not setup to support the requested service. | SGS-005002: The merchant is not setup to support the requested service. |
| 4042 | CC-4042: Invalid IP provided. | NA | NA | NA - Integration Configuration Error |
| 4043 | CC-4043: Unable to set transaction lock on order. | NA | NA | N/A |
| 4044 | CC-4044: Unable to remove transaction lock on order. | NA | NA | N/A |
| 4045 | CC-4045: Error processing order data. | NA | NA | N/A |
| 4046 | CC-4046: Approved POSTAUTH found. Transaction already POSTAUTHed. | NA | NA | SGS-010501: Only PreAuth or ForcePreAuth transaction types can have a PostAuth. |
| 4047 | CC-0000: Unknown Error. | NA | NA | N/A |
| 4048 | CC-4048: No transaction found to void. | 005002 | SGS-005002: The transaction was not found in the database. | SGS-005002: The transaction was not found in the database. |

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| 4049 | CC-4049: No post authorization has been run to void. | 005002 | SGS-005002: The transaction was not found in the database. | SGS-005002: The transaction was not found in the database. |
| 4050 | CC-4050: Order switch issue number is too long. | NA | NA | N/A |
| NA | NA | 1 | The transaction was declined by the gateway. | The transaction was declined by the gateway. |
| NA | NA | 2 | Contact the financial institution. | Contact the financial institution. |
| NA | NA | 100 | Internal Error | Internal Error |
| NA | NA | 1001 | N/A | N/A |
| NA | NA | 2000 | 1. The transaction was declined by the gateway due to insufficient funds. 2. The server encountered a gateway error: Unsupported credit card type. 3. The server encountered a gateway error: General Processor Error. | 1. The transaction was declined by the gateway due to insufficient funds. 2. The server encountered a gateway error: Unsupported credit card type. 3. The server encountered a gateway error: General Processor Error. |
| NA | NA | 2100 | The server encountered a network error communicating with the gateway. | The server encountered a network error communicating with the gateway. |
| NA | NA | 2200 | There was a gateway configuration error. | There was a gateway configuration error. |
| NA | NA | 2301 | 1. Invalid charge total. 2. Invalid subtotal. 3. Invalid sales tax. 4. Invalid value added tax. 5. Invalid shipping total. 6. Invalid charge total. 7. Charge total must be the sum of subtotal, tax, value added tax, and shipping. 8. Unknown transaction type. 9. Unable to parse track data. | 1. Invalid charge total. 2. Invalid subtotal. 3. Invalid sales tax. 4. Invalid value added tax. 5. Invalid shipping total. 6. Invalid charge total. 7. Charge total must be the sum of subtotal, tax, value added tax, and shipping. 8. Unknown transaction type. 9. Unable to parse track data. |
| NA | NA | 2302 | 1. Invalid credit card expiration month. 2. Invalid credit card expiration year. | 1. Invalid credit card expiration month. 2. Invalid credit card expiration year. |
| NA | NA | 2303 | Invalid credit card number. | Invalid credit card number. |
| NA | NA | 2304 | Credit card is expired. | Credit card is expired. |
| NA | NA | 5000 | The server encountered a database error. | SGS-005000: The server encountered a database error. |
| NA | NA | 5001 | 1. The Order ID is missing. 2. The Store ID is missing. | 1. The Order ID is missing. 2. The Store ID is missing. |
| NA | NA | 5004 | The transaction already exists in the database. | The transaction already exists in the database. |

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| NA | NA | 5005 | <ol style="list-style-type: none"> 1. E-mail address must be filled in. 2. Credit Card expiration month must be selected. 3. Credit card expiration year must be selected. 4. Credit card number must be filled in. 5. Zip/postal code not found in state. 6. State must be selected. 7. Merchant ID number not specified. 8. IP address given does not match the format for a valid IP address. 9. Name must be filled in. 10. Invalid e-mail address. 11. This is not a valid credit card. Please try another card. 12. This credit card appears to have expired. 13. The zip code given does not match up with the city and state given. 14. The host you are ordering from has been blocked 15. The credit card you are using has been blocked. 16. The domain of your host has been blocked. 17. The class C subnet for this IP has been blocked. 18. The name that was entered has been blocked. 19. The host you are ordering from has been temporarily blocked. 20. The credit card you are using has been temporarily blocked. 21. Purchase amount exceeds merchant limit. 22. Duplicate transaction. 23. There were multiple fraud issues: | <ol style="list-style-type: none"> 1. E-mail address must be filled in. 2. Credit Card expiration month must be selected. 3. Credit card expiration year must be selected. 4. Credit card number must be filled in. 5. Zip/postal code not found in state. 6. State must be selected. 7. Merchant ID number not specified. 8. IP address given does not match the format for a valid IP address. 9. Name must be filled in. 10. Invalid e-mail address. 11. This is not a valid credit card. Please try another card. 12. This credit card appears to have expired. 13. The zip code given does not match up with the city and state given. 14. The host you are ordering from has been blocked 15. The credit card you are using has been blocked. 16. The domain of your host has been blocked. 17. The class C subnet for this IP has been blocked. 18. The name that was entered has been blocked. 19. The host you are ordering from has been temporarily blocked. 20. The credit card you are using has been temporarily blocked. 21. Purchase amount exceeds merchant limit. 22. Duplicate transaction. 23. There were multiple fraud issues: |
| NA | NA | 5006 | There was a timeout when trying to access the database. | There was a timeout when trying to access the database. |
| NA | NA | 5007 | There was a network error accessing the database. | There was a network error accessing the database. |
| NA | NA | 5008 | The transaction can't be voided until all returns have been voided. | The transaction can't be voided until all returns have been voided. |
| NA | NA | 5150 | <ol style="list-style-type: none"> 1. The recurring payment could not be created but the first transaction was approved. 2. The recurring payment could not be created. | <ol style="list-style-type: none"> 1. The recurring payment could not be created but the first transaction was approved. 2. The recurring payment could not be created. |
| NA | NA | 5999 | There was an unknown error in the database. | There was an unknown error in the database. |
| NA | NA | 10000 | N/A | N/A |
| NA | NA | 10100 | N/A | N/A |
| NA | NA | 10101 | Only transactions that are in Pending Void Repeat state can be repeated. | Only transactions that are in Pending Void Repeat state can be repeated. |
| NA | NA | 10200 | N/A | N/A |
| NA | NA | 10300 | N/A | N/A |
| NA | NA | 10400 | N/A | N/A |
| NA | NA | 10501 | Only PreAuth or ForcePreAuth transaction types can have a PostAuth. | Only PreAuth or ForcePreAuth transaction types can have a PostAuth. |
| NA | NA | 10502 | Only transactions that have been authorized can have a PostAuth. | Only transactions that have been authorized can have a PostAuth. |
| NA | NA | 10503 | Total amount passed is not valid. | Total amount passed is not valid. |
| NA | NA | 10599 | N/A | N/A |
| NA | NA | 10600 | N/A | N/A |
| NA | NA | 10700 | N/A | N/A |
| NA | NA | 10800 | N/A | N/A |

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| NA | NA | 10801 | Transaction can not be voided because it is not in Captured state. | Transaction can not be voided because it is not in Captured state. |
| NA | NA | 10900 | N/A | N/A |
| NA | NA | 11001 | Only transactions that are in Pending Reversal state can be reversed. | Only transactions that are in Pending Reversal state can be reversed. |
| NA | NA | 11099 | N/A | N/A |
| NA | NA | 11100 | N/A | N/A |
| NA | NA | 11101 | Only transactions that are in Pending Capture Repeat state can be repeated. | Only transactions that are in Pending Capture Repeat state can be repeated. |
| NA | NA | 11200 | N/A | N/A |
| NA | NA | 11201 | Only transactions that are in Ready For Partial Return state can have a partial return run against them. | Only transactions that are in Ready For Partial Return state can have a partial return run against them. |
| NA | NA | 20000 | Unexpected error. | Unexpected error. |
| NA | NA | 20001 | Out of Memory Error. | Out of Memory Error. |
| NA | NA | 20002 | SSL Error Reading Data. | SSL Error Reading Data. |
| NA | NA | 20004 | Merchant config file is missing, empty or cannot be read | Merchant config file is missing, empty or cannot be read |
| NA | NA | 20007 | Invalid Merchant ID. | Invalid Merchant ID. |
| NA | NA | 20008 | An order ID is required for this transaction type. | An order ID is required for this transaction type. |
| NA | NA | 20009 | A transaction with both check and credit card data is not supported. | A transaction with both check and credit card data is not supported. |
| NA | NA | 20010 | Creditcard or check information is required. | Creditcard or check information is required. |
| NA | NA | 20011 | A http server error occurred <error_code> | A http server error occurred <error_code> |
| NA | NA | 20012 | Communication error with AuthService. | Communication error with AuthService. |
| NA | NA | 20013 | Unexpected AuthService Response. | Unexpected AuthService Response. |
| NA | NA | 20014 | Auth Service Response Error at Line %2, Column %3 | Auth Service Response Error at Line %2, Column %3 |
| NA | NA | 20015 | Not a valid order_options_result. Possible values are live, good, decline and duplicate | Not a valid order_options_result. Possible values are live, good, decline and duplicate |
| NA | NA | 20016 | Declined | Declined |
| NA | NA | 20017 | Duplicate | Duplicate |
| NA | NA | 20018 | | |
| NA | NA | 32000 | There was an unknown error. | There was an unknown error. |

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| Revised Error Messages Effective 10-02-05 Highlighted Items are future release |
| N/A |
| NA - Client Side API Integration Issue |
| NA - Client Side API Integration Issue |
| N/A |
| SGS-020005: Error (Merchant config file is missing, empty or cannot be read). |
| N/A |
| SGS-020005: Error (Merchant config file is missing, empty or cannot be read). |
| N/A |
| NA - Integration Configuration Error |
| N/A |
| NA - Integration Configuration Error |
| NA - Integration Configuration Error |
| NA - Integration Configuration Error |
| N/A |
| N/A |
| N/A |
| N/A |
| SGS-020011: Creditcard or check information is required. |
| SGS-002300: The transaction has an expired card. |
| SGS-002300: The transaction has an expired card. |
| NA - reference number is not required for postauth |
| NA - reference number is not required for void |
| SGS-005002: The transaction was not found in the database. |
| N/A |
| SGS-020003: Invalid XML - invalid <xml tag> |
| SGS-020003: Invalid XML - invalid <xml tag> |
| N/A |
| N/A |
| N/A |

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| N/A |
| SGS-002300: The transaction has an invalid card number, MICR number or routing number. |
| SGS-002300: The transaction has an invalid card number, MICR number or routing number. |
| SGS-002301: Charge total must be the sum of subtotal, tax, value added tax, and shipping. |
| N/A |
| N/A |
| SGS-002300: The Return amount can not be more then the transaction amount |
| SGS-005003: The order already exists in the database. |
| SGS-020003: Invalid XML - invalid <xml tag> |
| N/A |
| SGS-020011: Creditcard or check information is required. |
| SGS-005002: The transaction was not found in the database. |
| SGS-002300: No credit card expiration year provided. |
| SGS-002300: Credit card expiration year does not match |
| SGS-002302: Invalid credit card expiration month. |
| SGS-002302: Invalid credit card expiration month. |
| N/A |
| N/A |
| SGS-002301: Transaction total amount is not valid. Please pass a valid amount. |
| SGS-002300: The Return amount can not be more then the transaction amount. |

SGS-000001: D:Declined:X:

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| SGS-005002: No approved authorization found |
| SGS-005002: No approved authorization found |
| SGS-005002: No approved authorization found |
| N/A |
| SGS-005002: The merchant is not setup to support the requested service. |
| NA - Integration Configuration Error |
| N/A |
| N/A |
| N/A |
| SGS-010501: Only PreAuth or ForcePreAuth transaction types can have a PostAuth. |
| N/A |
| SGS-005002: No transaction to void found. |

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| SGS-005002: No transaction to void found. |
| N/A |
| The transaction was declined by the gateway. |
| Contact the financial institution. |
| Internal Error |
| N/A |
| 1. The transaction was declined by the gateway due to insufficient funds. |
| 2. The server encountered a gateway error: Unsupported credit card type. |
| 3. The server encountered a gateway error: General Processor Error. |
| The server encountered a network error communicating with the gateway. |
| There was a gateway configuration error. |
| 1. Invalid charge total. |
| 2. Invalid subtotal. |
| 3. Invalid sales tax. |
| 4. Invalid value added tax. |
| 5. Invalid shipping total. |
| 6. Invalid charge total. |
| 7. Charge total must be the sum of subtotal, tax, value added tax, and shipping. |
| 8. Unknown transaction type. |
| 9. Unable to parse track data. |
| 1. Invalid credit card expiration month. |
| 2. Invalid credit card expiration year. |
| Invalid credit card number. |
| Credit card is expired. |
| SGS-005000: The server encountered a database error. |
| 1. The Order ID is missing. |
| 2. The Store ID is missing. |
| The transaction already exists in the database. |

1. E-mail address must be filled in.
2. Credit Card expiration month must be selected.
3. Credit card expiration year must be selected.
4. Credit card number must be filled in.
5. Zip/postal code not found in state.
6. State must be selected.
7. Merchant ID number not specified.
8. IP address given does not match the format for a valid IP address.
9. Name must be filled in.
10. Invalid e-mail address.
11. This is not a valid credit card. Please try another card.
12. This credit card appears to have expired.
13. The zip code given does not match up with the city and state given.
14. The host you are ordering from has been blocked
15. The credit card you are using has been blocked.
16. The domain of your host has been blocked.
17. The class C subnet for this IP has been blocked.
18. The name that was entered has been blocked.
19. The host you are ordering from has been temporarily blocked.
20. The credit card you are using has been temporarily blocked.
21. Purchase amount exceeds merchant limit.
22. Duplicate transaction.
23. There were multiple fraud issues:

There was a timeout when trying to access the database.

There was a network error accessing the database.

The transaction can't be voided until all returns have been voided.

1. The recurring payment could not be created but the first transaction was approved.

2. The recurring payment could not be created.

There was an unknown error in the database.

N/A

N/A

Only transactions that are in Pending Void Repeat state can be repeated.

N/A

N/A

N/A

1. SGS-010501: Only PreAuth or ForcePreAuth transaction types can have a PostAuth.

2. SGS-010501: POSTAUTH already performed for this transaction

Only transactions that have been authorized can have a PostAuth.

Total amount passed is not valid.

N/A

N/A

N/A

N/A

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| Transaction can not be voided because it is not in Captured state. |
| N/A |
| Only transactions that are in Pending Reversal state can be reversed. |
| N/A |
| N/A |
| Only transactions that are in Pending Capture Repeat state can be repeated. |
| N/A |
| Only transactions that are in Ready For Partial Return state can have a partial return run against them. |
| Unexpected error. |
| Out of Memory Error. |
| SSL Error Reading Data. |
| Merchant config file is missing, empty or cannot be read |
| Invalid Merchant ID. |
| An order ID is required for this transaction type. |
| A transaction with both check and credit card data is not supported. |
| Creditcard or check information is required. |
| A http server error occurred <error_code> |
| Communication error with AuthService. |
| Unexpected AuthService Response. |
| Auth Service Response Error at Line %2, Column %3 |
| Not a valid order_options_result. Possible values are live, good, decline and duplicate |
| Declined |
| Duplicate |
| |
| There was an unknown error. |