

# SGS ERROR CODES v1.0

Response Code	Symbol	Error Message	Notes
1	SGS_RC_DECLINED	1. The transaction was declined by the gateway.	1. This gateway has declined the transaction. This could be any gateway, i.e. EFS, Telecheck, or FDI
2	SGS_RC_REFERRAL	1. Contact the financial institution.	1. The processor requires a Voice Authorization.
100	SGS_RC_INTERNAL_ERROR	1. Internal Error	1. This is an internal error
1003		1. The tag Comments is required to have a value of proper range.	1. This happens when the comments field is too long or contains invalid characters.
2000	SGS_RC_GW_GENERALERROR	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 error message depends on the response from the gateway.
2100	eSGS_RC_GW_NETWORKERROR	1. The server encountered a network error communicating with the gateway.	1. This can happen when there is a communication error at EFS. 2. This can happen when the gateways web server times out.
2200	eSGS_RC_GW_CONFIGURATIONERROR	1. There was a gateway configuration error.	1. This can happen when there is an authentication error at EFS. 2. This can happen when there is a configuration error with SGS server - HTTP Error Response Code.
2300	eSGS_RC_GW_VALIDATIONERROR	1. The Return amount cannot be more then the transaction amount. 2. The gateway reported an invalid transaction. 3. The gateway reported that the transaction was previously approved 4. The gateway reported a partially approved transaction. 5. The transaction has an invalid card number, MICR number or routing number. 6. The transaction has an expired card.	1. The error message depends on the response from the gateway or the basic fraud rule that is triggered.
2301	eSGS_RC_GW_VALIDATIONERROR_FORMAT	1. Invalid charge total 2. Invalid subtotal 3. Invalid sales tax Invalid value added tax 4. Invalid shipping total 5. Invalid charge total 6. Charge total must be the sum of subtotal, tax, value added tax, and shipping. 7. Unknown transaction type 8. Unable to parse track data	1. Either missing or incorrectly formatted data entered into the specific fields named can cause this error.
2302	eSGS_RC_GW_VALIDATIONERROR_INVALIDEXPIRATIONDATE	1. Invalid credit card expiration month 2. Invalid credit card expiration year	1. Self-explanatory
2303	eSGS_RC_GW_VALIDATIONERROR_CREDITCARDLUHNFAILED	1. Invalid credit card number	1. Self-explanatory
2304	eSGS_RC_GW_VALIDATIONERROR_CREDITCARDEXPIRED	1. Credit card is expired.	
5000	eSGS_RC_DB_GENERALERROR	1. The server encountered a database error.	1. Typically, this occurs when the MAXLENGTH parameter for one or more XML fields has been surpassed.

Response Code	Symbol	Error Message	Notes
5001	eSGS_RC_DB_MISSINGDATA	<ol style="list-style-type: none"> <li>The Order ID is missing</li> <li>The Store ID is missing</li> </ol>	<ol style="list-style-type: none"> <li>Self-Explanatory</li> </ol>
5002	eSGS_RC_DB_DATANOTFOUND	<ol style="list-style-type: none"> <li>The transaction was not found in the database.</li> <li>The transaction could not be updated because it was not found in the database.</li> <li>The merchant was not found in the database.</li> <li>The merchant is not setup to support the requested service.</li> </ol>	<ol style="list-style-type: none"> <li>Missing, incomplete, or invalid Order or Merchant data on merchant configuration file or database</li> </ol>
5003	eSGS_RC_DB_DUPLICATE_ORDER	<ol style="list-style-type: none"> <li>The order already exists in the database.</li> </ol>	<ol style="list-style-type: none"> <li>The transaction must have a unique order id number.</li> </ol>
5004	eSGS_RC_DB_DUPLICATE_TRANSACTION	<ol style="list-style-type: none"> <li>The transaction already exists in the database.</li> </ol>	<ol style="list-style-type: none"> <li>The transaction must have a unique order id number.</li> </ol>
5005	eSGS_RC_DB_FRAUD	<ol style="list-style-type: none"> <li>E-mail address must be filled in</li> <li>Credit Card expiration month must be selected</li> <li>Credit card expiration year must be selected</li> <li>Credit card number must be filled in</li> <li>Zip/postal code not found in state.</li> <li>State must be selected</li> <li>Merchant ID number not specified.</li> <li>IP address given does not match the format for a valid IP address.</li> <li>Name must be filled in</li> <li>Invalid e-mail address</li> <li>This is not a valid credit card. Please try another card.</li> <li>This credit card appears to have expired.</li> <li>The zip code given does not match up with the city and state given.</li> <li>The host you are ordering from has been blocked</li> <li>The credit card you are using has been blocked</li> <li>The domain of your host has been blocked</li> <li>The class C subnet for this IP has been blocked</li> <li>The name that was entered has been blocked.</li> <li>The host you are ordering from has been temporarily blocked.</li> <li>The credit card you are using has been temporarily blocked.</li> <li>Purchase amount exceeds merchant limit.</li> <li>Duplicate transaction.</li> <li>There were multiple fraud issues:</li> </ol>	<ol style="list-style-type: none"> <li>Self-explanatory errors - missing or incomplete data from XML or merchant config.</li> </ol>
5006	eSGS_RC_DB_TIMEOUTERROR	<ol style="list-style-type: none"> <li>There was a timeout when trying to access the database.</li> </ol>	<ol style="list-style-type: none"> <li>There was a timeout when trying to access the database.</li> </ol>
5007	eSGS_RC_DB_NETWORKERROR	<ol style="list-style-type: none"> <li>There was a network error accessing the database.</li> </ol>	<ol style="list-style-type: none"> <li>There was a network error accessing the database.</li> </ol>
5008	eSGS_RC_DB_CANTVOID	<ol style="list-style-type: none"> <li>The transaction cannot be voided until all returns have been voided.</li> </ol>	<ol style="list-style-type: none"> <li>There is a corresponding return for this transaction pending</li> <li>This must be VOIDED before the transaction can be voided</li> </ol>
5150	eSGS_RC_DB_RECURRINGPAYMENT	<ol style="list-style-type: none"> <li>The recurring payment could not be created but the first transaction was approved.</li> <li>The recurring payment could not be created.</li> </ol>	<ol style="list-style-type: none"> <li>The PB details are missing info necessary to complete PB trans, Transaction was issued as a SALE.</li> <li>PB failed for missing or invalid information.</li> </ol>
5999	eSGS_RC_DB_UNKNOWNERROR	<ol style="list-style-type: none"> <li>There was an unknown error in the database.</li> </ol>	<ol style="list-style-type: none"> <li>unknown error</li> </ol>

Response Code	Symbol	Error Message	Notes
10101	eSGS_RC_REPEATVOID_BADTRANSACTIONSTATE	1. Only transactions that are in Pending Void Repeat state can be repeated	1. Self-Explanatory
10501	eSGS_RC_POSTAUTH_BADTRANSACTIONTYPE	1. Only PreAuth or ForcePreAuth transaction types can have a PostAuth	1. Self-Explanatory
10502	eSGS_RC_POSTAUTH_BADTRANSACTIONSTATE	1. Only transactions that have been authorized can have a PostAuth	1. Self-Explanatory
10503	eSGS_RC_POSTAUTH_INVALIDTOTAL	1. Total amount passed is not valid	1. Invalid XML format or incorrect numeric value.
10801	eSGS_RC_VOID_BADTRANSACTIONSTATE	1. Transaction cannot be voided because it is not in Captured state	1. This is an internal error
11001	eSGS_RC_REPEATREVERSAL_BADTRANSACTIONSTATE	1. Only transactions that are in Pending Reversal state can be reversed	1. Settlement Error
11101	eSGS_RC_REPEATCAPTURE_BADTRANSACTIONSTATE	1. Only transactions that are in Pending Capture Repeat state can be repeated	1. Self-Explanatory
11201	eSGS_RC_PARTIALRETURN_BADTRANSACTIONSTATE	1. Only transactions that are in Ready For Partial Return state can have a partial return run against them.	1. A transaction with a previous partial return will not allow another return.
11202	Not authorized to run a Credit Transaction	1. Credit Feature is not enabled on CCT	1. Enable Credit feature and have them resend the transaction
20000	eLSGS_RC_UNEXPECTED_ERROR	1. Unexpected error	1. Unexpected error - System Response error
20001	eLSGS_RC_OUT_OF_MEMORY,	1. Out of Memory Error	1. Out of Memory Error. - System Response Error
20002	eLSGS_RC_ERROR_READING_DATA,	1. SSL Error Reading Data	1. Connection to Host/Database error
20003	eLSGS_RC_INVALID_CHAR_IN_XML,	1. Invalid characters in passed XML	1. One of these characters is being passed: ' " < > &
20004	eLSGS_RC_MERCHANT_CONFIG_FILE_MISSING,	1. Merchant config file is missing, empty or cannot be read	1. Using incorrect storename, hostname, or combination
20005	eLSGS_RC_CONTACT_NAME_MISMATCH,	1. Please contact merchant services	1. Invalid Contact Name Error
20006		1. Please contact merchant services	1. Invalid Contact Name Error
20007	eLSGS_RC_INVALID_MERCHANT_ID,	1. Invalid Merchant ID	1. Missing or incomplete Merchant Data
20008	eLSGS_RC_ORDER_ID_REQUIRED,	1. An order ID is required for this transaction type.	1. Self-Explanatory
20009	eLSGS_RC_CREDITCARD_AND_CHECK,	1. A transaction with both check and credit card data is not supported.	1. Self-Explanatory

<b>Response Code</b>	<b>Symbol</b>	<b>Error Message</b>	<b>Notes</b>
20010	eLSGS_RC_NO_CREDITCARD_CHECK,	1. Credit card or check information is required.	1. Self-Explanatory
20011	eLSGS_RC_HTTP_ERROR_SGS,	1. A http server error occurred <error_code>	1. Referral or System Response Error
20012	eLSGS_RC_COMMUNICATION_ERROR_SGS,	1. Communication error with AuthService.	1. Processor System Response Error
20013	eLSGS_RC_UNEXPECTED_SGS_RESPONSE,	1. Unexpected AuthService Response.	1. Processor System Response Error
20014	eLSGS_RC_RESPONSE_PARSE_ERROR_SGS,	1. Auth Service Response Error at Line %2, Column %3	1. Processor System Response Error
20015	eLSGS_RC_INVALID_OPTION_RESULT,	1. Not a valid order_options_result. Possible values are live, good, decline and duplicate	1. Invalid Order Result value set - Must be LIVE, GOOD, DUPLICATE, or DECLINE only.
20016	eLSGS_RC_SIMULATION_DECLINED,	1. Declined	1. Declined
20017	eLSGS_RC_SIMULATION_DUPLICATE,	1. Duplicate	1. Duplicate Transaction
20018	eLSGS_RC_UNKNOWNERROR	1. There was an unknown error.	1. unknown error
32000	eSGS_RC_UNKNOWNERROR	1. There was an unknown error.	1. unknown error