

CartGenie v5.1+: Error Messages During Checkout

Applies To:

CartGenie v5.1+ Standard, Professional & Enterprise Editions

Summary:

1. THERE WAS A PROBLEM RECEIVING A RESPONSE FROM THE PAYMENT GATEWAY. CHECK GATEWAY FOR PAYMENT AUTHORIZATION

When you see the message "THERE WAS A PROBLEM RECEIVING A RESPONSE FROM THE PAYMENT GATEWAY. CHECK GATEWAY FOR PAYMENT AUTHORIZATION" it means that the storefront sent a request to the payment gateway but no response was received back to the storefront confirming whether the request was successful or not. Since the storefront did not receive a response back from the gateway it flags the order with that message so that you can login to the Payment Gateway control panel and verify that the authorization was successful before fulfilling the order. The message is also listed in the Billing Manager within CartGenie.

J Street Technology: Support Knowledge Base

<http://kb.jstreettech.com/KnowledgebaseArticle50221.aspx>