

# Troubleshooting the Web Credit Card Payment Process During Implementation in Test Mode

The following information provides solutions for problems you may encounter while implementing the Web Credit Card Payment Process in test mode. If you have a problem, it may be helpful to review these troubleshooting tips before contacting SBCTC-ITD Customer Support.

Because of CyberSource's browser security, Web Credit Card works only with Internet Explorer (IE).

If you cannot download the security script file HOP.pm from CyberSource, you may need to turn off Pop-up Blocker in IE. To do this, in the Tools menu, select Pop-up Blocker, and then click Turn Off Pop-up Blocker.

If you use an NT server, then you must go into the IIS server and enable *ccnnn.exe* (where nnn is your college code).

If you receive a "Server Unavailable" message, check the following:

- Is ZX0800J running correctly (not just active) on the HP 3000?
- Is *ccnnn.exe* (where nnn is your college code) running on the Web server?

If after you log in, Web Credit Card stops working and you cannot load the Credit Card Authorization Form (waci601), do the following:

1. Make sure Web Credit Card Configuration file, ZX0800S.DATA, points to LMBM1871.SRC.PLIB, as follows: **AgentPath/PLIB/EXC/LMBM1871**

The ZX0800J stdlist should show that it loaded BM1870, version 17. Note that BM1871 is BM1870 V17 renamed to BM1871 so that you or SBCTC-ITD can simultaneously run two versions of BM1870.

2. Bring ZX0800J down and run it again so it loads the parameter pointing to BM1871.

If the Credit Card Authorization Form (waci601) shows a blank amount owing, the credit card base URL in the ZX0810S configuration file may be incorrect.

If you receive an "Invalid HTTP Header" message or a "Missing HTTP Header" message in the Web server log, a Perl script may not have run. If you receive either of these messages, make sure:

- The Perl file was transferred in ASCII mode and not in binary mode.

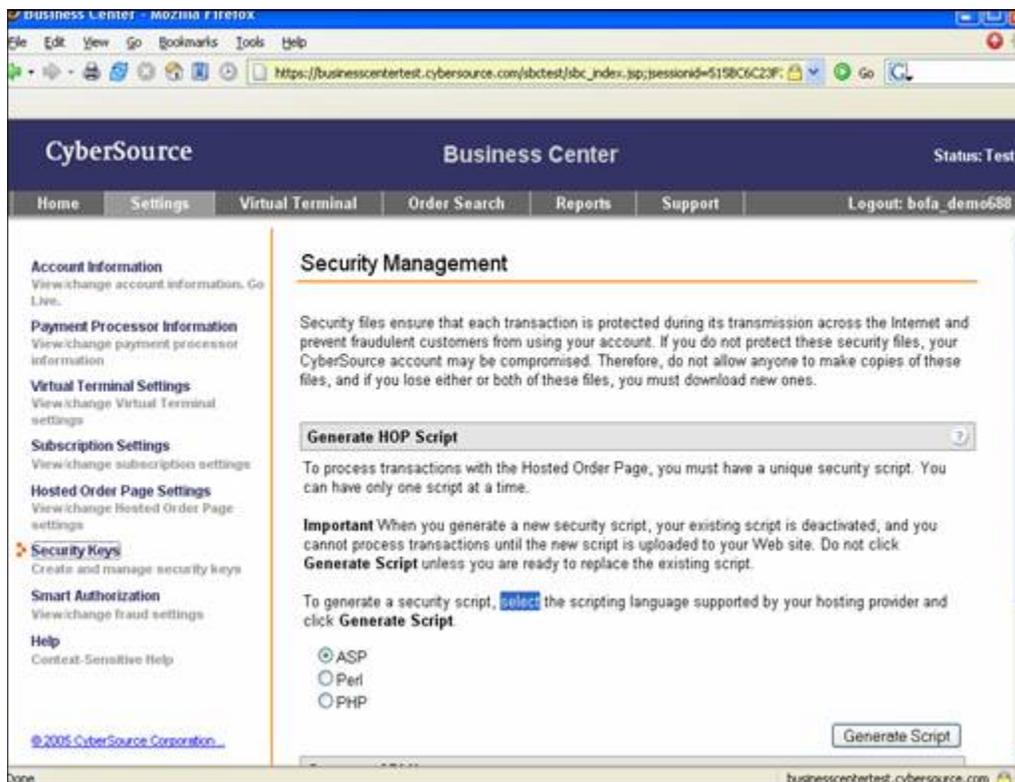
- The Perl files point to the correct Perl interpreter location.
- The permissions read and execute for Web users on .pl files. If you try to run the file and access is denied, you may have a permissions problem.
- The .pl file extensions are associated correctly in the Internet Information Services server (IIS server).

If Web Credit Card retrieves credit card charges and submits them for payment but (1) nothing happens, (2) the application stops working, or (3) you receive an “Internal Server Error” message, then check the following:

- Did you change the first line in your *pnnnhop.pm* (where nnn is your college code) file to: **package pnnnhop;**
- Did you download the HOP.pm file as a Perl script? If there is no package line in the HOP.pm file, then you did not download it as a Perl script.

To do so, in the CyberSource Security Settings Web page, under Security Management, you must select the Perl radio button and then click the Generate Script button. Note that the default setting is ASP.

**Note:** You can only do this if you have not actually used the file to interact with CyberSource. You cannot download a new script once you have gone live.



- Is *ccnnn.exe* (where nnn is your college code) running on the Web server?

- Were the Perl .pl and .pm files transferred in binary mode? These files should be transferred into the Web server script directory in ASCII mode. Depending on your operating system, do the following:
    - For NT servers, open each file in Notepad. If the contents are displayed in one big paragraph, then the file was transferred in binary mode. To correct this, go to the MS-DOS prompt, open each file and save it again as an ASCII file.
- 1 To do so, from the DOS prompt, type:  
**edit pnnndeny.pl**  
 (where nnn is your college code)
  - 2 To save the file, press the Alt key and then press the F and S keys.
- For Unix, use the following syntax to open the files:  
**\$cat -vet filename**
  - In an open file, look for carriage returns followed by the **M** character. An **M** indicates the file was transferred in binary mode. If you find files transferred in binary mode, then you must transfer them again in ASCII mode. If you find rows that end in a **\$**, then the files were transferred correctly.

If Web Credit Card retrieves credit card charges and sends them to CyberSource but then displays a CyberSource deny page instead of a Web Credit Card Decline page, then check the Receipt page and Decline page URLs on the CyberSource account. For more information, see **Setting Up a CyberSource Web Payment Account**.

If payment was accepted but your browser displays a CyberSource "accept payment" page instead of a Web Credit Card "accept payment" page, then the Customer Accounts database was not updated with payment information.

If you submit a payment from the Credit Card Authorization Form (waci601) and the payment is denied, click the Try Again button to return to the Credit Card Payment Login page (waci600). If you submit the payment again but your browser redisplay waci600 instead of submitting the payment, then you may have a cookie-related problem.

To correct the cookie problem, comment out the following line in waci602b (// is comment notation):

```
// shortCookie("submitAuth", "N");
```

**Note:** So far, this problem has occurred at only one college, so it may be unique to that college's configuration.

If you receive an "Interrupted Function Call" error in the ZX0800J stdlist, then Web Credit Card may not have exclusive access to the main communication ports or agent communication ports.

To correct this, change the agent ports first in the ZX0800S.DATA configuration file. If this does not work, change the main port in the same file and on the Web server in *ccnnn.cfg* file (where *nnn* is your college code).

If CyberSource denies payment with the test credit card number, see if the transaction amount is between \$1,000 and \$4,000. Test transaction amounts in this range are automatically denied. Test transaction amounts should be less than \$1,000.

If the Credit Card Payment Login (*waci600.html*) does not handle SID or PIN input properly, check the following settings in the ZX0810S.DATA file:

Variable	Value
CreditCardCheckSID	0 = Does not verify the SID. 1 = Verifies the SID. (default)
CreditCardCheckPIN	0 = Does not verify the PIN. (default) 1 = Verifies the PIN.