EBusiness Examples: Error Web Pages

There are several types of errors that can occur through the EBusiness process. A few examples of why a transaction may fail are: invalid fields, missing fields, insufficient funds, or the issuing bank is unavailable.

After submitting a transaction, the customer will receive immediate feedback on whether a transaction was successful or if an error occurred. For some errors, the customer is allowed to return to the billing and payment pages to correct the data they entered, as shown in the red box below. The customer is allowed to re-try the transaction five times (for a total of six attempts).
After the sixth unsuccessful attempt, the customer will see the error page shown below, and is not allowed to retry the transaction further.
Errors:

A decision code of "ERROR" will be returned if there was an application failure due to a system, hardware, software or processing error.

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EBusiness Error

A system problem occurred during the submission of your transaction.

We are experiencing communication difficulties with the payment processing center. Please try your transaction again later. We apologize for the inconvenience this has caused.

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Session Expires:

This will occur if the customer is inactive for more than 15 minutes, a page is bookmarked inside the payment process, payment pages are accessed out of order, or the transaction was already submitted/approved.

From CyberSource:

Session timed out.

Your session timed out.

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From NAU EBusiness:
EBusiness Error

Missing or invalid parameters:

These errors can occur if the department sends invalid data to EBusiness or does not send all the data that is required to process a transaction. An “Invalid Local Merchant ID” error most often occurs when a department sends a TEST EBusiness account LMID to PRODUCTION EBusiness, or vice-versa.
EBusiness Error

The total amount passed to the EBusiness server did not agree with the detailed items passed.

If you received this error as a result of clicking your browser’s Back button, it is possible that your transaction was already processed.

If you have any questions regarding whether this transaction was processed, please either contact the department that originated this transaction, or contact Student and Departmental Account Services at (928) 523-3122 or email SDAS@nau.edu.

EBusiness Error

The transaction identification number already exists.

You have received this error message if either:

- the transaction identification number has been previously assigned to another patron, or
- your transaction was already submitted/approved.

If you were unable to submit your payment, please either contact the department that originated this transaction, or contact Student and Departmental Account Services at (928) 523-3122 or email SDAS@nau.edu.
EBusiness Error

At least one of the required fields was not posted to NAU EBusiness.

We apologize for the inconvenience this has caused. Please contact the department that originated this transaction and tell them about this error.

Invocation errors:

These errors will occur if the department does not invoke EBusiness correctly, using either a non-secure connection or connecting via an HTTP GET instead of the required HTTP POST.

EBusiness Error

The EBusiness URL that was posted to is not secure.

We apologize for the inconvenience this has caused. Please contact the department that originated this transaction and tell them about this error.

EBusiness Error

An incorrect data transmission method was used (should be POST, not GET).

We apologize for the inconvenience this has caused. Please contact the department that originated this transaction and tell them about this error.
Receipt refresh:

After a transaction has been submitted and the customer has received the receipt web page, if the customer later refreshes that page in the browser, or clicks the Back button in the browser, they will see this error.

Other errors:

These other errors are rare but can occur.
EBusiness Session Error

A system problem occurred during the submission of your transaction. The ITS EBusiness contact has been notified of this error and will look into the cause of the problem. We apologize for the inconvenience this has caused.

To verify if the transaction was processed correctly, please contact the department that originated this transaction, or contact Student and Departmental Account Services at (928) 523-3122 or email SDAS@nau.edu.

EBusiness Error

A General Error has occurred.

The ITS EBusiness contact has been notified of this error and will look into the cause of the problem.

If you have any questions regarding this transaction, please either contact the department that originated this transaction, or contact Student and Departmental Account Services at (928) 523-3122 or email SDAS@nau.edu.