Technical information for ANZ eGate Merchants

Q: What is an 'unspecified error'?

A:
Test ANZ eGate facilities: When you or your developer process a test transaction, you may see a result called 'unspecified error'. This means that the transaction would have returned an 'approved' result but for a problem with the card details or the value of the transaction used. If you see this error, check that the card details used for the transaction match the test card details (card number, expiry & CVV) specified in the ANZ eGate developer kit and that the transaction value ended in 00. If you are still experiencing difficulties, you can contact us via email at ANZeCommerceSupport@anz.com.

Live ANZ eGate facilities: After your ANZ eGate facility has gone live, 'unspecified error' is a general error code that could indicate one of several specific errors.
If you see this error, logon to the Merchant Administration site and go the Financial Transaction Search section. You can then look up the Acquirer Response Code for the transaction in question and compare this with the listed codes in the ANZ eGate (Virtual Payment Client) Integration Notes to find the exact error.

Q: What can I do if the Sample Code I am using is invalid?

A: All Sample Codes provided in the ANZ eGate developer kit are valid. If you are experiencing difficulties it will be for a different reason. If you require assistance, please contact us via email at ANZeCommerceSupport@anz.com.

Q: Can I develop my merchant website using html?

A: No, ANZ eGate cannot be implemented with a website that is written in html because an authentication routine takes place for transactions that requires a higher scripting language. Sample Codes are provided in the ANZ eGate kit to assist with developing and integrating ANZ eGate in ASP, ASP.NET (#C), PHP, JSP and PERL.

Q: What is Secure Hash?

A: The Secure Hash is additional information used to prevent cardholders modifying transaction requests and responses.

Q: What browsers are incompatible with VbV and MCSC?

A: There are some web browsers that cardholders cannot use if your ANZ eGate facility utilises VbV and MCSC. Some common web browsers that are not compatible are Firefox and Opera. Please note that this is not an exhaustive list and some other web browsers may also be incompatible with VbV and MCSC.

Q: What happens if a customer using my website doesn't get a result from a transaction request?

A: If a customer doesn't see a transaction result and doesn't know if it has been processed, they will need to contact you, the merchant and quote the transaction number which will have been displayed at the start of the transaction. You will then need to logon to the Merchant Administration site and find the transaction to identify whether it was approved.

Q: Does eGate support authorisation and capture as a processing model?

A: An ANZ eGate account can only be setup as either authorisation and capture or as a straight purchase. It cannot be a combination of both.

Q: Where can I find test cards for transaction testing for ANZ eGate?

A: All test cards can be found in the ANZ eGate developer kit. You can access the developer kit at https://www.anz.com.au/business/help-support/merchant/developer-resources/developer-kits/

Q: Why is the user I am trying to login under locked out but showing as active under my administrator login?

A: The user could be set up with the advanced merchant administration feature being enabled which does not allow the user to logon to the Merchant Administration portal. This feature should only be enabled if the user is being used for integration. If the user is not being used for integration purposes, you can update the user settings using the administrator logon.

Q: Why can't I see the configuration details tab to obtain the required secure hash and access code when I login?

A: You will not be able to see the secure hash and access code when you are logged in using the administrator logon. A separate user will need to be created with the "Modify Merchant Configuration" tick box selected to obtain secure hash and access code.

Q: Why can't I see the users I created?

A: Please ensure you are using the right credentials when you login. Please note that users that you create in the test system will not appear in production and vice versa.

Q: What does an e5000 error mean?

A: This response usually relates to a mismatch between your eGate merchant ID, access code, secure hash secret or how SHA256 has encrypted the secure hash. Please verify that you are using the correct details for the correct login (Test or Production).