

# Error: Moneris: GetProcessorName not supported in 8.4.6.18

## Summary:

Error Moneris: **GetProcessorName not supported** when trying to log into ticket entry after applying 8.4.6.18 Service Pack

## Cause:

Counterpoint does not support Moneris or Tender Retail on the v8.4.6. series any longer past 8.4.6.12.

## Solution:

NCR Counterpoint v8.5.2 is the next release that is appropriate for merchants using Moneris or Tender Retail. Canadian merchants who are currently using NCR Counterpoint V8.4.6.12, V8.5, or V8.5.1 should continue to do so until they can update to v8.5.2. Click [here](https://counterpoint.knowledgebase.co/article.php?id=1003) for details.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1003>