"ErrorMessage=ACCOUNT ONLY SUPPORTS ENCRYPTED OR TOKENIZED DATA" when using a Bluefin device

Summary:

"ErrorMessage=ACCOUNT ONLY SUPPORTS ENCRYPTED OR TOKENIZED DATA" when using a Bluefin device

Cause:

This error is seen in the Counterpoint.log when using a Secure Pay account enabled for BlueFin with a non-BlueFin device or device not properly encrypted for Bluefin. The merchant may see DECLINED messages in Counterpoint, but the log will show the error.

Solution:

Follow up with Bluefin to obtain a properly encrypted device.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=1247