

# HOST ERROR: INVLD ACCT [#]

## Summary:

HOST ERROR: INVLD ACCT #

## Cause:

HOST ERROR: INVLD ACCT 2 - Typically indicates a bad card number.

HOST ERROR: INVLD ACCT 1 - Typically indicates a bad card number, or could be from a Credit Card Setup issue in CPSQL.

## Solution:

This error is being sent from the card processor. Contact the card processor to help identify why the batch is failing and if it is due to a specific transaction. If there is a bad transaction that needs to be removed from the batch - contact your Counterpoint reseller for assistance.

Note: NCR Counterpoint Support was advised in August 2015 that FDMS has begun notifying merchants using obsolete pin pads that their accounts will be deactivated for debit transactions until their pin pads are upgraded.

If INVLD ACCT 1 is observed during settlement with FDMS and NCR Counterpoint Gateway, check the pre-settlement list to determine if there are debit card transactions present in the batch. If so, then FDMS should be contacted to confirm if this error is due to a bad card number or a change in the merchant account set up on the processor side to disallow debit cards from being processed.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=194>