Error: Moneris Initialization Error - Gateway could not process request

Summary:

When logging into ticket entry or touchscreen using Moneris as the credit card processor, the message 'Moneris Initialization Error - Gateway could not process request' is returned.

Cause:

This error is returned by the processor and typically indicates the Moneris merchant number or API token is incorrect.

Solution:

Verify the merchant number issued by Moneris is correct in the Setup/Point of Sale/Stores on the Credit Card tab.

Also, check the API token on the processor configuration page and verify it has been entered accurately.

Note: The API token value is case sensitive and must be entered **exactly** as indicated by the setup sheet and/or the processor.

If both merchant number and API token have been entered into CounterPoint correctly, contact Moneris to confirm these numbers are correct and that the merchant setup has been completed successfully.