

Debugging eCart Transaction Failed issues

When trying to figure out why your test transactions are failing, eCart has a few built-in functions to help you out. Applying the eCart Payment Gateway Response bindings to your failure pages will help you better understand why a transaction is failing.

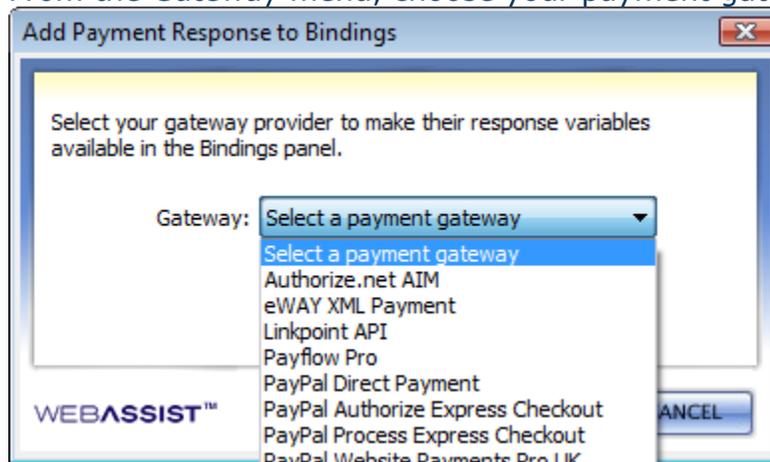
What Do You Need to Start?

- Dreamweaver 8, CS3, or CS4
- eCart
- Site containing eCart checkout pages

Creating the Add to Payment Response bindings

The first step is to add the Payment Response option to your list of bindings.

1. Open the failure page you wish to apply this to.
Most commonly, *this would be checkout_failure or shipping_failure.*
2. From the Bindings panel, choose **Add**.
3. Select **eCart > Checkout > Local Response**.
4. From the Gateway menu, choose your payment gateway.



Note: PayPal Express users will need to do this twice for the 'PayPal Authorize Express Checkout' and 'PayPal Process Express Checkout'.

Adding the desired bindings

You will now have a new group listed in the Bindings panel for **Local Checkout Response**. The responses available vary depending on the payment gateway.

1. Click and drag any of the options listed to a location within your page.

Note: Each option you add to your page will display that specific information regarding the error that is being returned. Choose whichever options you feel will be most helpful with diagnosing the issue.

2. Besides each binding on your page, you may want to add some descriptive text.
3. Press **Ctrl (Cmd) + S** to save your page.
4. Upload your new pages to your live server.
Make sure to upload the WA_eCart folder as well since it will contain new helper files for these bindings.
5. Perform another test transaction on your site and review the error you receive.

Using the Full Response option

There is an option under the Local Checkout Response for Full Response. This option includes all the details regarding your error, and may be easier to use than adding individual bindings. However, when using this option, you will need to View Source in your browser to view the error details cleanly.

6. When you reach the failure page, you will see a block of text containing your error response.
7. Select the **View** option in your browser.
8. Choose **Page Source** or **Source**.
9. Scroll to the location in your code that contains the error.
The error information will be presented in an organized XML format.

Review the XML code to view the Full Response details of your error.

How do I resolve the error?

The most appropriate method for resolving your error message is to check with your payment gateway for more details on why that particular error may be occurring. Once you have an understanding of what is causing the error, you can make any change necessary to the pages of your site.