



Unable to Process Payments – Error 400

This document will give different troubleshooting steps on troubleshooting a POS application that is constantly returning an “Error 400” message.

Steps:

1. First, we will need to confirm that the tablet is connected to GWCcontrolNet. To do this you will need to swipe down from the upper right corner and press and hold on the Wi-Fi symbol.
2. If the tablet is connected to the GWCControlNet the next thing you will want to do is go into safari and search for “Pictures of Pink Ponies” or something else random to ensure that it cannot be stored in the tablet’s memory. If this search is unable to turn up anything we will need to investigate to make sure the internet is working correctly as this tablet is unable to reach out to the network properly.
3. If this search was able to go through confirm that the printer, and card readers are correctly connected to the system. If they are, attempt to power cycle them and reconnect to see if the issue reoccurs. If you are only having an error 400 on your card reader, please then skip to step 5
4. At this point we should then power cycle all network equipment to see if it clears the issue. This list includes the ISP Modem and the Linksys or Edge router.
5. If at this point the issue is continuing, please navigate to the dashboard for that site. Once at the site dashboard page, scroll down to the point of sales section and click the details button to navigate into the POS account for the site.



6. While in the POS account, check the upper right-hand side next to edit above the “Customer Details” Section to make sure that the account has not been set delinquent. If the account has it will appear like so. If you see this click “Unset Delinquent” to correct.



7. If the account was not set to delinquent scroll down to the “Payment Methods” section and check to see if any of the payment methods have been Archived. This can be done by clicking the “Show Archived” button at the bottom of the section. If a payment method has been archived like below be sure to unarchive it to re-establish that payment method as an option for the site.

