



AVImark Payment  
Solutions Frequently  
Asked Questions

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# APS Frequently Asked Question's

## **1. *What should I do if I get a Catastrophic failure error?***

- This error can be quickly corrected by closing and reopening the AVImark program, this will reopen the MPS.exe file.

## **2. *What does it mean when it says 'Duplicate' after processing a credit card?***

- The card you are trying to run has already been processed for the same amount on same day. The payment marked 'duplicate' will not be charged to the client.

## **3. *What should I do if I get message: 'RPC Server is Unavailable' or 'The Remote Procedure Call Failed'?***

- This error can be quickly corrected by closing and reopening the AVImark program, this will reopen the MPS.exe file.

## **4. *What should I do if I get message 'Class Not Registered; Class ID'***

- You will need to log into Windows as an administrator.
- Open MPS Option window and click (menu) **Utilities, Register** to register the mps.exe.

## **5. *What does it mean if I get error: Connection Failure?***

- This error is generated due to a failure with your internet connection. Check your internet connection and modem..

## **6. *What should I do if I get an Integer Overflow error?***

- This error means that you will need to rename or remove a file in your AVImark folder.
- Close AVImark on all computers, then on the AVImark icon, right-

click, **Properties**.

- Click **Open File Location** and this will open the AVImark folder.
- Select the logdata.mps and right-click, **Rename** or **Remove**.
- If you select rename place Old in front of the file name. Click, **OK** to the message warning you about renaming or removing the file.
- Now it is safe to open AVImark and proceed with you day.

**7. *What should I do if I am processing a credit card and it says that it is Declined, Pick up Card or Call Issuer?***

- There is an issue with the credit card and the client will need to contact their credit card Issuer.

**8. *What does Invalid Data mean?***

- This generally means that the credit card was not swiped correctly or the card reader is not able to read the card correctly. Try re-swiping the credit card.

**9. *What does Invalid Merchant mean?***

- The client is not setup to manually batch, they are setup to auto batch.

**10. *I am getting the error 'Username or Password is incorrect' when trying to log into the Virtual Terminal www.coremanagementsystems.com***

- You will need to reset your password by clicking on the '**Forgot your Password**' option. If you cannot get it reset your password contact Element at 866-435-3636 for further assistance.









